

Bid Number 956 Custodial Services for Knox County Schools

By



GCA Education Services, Inc.
4726 Western Avenue
Knoxville, Tennessee 37921

Submitted to

Knox County Purchasing Division

May 18, 2011 @ 2:00 PM



May 18, 2011

Knox County Schools
Bid Number 956
Attn: Knox County Purchasing Division
Suite 100, 1000 North Central
Knoxville, Tennessee 37917

Reference: Bid Number 956 Custodial Services for Knox County Schools

Knox County Purchasing Division:

Thank you for inviting GCA Services Group to submit a proposal for Custodial Services to Knox County Purchasing Division for Knox County Schools.

We are very excited about the opportunity to serve Knox County as many on our team are longtime residents of Knox County and graduates of the Knox County School system. GCA's goal is to establish a long-term relationship with Knox County Purchasing Division and your facilities department. Our experience, record of accomplishment and commitment to meeting and exceeding the needs of the district in the strength of a partnership is very important to our mission.

GCA is qualified to provide the services outlined in this bid. With more than 30 years of experience providing services in extremely demanding workplaces, GCA has built a reputation as the provider of choice for educational institutions. You can trust that GCA will continue to bring this same level of expertise and attention to detail to Knox County Schools.

GCA currently provides facilities services to 150 K-12 school districts nationwide. In the state of Tennessee we serve 30 districts, including Metropolitan Nashville Public Schools, Shelby County Schools, Maryville City Schools, Alcoa City Schools and Loudon County Schools. In fact, GCA is the leading provider of contracted custodial services in Tennessee.

Through our team's thorough analysis of the district's buildings and our understanding of Knox County Purchasing Division's goals, GCA has developed a program specifically to meet your objectives. Within this proposal, you will find key elements of our tailored program approach, and an overview of the GCA's management systems.

GCA is providing a comprehensive solution for custodial services. We strongly encourage you to check our references to help Knox County Purchasing Division make a decision on GCA's service and quality reputation. We look forward to having the opportunity to serve you and we welcome an invitation to present our program to Knox County Schools' committee members.

Thank you for this opportunity.

Respectfully,

A handwritten signature in blue ink, appearing to read "Craig Colquitt", with a long, sweeping underline that extends across the page.

Craig Colquitt
Senior Sales Director
South High School
Class of '1972



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SECTION VI VENDOR INFORMATION AND PRICING

6.1 Vendor Name GCA Education Services, Inc.

6.2 Vendor Address 4726 Western Avenue

City Knoxville State TN Zip 37921

6.3 Telephone Number 888-588-0863 Fax Number 865-588-9208

6.4 Vendor Number As Assigned By the Knox County Purchasing Division 44886

6.5 Contact Person Buddy Helton, Division President

6.6 Authorizing Signature 

6.7 Vendor's Knox County Business License Number 0223133
(If Applicable) *Attach A Copy Of The License.*

6.8 I Acknowledge the Receipt Of: (Please Write "Yes" If You Received One)

Addendum 1 Yes Addendum 2 Yes Addendum 3 Yes Addendum 4 Yes

6.9 Will your company accept the Electronic Commerce Card (VISA) as payment?
*See Section 8 - Pricing and Terms for annual rebate option in lieu
Yes *Yes No _____ of Electronic Commerce Card (VISA) payment.

6.10 Note any exceptions to the specifications that you take here. For instance, if you take exception to Section 3.1; then write 3.1 and explain how you differ from the specification. Use additional pages if necessary. Certain exceptions may be deemed non-responsive to the IFB and be just cause for rejection of bid.

6.11 Detail the business model to be deployed in fulfilling the services requested in this solicitation. (use additional sheets if necessary).

6.12 Number of Employees: 26,000

6.13 Years in this Business: Over 30

6.14 Total Number of Clients: Over 600

6.15 Total K-12 Square Footage under Contract: 200 million
(Vendors must attach a list of current K-12 Educational contracts in place. List District Name, number of square feet under contract, personal contact and phone number.)

6.16 List of Equipment: (use additional sheets if necessary) Please see section 4.a, "Business Model / Equipment Plan"

**FOSTER D ARNETT JR
KNOX COUNTY CLERK**

PO BOX 1666
300 MAIN AVE. ROOM 226
KNOXVILLE, TN 37901

LICENSE
0223133

MINIMUM BUSINESS LICENSE AND GROSS SALES RECEIPT, NOT A BILL

Mailing

Location

42064 GCA EDUCATION SERVICES, INC
4726 WESTERN AVE
KNOXVILLE TN 37921

GCA EDUCATION SERVICES, INC
4726 WESTERN AVE
KNOXVILLE, TN 37921

DANIEL E MINGIE

LOCAL ACCOUNT NUMBER 42064
STATE ACCOUNT NUMBER 169353599
TRANSACTION NUMBER _____
CLASS 03
SALES TAX NUMBER _____

ISSUE DATE 08/30/10
TAX PERIOD 07/01/2009 - 06/30/2010
EXPIRATION DATE 6/30/2011

DEPUTY CLERK SIGNATURE KB WK23 Drawer:23 Site:1

-- POST AT LOCATION OF BUSINESS --
IF BUSINESS CLOSES, MOVES, OR CHANGES OWNERS, NOTIFY THIS OFFICE

DETACH THIS PORTION FOR CONFIDENTIAL FILE

FOSTER D ARNETT JR, KNOX COUNTY CLERK

LICENSE
0223133

MINIMUM BUSINESS LICENSE AND GROSS SALES RECEIPT, NOT A BILL



CITY OF KNOXVILLE, TENNESSEE
Business License



Business Name and Location:
GCA EDUCATION SERVICES, INC.
4726 WESTERN AV



Mailing Address:

GCA EDUCATION SERVICES, INC.
c/o SOUTHERN BUILDING SERVICE INC
4726 WESTERN AV
KNOXVILLE, TN 37921

Account #	29402
Classification	3
License/Receipt #	133071
Issue Date	08/27/2010
Expiration Date	06/30/2011
State Account #	503332058

This Minimum Business Tax License does not permit the Licensee to operate a business of any type which is in conflict with any Federal, State, County or City ordinance, codes or laws.

Tax Period: 07/01/2009 to 06/30/2010

Must be posted in a conspicuous place

DETACH LICENSE ABOVE AND POST IN A CONSPICUOUS PLACE

**AFFIDAVIT OF COMPLIANCE
WITH
DRUG-FREE WORKPLACE REQUIREMENTS OF
TENNESSEE CODE ANNOTATED, § 50-9-113**

(To be submitted with bid by construction contractor with 5 or more employees)

I, Buddy Helton, president or other principal

Officer of GCA Education Services, Inc., swear or affirm that the
Name of Company

Company has a drug-free workplace program that complies with Title 50, Chapter 9, Tennessee Code Annotated, in effect at the time of this bid submission at least to the extent required of governmental entities. I further swear or affirm that the company is in compliance with Tennessee Code Annotated, § 50-9-113.

Buddy Helton
President or Principal Officer

For: GCA Education Services, Inc.
Name of Company

STATE OF TENNESSEE }
COUNTY OF }

Subscribed and sworn before me by Buddy Helton

President or principal officer of GCA Education Services, Inc.

On this 16 day of May, 2 2011.

Katie E. Powell
Notary Public

My Commission expires: November 23, 2013



AFFIDAVIT OF COMPLIANCE

WITH

TENNESSEE CRIMINAL HISTORY RECORDS CHECK

TENNESSEE CODE ANNOTATED, SECTION 49-5-413

(To be submitted with bid by contractor)

I, Buddy Helton, president or other principal

Officer of GCA Education Services, Inc., swear or affirm that the
Name of Company

Company is in compliance with Public Chapter 587 of 2007, codified at Tennessee Code Annotated 49-5-413, in effect at the time of this bid submission at least to the extent required of governmental entities. I further swear or affirm that the company is in compliance with Tennessee Code Annotated, § 49-5-413.

Buddy Helton

President or Principal Officer

For: GCA Education Services, Inc.
Name of Company

STATE OF TENNESSEE }
COUNTY OF _____ }

Subscribed and sworn before me by Buddy Helton,

President or principal officer of GCA Education Services, Inc.,

On this 16 day of May, 2011.

Katie E. Powell

Notary Public

My Commission expires: November 23, 2013





EXECUTIVE SUMMARY

GCA Education Services, Inc. is a privately owned corporation that specializes in providing custodial, grounds and facility maintenance services. **GCA provides these services to over 150 K-12 school districts** nationwide as well as 55 colleges and universities. **Our core business is providing privatized facility services to K-12 school systems.** Currently GCA employs close to 20,000 and cleans approximately 500 million square feet daily.

GCA has a Wealth of Experience and our Qualifications are Best Summed up in one Word: References. We invite you to contact our confidential list of clients including Metropolitan Nashville Public Schools, TN; Shelby County Schools, TN; Duval County School District, FL; Collier County School District, FL; Plano Independent School District, TX; Beaufort County School District, SC; Philadelphia School District, PA; and Elgin School District, IL; to name a few.

In addition to Metropolitan Nashville Public Schools and Shelby County Schools, other Tennessee based clients include Maryville City Schools, Alcoa city Schools, Loudon County Schools, Wilson County Schools, Putnam County Schools, Tipton County Schools, Murfreesboro City Schools, Weakley County Schools, Robertson County Schools, Williamson County Schools, and Dickson County Schools. Please see our complete list of Tennessee K-12 School Districts in section 3, Performance and References. **GCA is the leading provider of privatized K-12 Custodial Services in the state of Tennessee.**

GCA has an intense dedication to customer service. Due to this fact, GCA has built and maintained a 98% school district retention rate. We encourage a reference check and would enjoy the chance to meet with the selection committee and answer any questions that may arise during the course of the decision making process.

GCA is Well Organized and has an Experienced and Qualified Staff. You will see from our organizational chart included that GCA's Education Division is well organized. Our Senior Management is composed of accomplished professionals who on average have 25 years of experience. Furthermore, GCA has a regional team that averages 15 years of experience per manager. As GCA grows, it promotes from within. Our goal is to have a partnership not only with our clients, but with our management as well.

GCA's Education Services, Inc. is headquartered at 4726 Western Avenue. We employ **twenty seven** Knox County Schools alumni with pride and deep respect for their primary and secondary education within our corporate staff. In addition, fifty salaried and administrative personnel proudly work in our Knoxville office as well as **432** total hourly employees. State wide, GCA employs close to 4,000 and services **30** different K-12 School Systems and **438** individual schools. Furthermore, 20 of our local managers graduated from the University of Tennessee and other higher education institutions in the state. **With that, we feel that GCA has a stronger vested interest in this business opportunity than any other competitor.**



With a long-standing record of service excellence, GCA today has a dynamic team of industry specialists with an uncompromising commitment to quality. **GCA will commit these years of management experience – both on-site and Regional/Divisional – to Knox County Schools.**

Senior Regional Vice President Charlie Spencer and Startup Coordinator Steve Gritzuk will oversee a seasoned team of managers during the transition period, beginning immediately after award prior to the proposed September 1 start date. This Startup Team will consist of Area and Project Managers. The team will be on site well in advance of establishing a GCA presence at Knox County Schools by introducing the company to Knox County Schools' facilities representatives and administrators, and beginning the recruitment of the necessary workforce that will provide high quality service for the district. We will also coordinate an initial Safety Audit and necessary Human Resources activities required during a GCA start up.

GCA Senior Managers will provide on-going support to Mark Dexter, District Manager, including regular visits and **Quarterly Joint Review Committee meetings** (See Appendix for an Example of a JRC). The qualifications in the attached bio-resumes ("Key Education Division Personnel") reflect the types of individuals and the organization that will support GCA's work at KCS.

GCA has Specific HR Plans for Recruiting, Hiring, and Documentation. GCA will screen all employees prior to starting any position for GCA in any Knox County Schools location.

GCA has Developed a Concise Start-up and Continued Operations Plan for Knox County Schools. Facility-Specific Plans have been created for overall staffing, training, substitution, equipment, absenteeism and supplies. These are included as key components of our proposal.



GCA has the experience, expertise, management tools and methodologies necessary to deliver the high level of service. **We have a management staff that specializes in k-12 operations** that will successfully implement a new custodial services program that will deliver a high level of cleanliness to Knox County Schools. We will use best practices of hiring, training, retaining and properly equipping good people at every level from custodial employees to management.



GCA plans to invest over \$1.1 million in quality equipment and startup costs to effectively transition the services and to help the custodial staff achieve the highest level of cleanliness. Located in the startup plan, the Equipment section of the proposal gives you specific details on new equipment that will be purchased and placed throughout the district. GCA will ensure a smooth custodial services management transition by utilizing our specialized Start-Up Support Team that will help GCA's District and Area Managers implement our proposed custodial services program. These transition plans and timelines can be found in detail in the Business Plan section of this proposal. GCA has the operations, human resources, legal, information technology, accounting, and purchasing expertise to support our managers in exceeding client expectations. Our strong management system will increase employee productivity, cleanliness, quality and related student, employee and school administrator satisfaction.

GCA has an Outstanding Quality Control Program

GCA will introduce our proprietary GCAware software that will allow us to review performance goals and productivity together on a regular basis. **Every classroom, restroom, corridor, cafeteria, office, media center, and janitorial closet will be entered into our GCAware system.** From that, our local management team will complete randomly generated inspections to ensure quality standards are being maintained at all times. In order to obtain quantitative, objective measures of custodial productivity and cleanliness, Administrators at every level will have the ability to provide input and document service levels. GCA will work to build accountability, cooperation and a sense of shared values, goals and commitments.

In addition, GCA management will administer a "Report Card" for Custodial Services. These monthly report cards are graded by the Principal or Building Administrator and provide feedback on all areas including hallways, classrooms, cafeterias, restrooms, media centers, outside perimeter, and management responsiveness to issues. We are proud to say that this program is a huge success, especially in Duval County Schools, FL, where we receive 160 responses a month. This tool serves to motivate the management team and provide an early warning sign for dissatisfaction in any areas. With this, we can pinpoint any areas that may have specific needs or concerns.

GCA has an Organized and Efficient Training Program as well as Access to the Best Chemicals and Equipment. GCA's operational and safety program consists of excellent employee and supervisor training programs, account manager safety audits, and thorough incident investigation and prevention. **GCA's dedication to providing excellent training has lead to a safe work environment for customers, students and our staff which is demonstrated by an industry leading workers' compensation experience modifier (MOD) rate of 0.81 - well below the 1.00 industry norm.**

This training will include sessions on how to use our equipment and chemicals. GCA will have access to and provide all paper products and consumables. In addition, best in industry chemicals will be provided from suppliers such as Kelsan, Diversey and Spartan. In addition, GCA will provide and test new chemicals and equipment to always maintain



innovation and provide the best practices for KCS. We plan to purchase equipment potentially from many sources including Tennant, Advance, and Eagle.

GCA has provided Value Based Pricing that we Feel Provides a Fair Package to Employees in addition to a Cost Savings to the District. GCA is proposing two prices - a **Base Bid** and an **Alternate Bid**. The **Base Bid** meets all of the specifications of the bid and includes market wages, availability of health benefits and a 401k plan. The **Alternate Bid** includes above market wages, availability of health benefits, a 401k plan, 7 paid vacation days and 3 sick days, for all Knox County Schools employees that transfer to full time GCA positions.

GCA is proposing 412 Full Time Equivalent (FTE) positions in both price options, as compared to Knox County Schools' current staffing of 365 FTE positions. This is an increase of 47 FTE positions or 12.9% additional labor.

Our wages, benefits, training, motivational programs, supplies and equipment will give the custodial staff the necessary tools to succeed and safely deliver the highest level of service. In order for GCA to deliver on our promise of quality, we think it is crucial to hire and retain a stable, motivated and effective labor force. To help us attract dependable custodial staff our contract price includes competitive wages, full benefits, an employee motivational program and brand new quality state-of-the-art equipment.

Our benefits package offered to Knox County Schools employees includes a medical, dental, vision, life insurance, short-term disability and a 401K plan. GCA will work to build and maintain a strong working relationship that leads to loyalty and teamwork that will benefit all parties. ***GCA plans to offer employment to any existing custodial staff member that your school principals and staff members recommend including Area Foremen.***

GCA is committed to developing a strong partnership with Knox County Schools to enable the district to achieve its goals. We are proposing a **"value based"** contract, not one based solely on price. We will invest heavily in **work methods and plans** to produce consistent and sustainable high performance. We will pay particular attention to the Start-up Plan covering the first ninety days.

GCA looks forward to the opportunity of being the new Custodial Services Provider for Knox County Schools.

2. Experience & Qualifications



COMPANY OVERVIEW

WHAT DRIVES GCA SERVICES GROUP...

GCA Services Group is a leading provider of comprehensive facility services with over 30 years of experience providing custodial, facilities operations, maintenance and grounds management services to the specialized education and commercial markets. GCA is committed to providing the best facility services to clients where the quality of cleaning, safety, maintenance and appearance are critical to the basic function of the organization. Supported by the most sophisticated operating systems available, GCA boasts one of the strongest, most experienced management teams in the industry.

GCA AT A GLANCE

GCA Services Group, Inc. is a private corporation with annual revenues in excess of \$625 million; its run rate EBITDA is approximately \$50 million, and its net worth is in excess of \$100 million. Further, GCA has an unused \$30+ million line-of-credit that provides additional financial capacity and flexibility so that GCA can serve nearly any client in the United States. GCA employs over 22,000 staff and services in excess of 500 million square feet daily throughout 46 states and Puerto Rico.

GCA EDUCATION SERVICES

GCA Education Services, Inc. with more than \$350 million in annual revenues and in excess of 11,000 employees, is the largest division within GCA Services Group and is dedicated exclusively to serving the needs of the education market. All resources required to properly transition and support the operations at client sites are available from division based, discipline-specific experts in operations, human resources, safety and risk management, green initiatives, energy management, training, R&D and finance.

GCA Education Services provides 'full service' (employees on the provider's payroll) custodial services to more than 150 school districts throughout the United States with a focus on quality, safety and customer satisfaction. In fact, from a full service standpoint, GCA is unaware of any company in the industry with more full service custodial clients. Further, unlike each of its larger competitors, GCA focuses exclusively on facilities services (as opposed to food services or transportation). GCA's focus on facilities, commitment to the education market, and investment in discipline-specific supporting operations and management systems has set GCA apart from its competition. In fact, recently GCA has gained several large districts as clients including: Metro Nashville Public Schools (service began 7/1/10); School District of Philadelphia (service began 10/1/10). Perhaps more importantly, GCA's unique programs are designed to deliver a clean, healthy and safe learning environment and this commitment to delivering best-in-class quality and service at all times has led to a **client retention rate is 98.+%**. In fact, GCA's Education Division has never had a contract cancelled due to poor performance.



GCA's MISSION AND GOALS

GCA Services Group's mission is to be the **premier provider** of facility services to the education and specialized commercial markets and to be nationally recognized as delivering the best value in terms of quality, service and price.

Our goals and philosophies consist of four simple points:

- To be the best in quality of work and in service
- To act with integrity by exceeding commitments to clients and employees
- To enable our people to grow in skills and achievement
- To grow responsibly consistent with achieving the above goals

OUR TRACK RECORD

GCA is proud to include among its more than 150 K-12 school district clients: Metropolitan Nashville Public Schools, TN; Shelby County Schools, TN; Duval County School District, FL; Collier County School District, FL; Plano Independent School District, TX; Beaufort County School District, SC; Philadelphia School District, PA; and Elgin School District, IL; to name only a few.

Should Knox County Schools wish to speak with any of our clients and tour their facilities, GCA would gladly arrange for that to take place.

Please ask our clients about GCA. They are truly our best advocates!

CERTIFICATIONS, ASSOCIATIONS AND ORGANIZATIONS

GCA belongs to many local and national associations and organizations including:

- Tennessee School Boards Association (TSBA)
- Tennessee School Plant Management Association (TSPMA)
- Tennessee Organization of School Superintendents (TOSS)
- American Association of School Administrators (AASA)
- National School Boards Association (NSBA)
- Association of School Business Officials (ASBO)
- National Association of Independent Schools (NAIS)
- Building Services Contractors Association International (BSCAI)
- International Facility Management Association (IFMA)
- National Minority Supplier Development Council
- US Green Building Council



KEY PERSONNEL

Buddy Helton – Education Division President



Mr. Helton is the President of GCA Services Group's Education Division. Under Mr. Helton's leadership, this division has enjoyed double-digit growth. Mr. Helton's background includes over 30 years experience. Beginning his career with a large, regional contract-cleaning firm, he served as Vice-President of the Education and Industrial Division for over 10 years. Prior to joining GCA Services Group, Mr. Helton was President and owner of Southern Building Service, a building custodial firm specializing in K-12 school systems and universities. Southern Building Service was acquired by GCA in January 2004.

Mr. Helton graduated from The University of Tennessee with honors and holds a Bachelors Degree in Business Administration. He is a graduate of Fulton High School class of 1973. He has also attained the distinction of Certified Building Service Executive (C.B.S.E.) from BSCAI.

Charlie Spencer – Senior Regional Vice President



Mr. Spencer brings over 30 years of facility service experience to GCA Services Group. His current responsibilities include oversight of operations for Higher Education and K-12 schools in the Southeastern United States with continuous monitoring of quality and service levels. Prior to joining GCA, he served as the Vice President, Education Division for Southeast Service Corporation, a regional service provider. In 2000, he joined Southern Building Service in order to build an educational facilities company that was recognized for excellent quality. Southern Building Service was acquired by GCA in January 2004.

Mr. Spencer holds a Bachelors degree in Economics from the University of Tennessee. He is a graduate of Central High School class of 1979. He is a BSCAI Certified Building Service Executive (C.B.S.E) and a Registered Building Service Manager (R.B.S.M.). Mr. Spencer serves on the Operations Steering Committee for GCA.



Steve Gritzuk – Startup Coordinator and Vice President of K-12 Business Development



Steve is a Regional Vice President and K-12 Business Development for GCA Services Education Division. He has a Bachelor of Science degree from Clemson University in Marketing with an emphasis in Services and Management. In addition, Steve has an MBA from Charleston Southern University. Before coming to GCA Services Group in 2001, Steve was a certified police officer for the state of South Carolina and an internationally certified firefighter. He has managed the Charleston County School District, SC; as well as performed key start-ups in Metro-Nashville TN, Collier County, FL, Duval County, FL, Beaufort, SC and Rockford, IL. In addition to his responsibilities of new business startups; Steve currently is responsible for all K-12 operations in Florida and resides in Jacksonville.

J. Scott Zimmerman – Senior Regional Manager



Mr. Zimmerman is a Senior Regional Manager for GCA Services Education Division. Scott's background consists of over 20 years in the facility service industry primarily dealing with educational facilities. In his last position with his former employer, he was responsible for 17 school districts. Mr. Zimmerman graduated from East Tennessee State University with a Bachelors Degree in Psychology and a minor in Business Management in 1989.

Mark Dexter – Proposed Account Manager



Mr. Dexter is a 1990 graduate of the University of Tennessee with a degree in Hotel and Restaurant Management. After six years in hotel management, Mark was Manager of Environmental Services in a Knoxville Hospital and was responsible for all aspects of cleaning and the training of the staff for nearly four years. Mr. Dexter has been with GCA since 2000 and currently manages over 6 million square feet. He was instrumental in several company start-ups as well, including managing Charleston County School District; SC. Mr. Dexter is a graduate of Farragut High School class of 1985.

Kevin Holbert – Proposed Zone Manager



Kevin is an Account Manager with GCA Services Group. He has 10 years of management experience in the contract cleaning industry. Kevin started out as a general cleaner and worked his way up to an Area Manager. He attended Lincoln Memorial University and was a member of the Baseball team for four years. He graduated with a Bachelors of Science degree in Mathematics and a minor in History.



Kevin Junot – Proposed Zone Manager



Kevin Junot is a seasoned management professional with extensive experience in custodial services including new account start-ups and maintaining existing business. He has successfully helped in starting up jobs for GCA since 2008 including, Southfield and Birmingham Michigan, and Collier County Florida. Kevin spent six years running, maintaining and starting accounts for SSC at various locations before joining GCA. In 2001, Kevin earned a Bachelor Degree in Business from East Tennessee State University. Recently, Kevin has assisted with the Michigan & Florida start ups this past summer and currently is in New Orleans starting up the new Recovery School District.

Miles Steele - Regional Facilities Manager



Mr. Steele brings a wealth of plant operations and maintenance experience to K-12 education clients. Just before joining GCA, Miles was Director of Maintenance for Washington Elementary School District #6 in Glendale, Arizona. Besides his invaluable understanding of the needs of school districts, he has also gained from his lengthy experience working for several prestigious contracting companies.

Tim Moore – Director of Grounds Management



Mr. Timothy Moore, CSFM has been in the Green Industry for 22 years. He received his Associates Degree from the State University of New York at Cobleskill and his Bachelors Degree from the University of Maryland system. Mr. Moore acquired his Certification as a Sports Field Manager in January of 2001. He has been very active in the Sports Turf Manager's Association, serving on its Board of Directors for 6 years.

Mr. Moore has spent a great deal of his career developing maintenance programs for High Schools, Parks and Recreation Departments and Colleges. He has worked with Facility Managers, Community Boards, Municipal Executive Boards, Athletic Directors and Principals to develop programs that address improving Landscape, Turf and Sports Field areas. Some of the organizations that have received programs from Tim include; Gallaudet University, Wesley College, Shepherd University, Maryland National Capital Park and Planning Commission and the Montgomery County Maryland Board of Education.



Bernie Decker – Human Resources & Training Director, Education Division



Mr. Decker brings over 18 years of human resources and training experience to GCA Services Group. He joined GCA Services Group early in 2004. His current responsibilities include hiring and training of management team, administration of benefit plans, employee relations as well as employee training and employee development. Prior to joining GCA, Mr. Decker served as the Vice President of Human Resources and Training for a large national custodial company.

Mr. Decker holds a Bachelors Degree in Industrial Relations from LeMayne College, Syracuse, New York. He has furthered his education through various American Society for Training & Development seminars and attended Wimberly Lawson Labor Law Seminars for eleven years.

Darren Kreakie – Human Resources Manager



Mr. Kreakie is a retired Marine. He has extensive experience in recruiting, training and development. Mr. Kreakie served as the Account Manager at Bellarmine University for two years and came into the Human Resource Manager role in January 2007. He currently assists in management recruiting, hiring, development and delivery of training programs and employee complaint investigations for GCA Services Group.

Marti Lincoln – Human Resources Administrator



Ms. Lincoln brings over 15 years experience with benefits and worker's compensation administration. She joined GCA in 2006. Her current responsibilities include handling Human Resource administration and overseeing benefits administration in the Education Division. Ms. Lincoln has several years experience as an insurance claim examiner and trainer/auditor and as an Environmental and Safety Director in the manufacturing industry. Ms. Lincoln graduated with a Bachelors Degree in Human Resources from Alameda College.



Mike Hazelwood – Southeast Regional Safety/Risk Manager



Mr. Hazelwood brings almost 25 years in the Commercial and Industrial manufacturing field to GCA Services Group. His expertise is in local, state and federal OSHA safety regulations. Mr. Hazelwood has several years of experience in safety and loss prevention and discovering the true cause of incidents and developing corrective actions to reduce and prevent accidents from reoccurring. He is a self-motivated individual that prides himself in his working relationships with management and employees. He holds a Bachelors Degree in Secondary Education from Carson Newman College. He played both football and baseball on the varsity level.

Fred Clark – VP Sales & Marketing



Mr. Clark is the Vice President of Sales and Marketing for the Education Division. He has over 30 years of sales and sales management experience. His current responsibilities include the development of new strategic sales, utilizing marketing resources, and directing an experienced sales team. Mr. Clark holds a Bachelor of Arts – Economics Degree from Duke University, Durham, North Carolina.

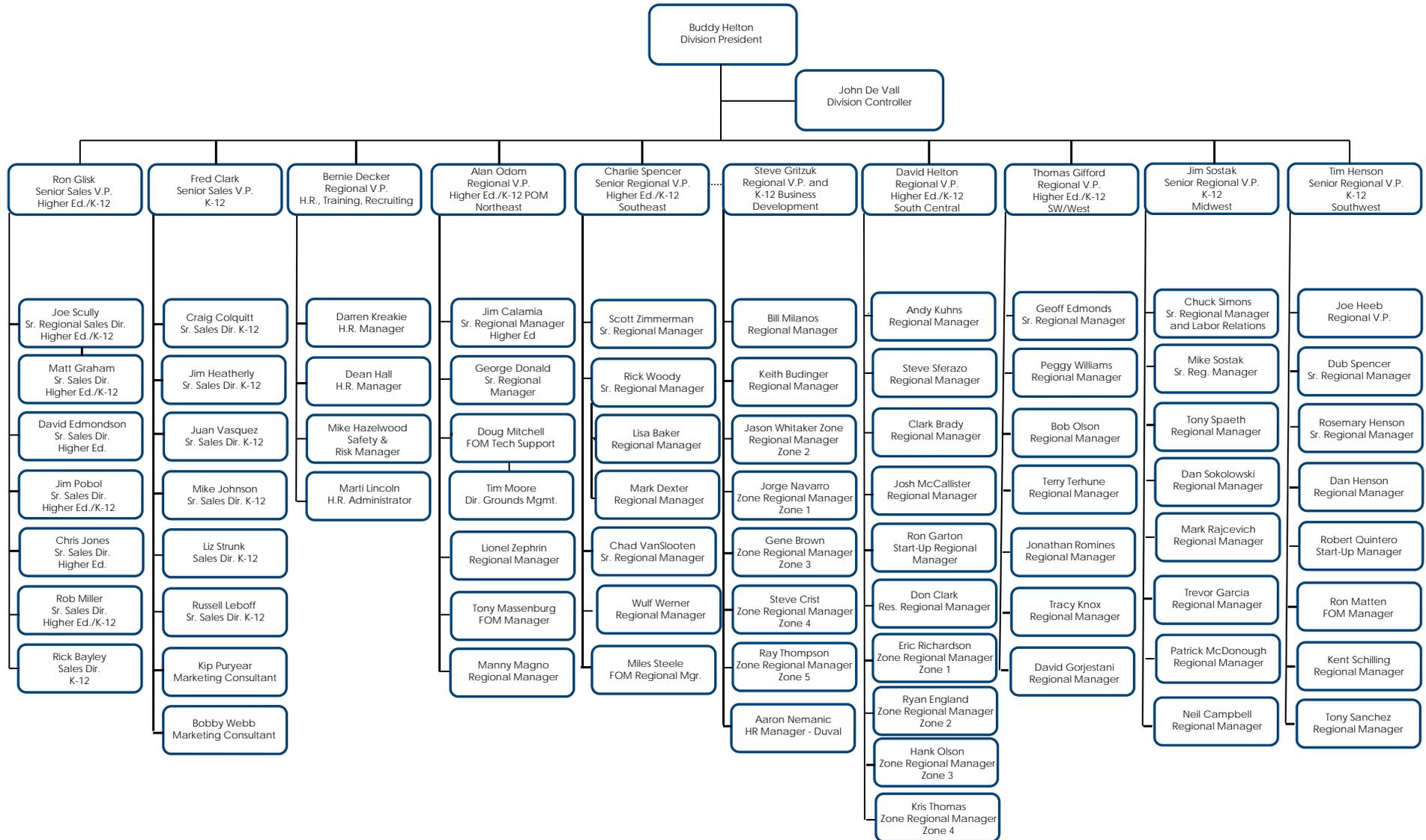
Craig Colquitt – Senior Sales Director



Mr. Colquitt has 12 years experience in the custodial services industry and has participated in all aspects of GCA's Educational K-12 Division's development. He was a football walk-on at the University of Tennessee Football Program as a punter where he started for 3 years from 1975 to 1977. He was drafted 3rd round by The Pittsburgh Steelers in 1978. Craig participated in and won Super Bowls XIII and XIV. Mr. Colquitt is a graduate of South High School class of 1972.

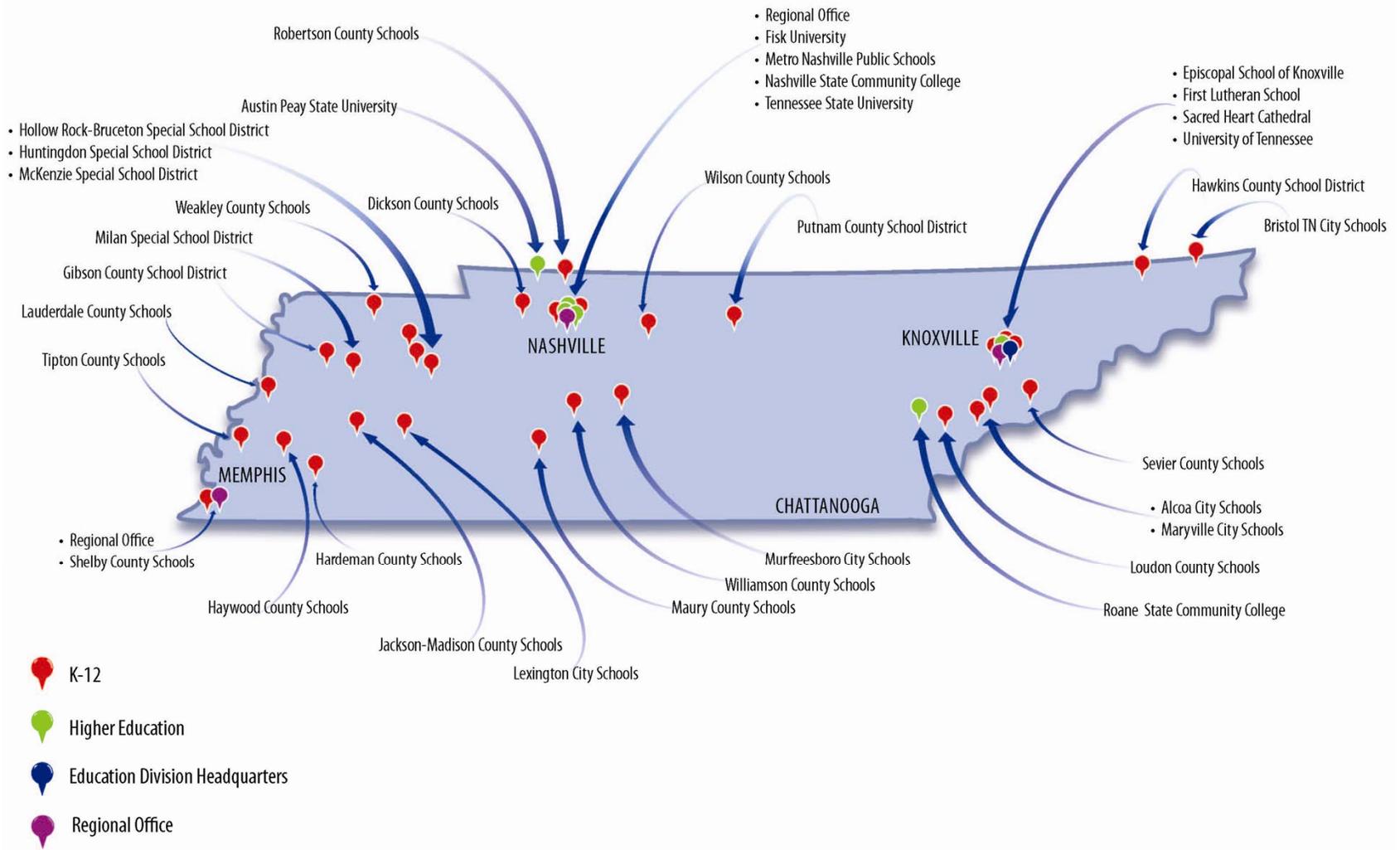


Education Division



3. Performance & References

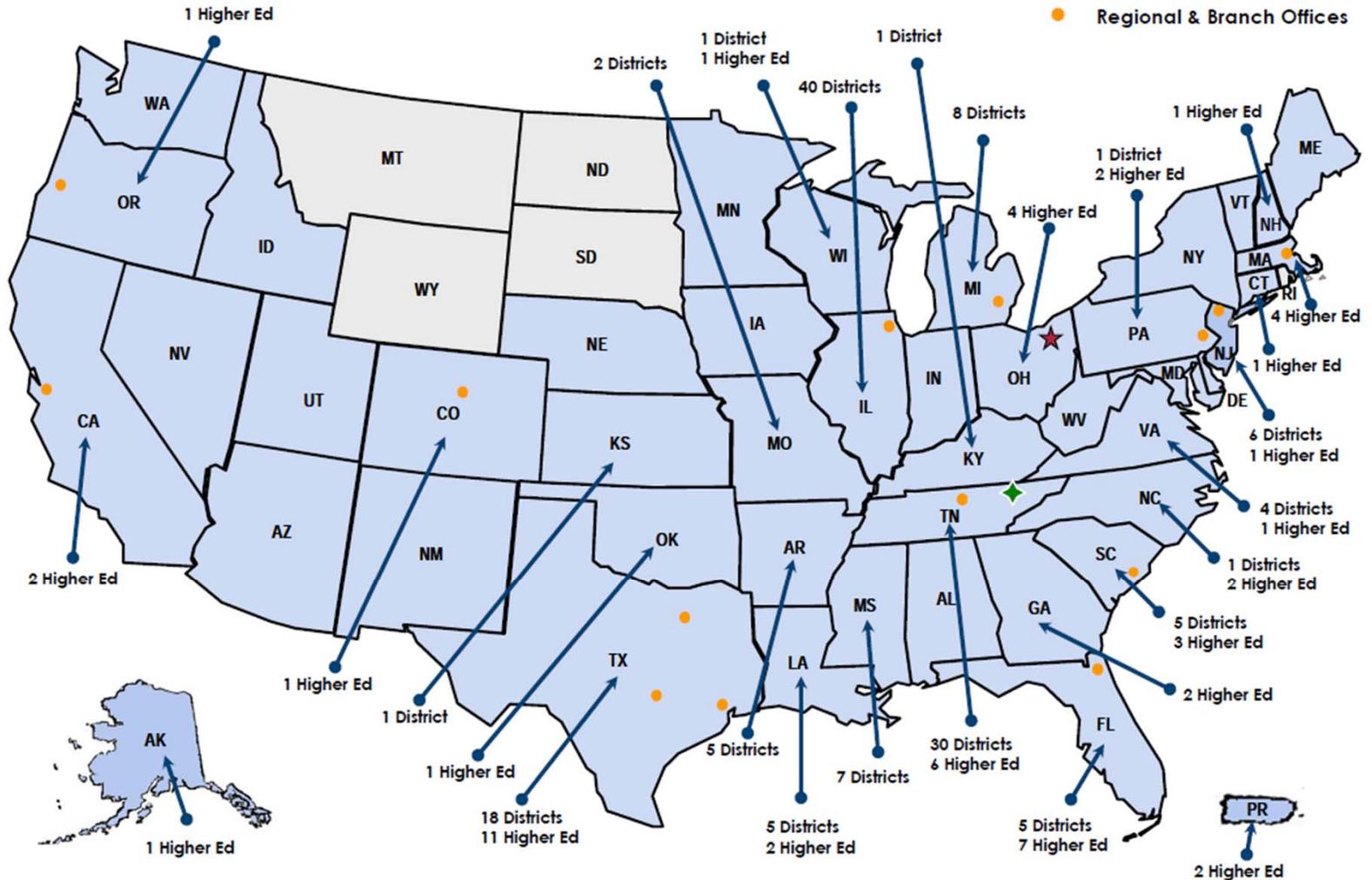
GCA's Tennessee Presence in Education



GCA's National Presence in Education



- ★ Corporate Headquarters
- ◆ Division Offices
- Regional & Branch Offices



QUALITY ● MEASURED. MANAGED. GUARANTEED.



SIMILAR SIZE AND SCOPE K-12 SCHOOL DISTRICTS - CONFIDENTIAL

- **METROPOLITAN NASHVILLE PUBLIC SCHOOLS 2601 BRANSFORD AVE ROOM C-321 NASHVILLE, TN 37204**
Contact: Dr. Jessie Register, Director of Schools, (615) 259-8421
14 million square feet
140 buildings
80,097 enrollment
- **SHELBY COUNTY SCHOOLS 160 S. HOLLYWOOD STREET MEMPHIS, TN 38112**
Contact: Mr. John Smith, Director of Facilities, (901) 321-2521
7 million square feet
53 buildings
47,243 enrollment
- **DUVAL COUNTY PUBLIC SCHOOLS 129 KING STREET JACKSONVILLE, FL 32219**
Contact: Mr. Wayne Atwood, Facilities Director, (904) 858-6310
16.6 million square feet
171 buildings
130,000 enrollment
- **COLLIER COUNTY SCHOOLS 5770 OSCEOLA TRAIL NAPLES, FL 34109**
Contact: Mrs. Michele LaBute, Chief Operational Officer (239) 377-0210
6.7 million square feet
62 buildings
44,834 enrollment
- **PLANO INDEPENDENT SCHOOL DISTRICT 2700 W. 15TH STREET, PLANO, TX 75075**
Contact: Dr. Douglas Otto, Superintendent of Schools
Mr. Richard Matkin, Assist. Super. of Financial Affairs
(469) 752-8100
8.3 million square feet
75 buildings
55,000 enrollment
- **BEAUFORT COUNTY SCHOOL DISTRICT 1300 KING STREET BEAUFORT, SC 29901**
Contact: Ms. Phyllis White, Chief Operational Services Officer, (843) 322-2300
Email: Phyllis.White@beaufort.k12.sc.us
3.3 million square feet
30 buildings
19,339 enrollment
- **PHILADELPHIA SCHOOL DISTRICT 440 N. BROAD STREET PHILADELPHIA, PA**
Contact: Mr. Jeffrey Cardwell, Senior V.P. of Facilities and Operations
(215)-400-4380
5,593,615 square feet
22 schools
37,502 enrollment



- **ELGIN SCHOOL DISTRICT U46 355 E. CHICAGO STREET, ELGIN, IL 60120**
Contact: Ms. Cathy McNamara, Coord. of Custodial Services
(847) 888-5000 Ext: 5064
4.8 million square feet
56 buildings
38,963 enrollment

CONFIDENTIAL



LOCAL PRESENCE - CONFIDENTIAL

- **UNIVERSITY OF TENNESSEE, KNOXVILLE, TN**

Contact:

Mr. Bob Caudill, Superintendent of Custodial Services
(865) 974-5107; rcaudill@utk.edu

Flagship campus of the University of Tennessee System, across 550
acres and 4,400,000 sq. ft. of academic and
research space 26,400

Full Service Custodial Services

CONFIDENTIAL



TENNESSEE K-12 SCHOOL DISTRICTS - CONFIDENTIAL

- **ALCOA CITY SCHOOLS 524 FARADAY STREET ALCOA, TN 37701**
Contact: Mr. Tom Shamblin, Director of Schools, (865) 984-2531
250,000 square feet
3 buildings
1,324 enrollment
- **BRISTOL TENNESSEE CITY SCHOOLS 615 EDMONT AVENUE BRISTOL, TN 37620**
Contact: Mr. Ed DePew, Dir. of Facilities & Maint., (423) 652-9451
619,230 square feet
10 buildings
4,020 enrollment
- **DICKSON COUNTY SCHOOLS 817 N. CHARLOTTE STREET DICKSON, TN 37055**
Contact: Mr. Johnny Chandler, Director of schools, (615) 446-7571
1.75 million square feet
15 buildings
8,323 enrollment
- **EPISCOPAL SCHOOL OF KNOXVILLE 950 EPISCOPAL SCHOOL WAY KNOXVILLE, TN 37932**
Contact: Mr. Rick Waller, Principal,
44,000 square feet
1 building
300 enrollment
- **FIRST LUTHERAN SCHOOL 1207 BROADWAY KNOXVILLE, TN 37917**
Contact: Mr. Tim Wolfram, Principal, (865) 524-0308
24,184 square feet
1 building
150 enrollment
- **GIBSON COUNTY SCHOOLS 130 TRENTON HIGHWAY P.O. BOX 60 DYER, TN 38330**
Contact: Mr. Robert Galloway, Superintendent, (731) 692-3803
650,000 square feet
9 buildings
3,100 enrollment
- **HARDEMAN COUNTY SCHOOLS 10815 OLD HWY 64 BOLIVAR, TN 38008**
Contact: Dr. Donald Hopper, Superintendent of Schools, (731) 658-2510
522,434 square feet
10 buildings
4,126 enrollment
- **HAWKINS COUNTY SCHOOL DISTRICT 200 N. DEPOT STREET ROGERSVILLE, TN 37857**
Contact: Mr. Bill Shedden, Director of Maintenance, (423) 272-7629
75,540 square feet
1 building
500 enrollment



- **HAYWOOD COUNTY SCHOOLS 900 EAST MAIN STREET BROWNSVILLE, TN 38012**
Contact: Mr. Vince Harvell, Director of Finance, (731) 772-9613
550,000 square feet
7 buildings
3,762 enrollment
- **HOLLOW ROCK-BRUCETON SPECIAL SCHOOL DISTRICT 29590 BROAD STREET BRUCETON, TN 38317**
Contact: Mr. Rod Sturdivant, Superintendent, (731) 586-7657
127,000 square feet
1 building
740 enrollment
- **HUNTINGDON SPECIAL SCHOOL DISTRICT P.O BOX 648 HUNTINGDON, TN 38344**
Contact: Ms. Pat Dillahunty, Dir. of Schools (731) 986-2222
200,000 square feet
4 buildings
1,359 enrollment
- **JACKSON-MADISON COUNTY SCHOOLS 310 N. PARKWAY JACKSON, TN 38305**
Contact: Mr. Buddy White, Dir. of Bus. & Finance, (731) 664-2594
356,000 square feet
4 buildings
2,701 enrollment
- **LAUDERDALE COUNTY SCHOOLS 402 S. WASHINGTON RIPLEY, TN 38063**
Contact: Mr. Rick Gilliland, Director of Facilities, (731) 635-2941
800,000 square feet
8 buildings
4,650 enrollment
- **LEXINGTON CITY SCHOOLS 70 DIXON STREET LEXINGTON, TN 38351**
Contact: Mr. Joe Wood, Director of Schools, (731) 967-5591
275,750 square feet
3 buildings
1,275 enrollment
- **LOUDON COUNTY SCHOOLS 100 RIVER ROAD LOUDON, TN 37774**
Contact: Mr. Wayne Honeycutt, Superintendent (865) 458-5411
611,079 square feet
11 buildings
5,242 enrollment
- **MARYVILLE CITY SCHOOLS 833 LAWRENCE AVENUE MARYVILLE, TN 37803**
Contact: Mr. Richard Harbison, Facilities and Vocational Ed, (865) 982-7121
642,000 square feet
4 buildings
3,573 enrollment



- **MAURY COUNTY PUBLIC SCHOOL SYSTEM 501 WEST 8TH STREET COLUMBIA, TN 38401**
Contact: Mr. Eddie Hickman, Director of Schools, (931) 388-8403
2 million square feet
22 buildings
12,797 enrollment
- **MCKENZIE SPECIAL SCHOOL DISTRICT 165 BROOKS AVENUE MCKENZIE, TN 38201**
Contact: Mr. Lynn Watkins, Director of Schools, (731) 352-2246
85,000 square feet
4 buildings
600 enrollment
- **METROPOLITAN NASHVILLE PUBLIC SCHOOLS 2601 BRANSFORD AVE ROOM C-321 NASHVILLE, TN 37204**
Contact: Dr. Jessie Register, Director of Schools, (615) 259-8421
14 million square feet
140 buildings
80,097 enrollment
- **MILAN SPECIAL SCHOOL DISTRICT 2048 S 1ST STREET MILAN, TN 38358**
Contact: Dr. Mary Reel, Director, (731) 686-0844
332,100 square feet
4 buildings
2,272 enrollment
- **MURFREESBORO CITY SCHOOLS 2552 SOUTH CHURCH STREET MURFREESBORO, TN 37127**
Contact: Mr. Gary Anderson, Dir. of Facilities and Finance, (615) 893-2313
1.0 million square feet
12 buildings
6,929 enrollment
- **PUTNAM COUNTY SCHOOL DISTRICT 1400 E SPRING STREET COOKEVILLE, TN 38506**
Contact: Dr. Kathleen Airhart, Superintendent (931) 526-9777
2.0 Million Square Feet
25 buildings
10,500 enrollment
- **ROBERTSON COUNTY SCHOOLS 2121 WOODALL STREET SPRINGFIELD, TN 37172**
Contact: Mr. James Taylor. Facilities Director, (615) 384-5588
1.4 million square feet
18 buildings
10,369 enrollment
- **SACRED HEART CATHEDRAL AND SCHOOL 711 NORTSHORE DRIVE KNOXVILLE, TN 37919**
Contact: Mr. Tom Greer, Facilities Administrator, (865) 524-0308
82,000 square feet
2 buildings
750 enrollment



- **SEVIER COUNTY SCHOOLS 226 CEDAR STREET SEVIERVILLE, TN 37862**
Contact: Dr. Jack Parton, Director of Schools, (865) 453-4671
450,000 square feet
5 buildings
3,000 enrollment
- **SHELBY COUNTY SCHOOLS 160 S. HOLLYWOOD STREET MEMPHIS, TN 38112**
Contact: Mr. John Smith, Director of Facilities, (901) 321-2521
7 million square feet
53 buildings
47,243 enrollment
- **TIPTON COUNTY SCHOOL DISTRICT P.O. Box 486 1580 HWY 51 SOUTH COVINGTON, TN 38019**
Contact: Mr. Donnie Wallace, Maint. Supervisor, (901) 475-5807
1.4 million square feet
16 buildings
11,334 enrollment
- **WEAKLEY COUNTY SCHOOLS 8319 HWY 22 DRESDEN, TN 38225**
Contact: Mr. Randy Frazier, Director of Schools, (731) 364-2186
850,000 square feet
11 buildings
5,000 enrollment
- **WILLIAMSON COUNTY SCHOOLS 1320 W. MAIN STREET, SUITE 202 FRANKLIN, TN 37064**
Contact: Mr. Kirk Elliott, Purchasing Manager, (615) 472-4000
1.4 million square feet
14 buildings
10,151 enrollment
- **WILSON COUNTY SCHOOLS 351 STUMPY LANE LEBANON, TN 37090**
Contact: Mr. Mickey Hall, Purchasing Director, (615) 444-3282
2.5 million square feet
20 buildings
12,600 enrollment



IN-HOUSE PROGRAMS THAT RECENTLY CONTRACTED WITH GCA - CONFIDENTIAL

- **METROPOLITAN NASHVILLE PUBLIC SCHOOLS 2601 BRANSFORD AVE ROOM C-321 NASHVILLE, TN 37204**
Contact: Dr. Jessie Register, Director of Schools, (615) 259-8421
14 million square feet
140 buildings
80,097 enrollment
- **COLLIER COUNTY SCHOOLS 5770 OSCEOLA TRAIL NAPLES, FL 34109**
Contact: Dr. Dennis Thompson, Superintendent (239) 377-0210
6.8 million square feet
62 buildings
44,834 enrollment
- **SHELBY COUNTY SCHOOLS 160 S. HOLLYWOOD STREET MEMPHIS, TN 38112**
Contact: Mr. John Smith, Director of Facilities, (901) 321-2500
5.3 million square feet
50 buildings
47,243 enrollment
- **LOUDON COUNTY SCHOOLS 100 RIVER ROAD LOUDON, TN 37774**
Contact: Mr. Wayne Honeycutt, Superintendent, (865) 458-5411
611,079 square feet
11 buildings
5,242 enrollment
- **KERSHAW COUNTY SCHOOL DISTRICT 1301 DUBOSE COURT CAMDEN, SC 29020**
Contact: Mr. Ed Estridge, Director of Procurement & Contracted Services
(803)425-8997
853,874 square feet
15 buildings



COMPETITORS REPLACED BY GCA

GCA's consistently strong references and high success rate include K-12 school districts, colleges, and universities that have chosen to convert from an in-house, district-run custodial program to outsourcing with GCA, as well as those systems who wanted to make a change to GCA from their previous custodial management services provider.

GCA has replaced major competitors such as SSC, Sodexo, Aramark, Southern Management / ABM and Jani-King at K-12 and Higher Education clients nationwide.

SSC

- Dickson Co. Schools, TN
- Weakley Co. Schools, TN
- Bristol City Schools, TN
- Lauderdale Co. Schools, TN
- Putnam County Schools, TN
- Newberry Co. School District, SC
- Bristol Virginia Public Schools, VA
- Huntsville ISD, TX
- Wichita Falls ISD, TX
- Medina Valley ISD, TX
- Blinn College, TX
- John Carroll University, OH
- The Citadel, SC
- State College of Florida
- Pasco-Hernando Community College, FL
- Fisk University, TN
- Tennessee State University
- University of Tennessee, TN

SODEXO

- Orleans Parish School Board, LA
- Beaufort Co. School District, SC
- Norfolk Public Schools, VA
- Mundelein High School Dist, IL
- Monroe Public Schools, NJ
- Ridgewood Public Schools, NJ
- Pittsgrove School District, NJ
- School District of Philadelphia, PA

ARAMARK

- Geary Co. USD, KS
- Charleston Co. Schools, SC
- Duval Co. Public Schools, FL
- Plano ISD, TX
- Brenham ISD, TX
- Robertson Co. Schools, TN
- Williamson Co. Schools, TN
- McHenry High School District, IL
- Niles High School District, IL
- Lake Zurich School District, IL
- Community Consolidated High School District, IL
- Washington & Jefferson College, PA
- Oregon State University, OR

SOUTHERN MANAGEMENT / ABM

- Okaloosa County Schools, FL
- Escambia County Schools, FL
- Charleston Co. Schools, SC
- Maryville City Schools, TN
- DeSoto ISD, TX
- University of Alaska Fairbanks
- El Paso Community College, TX

JANI-KING

- Madison School District, MS
- St. Charles School District, IL



METROPOLITAN
Nashville
PUBLIC SCHOOLS

2601 Bransford Ave. • Nashville, TN 37204
615/259-8421 • Fax: 615/214-8850

Jesse B. Register, Ed.D.
Director of Schools

March 17, 2011

Re: Contracted Custodial and Grounds Services

To Whom It May Concern:

While reducing costs and improving services is extremely difficult, this has not been the case for Metro Nashville Public Schools (MNPS). Converting custodial and grounds services from MNPS in-house operations to GCA Services Group has been a smooth transition. This transition from public to private sector services has allowed us to improve the level of services and reduce costs by over \$6 million per year. This cost savings has reduced budget deficits, averted layoffs and reductions in classroom related programs. With limited resources available, we must try to find alternatives or other options such as contracted services to keep money in the classroom. Custodial and grounds services are better performed by a qualified company that specializes in those tasks. We have historically had complaints from citizens about grass and grounds during the warmer months, but have not had any complaints since GCA has taken on this responsibility.

GCA has focused on the operational needs for custodial and grounds services in MNPS. Through routine meetings between MNPS facility services contacts and the GCA management team, as well as, principal surveys and facility inspections performed by GCA Services Group, we are continuously updated on our custodial and grounds programs. MNPS uses this data to provide benchmarks, goals and objectives and feedback which allows us to clearly quantify our program's progress and success.

We have found that the change from public to private sector custodial and grounds services has been very beneficial to MNPS and we would highly recommend GCA Services Group as a service provider.

Sincerely,

Jesse B. Register, Ed.D.

JBR/mrb



John S. Aitken, Superintendent

160 South Hollywood Street • Memphis, TN 38112-4801 • Phone: 901.321.2521 • Fax: 901.321.2642 • Website: www.scsk12.org

April 21, 2011

To Whom It May Concern:

GCA Services Group has been the sole provider of custodial services in the Shelby County Schools for the past 6 years. We are extremely pleased with their performance and responsiveness to our custodial needs in Shelby County. Our school district has realized advantages from increased quality standards and the consistency of cleaning provided by GCA while benefiting from cost savings. Furthermore, the GCA management team always conducts themselves in a professional manner and is more than willing to go above and beyond the call of duty.

I would strongly recommend GCA Services Group for your custodial needs. If you have any questions, feel free to contact me.

Sincerely,

John S. Aitken
Superintendent



Facilities Services Department
2233 Volunteer Boulevard
Knoxville, Tennessee 37996-3000

September 27, 2010

To Whom It May Concern:

GCA Services Group has been a partner with The University of Tennessee for over three years, providing quality janitorial services to over eighty-five buildings on our flagship campus.

Since GCA took over our janitorial services, we have experienced a significant improvement in the cleanliness of our campus. As a national company, GCA Services Group has both the financial and managerial resources to meet the demanding needs of a campus as large as UTK while providing a personal level of service not found with many large companies. To ensure customer satisfaction, quarterly meetings are held with members of the UTK staff as well as key personnel from the GCA management team.

GCA Services Group is committed to excellence daily. The local management team is dedicated and responsive to our needs. They perform their own facility inspections to make certain that corporate standards are being maintained and are proactive in providing their staff with up-to-date training.

We sincerely appreciate GCA's commitment and willingness to include teamwork in their business conduct. I can recommend GCA to others because of our satisfaction with their services. We look forward to a continued partnership with GCA Services Group for years to come.

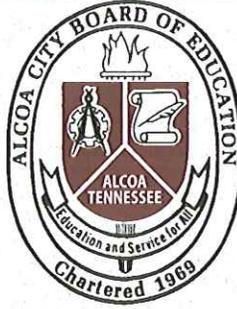
Sincerely,

A handwritten signature in blue ink that reads "James M. Sherrell".

James M. (Mike) Sherrell

Executive Director

ALCOA CITY SCHOOLS



Alcoa City Education Building
524 Faraday Street
Alcoa, Tennessee 37701
(865) 984-0531

May 12, 2011

To whom it may concern,

This letter is being provided as a reference for GCA Services Group, Inc. (GCA). Our school system has contracted with GCA for approximately seven years to fulfill all custodial service needs for Alcoa High School and Alcoa Middle School. We have been very satisfied with the quality of service and even with the degree to which some GCA staff members, particularly day porters, have become important members of the school community. We have found GCA administrators to be responsive to any concerns that may have come up over the time we have had this contract, and we plan to continue utilizing GCA Services Group, Inc. for the foreseeable future.

If you would like further information in this regard, please contact our Director of Schools, Tom Shamblin, at 865-984-0531 or director@alcoaschools.net

Sincerely,

A handwritten signature in blue ink, appearing to read "John Campbell".

John Campbell
Director of Administrative Services

cc. Mr. Tom Shamblin, Director of Schools

LOUDON COUNTY BOARD OF EDUCATION

M. Wayne Honeycutt, Director
100 River Road, Loudon, Tn 37774
Phone: 865-458-5411 Fax: 865-458-6138

Scott Newman, Chairman
Gary Ubben, Vice-Chair
Bobby Johnson, Jr.
Bill Marcus
William Jenkins

Lisa Russell
Van Shaver
Craig Simon
Ric Best
Leroy Tate

May 12, 2011

To Whom It May Concern:

I have been asked to write a letter of recommendation for GCA Services, and I am happy to do so. GCA provides custodial services for our nine schools, technology center, and central office. They have provided this service for the last four years. I personally have been associated with GCA for three years and have found them to be very efficient in their duties.

GCA has been very cooperative and helpful in all aspects of their contract. The buildings are clean, and the staff provided by them has been properly trained and appropriate in their association with the school personnel. In times of emergencies, GCA has been more than willing to assist in solving the issue. Their management staff is truly cooperative and proficient with all of our needs; their professionalism and service sets a high standard that other organizations should strive to achieve.

I would highly recommend this company. If you have any questions, please feel free to contact me.

Sincerely,



M. Wayne Honeycutt
Director of Schools



Maryville City Schools
833 Lawrence Avenue
Maryville, Tennessee 37803- 4898
(865) 982-7121

Director of Schools
Stephanie Thompson

Assistant Director
Dr. Mike Winstead

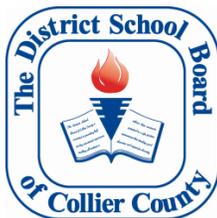
Richard Harbison
Facilities Director

ie: GCA

GCA has been our contract cleaner for the Maryville City Schools for the last eight years. We have maintained a good working relationship with GCA through all these years. Like all of us, GCA hires some really good people, and then they hire some people that are not as good. The thing I like most about contract cleaning, is when that employee does not work out, we simply tell the contractor to find us someone else. We do not do interviews, training, and background checks, the contractor does all that for their employees. Initially our contract was for four schools and no day porters, we have expanded to five schools and four day porters. We highly recommend GCA and have enjoyed our relationship with them.

Sincerely,

Richard Harbison
Facilities Director



October 29, 2010

To whom it may concern,

The following is a letter of reference for GCA Services Inc.

GCA has been our vendor for custodial services for 2 ½ years. We are a School District with a total of 55 locations that house over 3,000 teachers and 44,000 students. During the time GCA has been our vendor for custodial services, our schools have never looked better. GCA is a very professional organization that works very diligently to ensure that our schools look inviting. GCA's management staff has been very proactive in working with our District and responds quickly to all our needs.

GCA has proven to be very responsive to the needs of the District and is a pleasure to work with. I would, without hesitation, recommend GCA very highly to any District considering outsourcing their custodial services. Please feel free to call me if you need more information.

Sincerely,

Dr. Russell T. Clukey
Executive Director Support Services
Collier County Public Schools
Naples, Florida 33928
(239) 377-0418



November 24, 2009

Letter of Recommendation: GCA Services Group of Texas, LP

To Whom It May Concern:

GCA Services Group, headquartered in Garland, Texas, performs and provides facilities custodial services for the Plano Independent School District.

GCA Services Group, previously known as T.G.H. Companies, Inc., is the custodial service of record and performs an outstanding job of overall cleanliness at all of the District's 68 campuses as well as all administrative centers. Plano ISD has been fully satisfied with the years of service, since June 1, 1995.

Please do not hesitate contacting me, if I can provide additional information regarding GCA's performance at Plano ISD. I can be reached at 469-752-8023.

Sincerely,

Richard K. Matkin
Associate Superintendent of Business Services

RM/mal

Teamwork for Excellence



November 24, 2009

Letter of Recommendation: GCA Services Group of Texas, LP

To Whom It May Concern:

It gives me pleasure to provide this recommendation for GCA Services Group. I have known their company and leadership, due to the wonderful relationship that they have with the Plano Independent School District.

All staff comment about the quality of work performed by GCA Services Group. Each building is cleaned with meticulous care. GCA Understands the cleaning process and how to assign the appropriate personnel to the job in a cost effective manner. More importantly, the leadership at GCA understands how important the appearance of our buildings is to our school district. We know that parents expect to send their children to a clean environment, and appearance of our buildings is important to our community.

Coupled with the quality of work that GCA provides, is the willingness of the leadership to step in at the first sign of a crisis or emergency, which requires immediate and thorough clean up. GCA Services Group has been a proven partner with their dependability. I believe GCA Services Group deserves the best possible recommendation from Plano ISD. We appreciate their responsibility and dedication to the jobs performed.

Sincerely,

Douglas Otto
Superintendent of Schools



Terry Parker High School

7301 PARKER SCHOOL ROAD

PHONE 904-720-1650

Jacksonville, Florida 32211

Addison Davis
Principal

Mr. Norton and Mr. Helton,

I wanted to take the time to express my gratitude for the efforts and work that your organization has provided for me at Terry Parker Sr. High School in Duval County. Two months ago, I was named the new Principal at TPHS. Upon my arrival I was challenged with an institution that needed immediate attention as the building was overgrown with weeds, covered with leaves, and often ungroomed.

Trying to identify resources that would assist in rebuilding the image of this institution, I found Steve Gritzuk and his team. Understanding my mission and vision for Terry Parker Sr. High School, Steve led his team to ensure that my vision became a reality. In addition to the traditional inside tasks your firm performs extremely well, your team without reproach, has completely transformed the outside of Terry Parker Sr. High School. Sparked with GCA-NAVY volunteer project, your team cleaned out all of our flower beds and landscaped each of them. Steve and his team have power washed "ALL" of our sidewalks in the building and have donated a number items to transform TPHS to make it warm and inviting.

Yesterday, GCA did it again! Understanding that pride and spirit needs to be rekindled at TPHS, I asked Steve for help weeks ago. With our football stadium in immediate need, our stands and scoreboard have become somewhat of an eyesore. Since this is a community centralized area of our campus, I asked Steve for another miracle. Yesterday at 1 p.m., it arrived, in the form of a 7 foot, 1000 lb Brave! I stood in awe as the team offloaded this statue with the contractor and placed it in front of our scoreboard. As if that wasn't enough, I couldn't believe what I further witnessed. On my way home, I drove by the football stadium to look again at the statue and decide how I was going to make this a focal point of our school. Upon entry to the stadium, I saw Steve, Jay, and Don knee deep in sweat as they were building an architectural wall that surrounded the statue filled with plants and mulch. Simply unbelievable! To top it off, Rick Strickland has set up volunteers for tomorrow to paint and pressure wash our stadium!

From the efforts of your team and GCA, I have watched my faculty and staff travel in and out of the stadium taking pictures and discussing the unbelievable work that your staff has done. As the new principal, their efforts and commitment to making us a better institution means so much. I have taken the liberty to contact district personnel, including Paul Soares, to spread the word of the outstanding workmanship led by GCA and Steve Gritzuk. I wanted you to be aware that you have special people within your organization and dcps is proud that GCA is on our side.

With Unprecedented Appreciation,


Addison Davis
Principal @ Terry Parker Senior High
(904) 720-1650



Beauclerc Elementary School

*4555 Craven Road
Jacksonville, Florida 32257
Annetta Kornblum, Principal*

Steve Gritzuk
GCA Services Group
3704 N. Liberty St.
Jacksonville, Florida 32206

May, 27, 2008

Dear Mr. Gritzuk,

I felt like I wanted to write this letter of commendation to GCA Services Group. The school is kept very clean and I attribute this to the effectiveness of not only the wonderful crew at Beauclerc, but also the responsiveness of our Account Manager, Don Clark.

The custodians do a wonderful job and take great pride in their work. Our lead custodian, Bora, has been recognized twice as the Employee of the Month. Whenever there is a problem, all I have to do is call Don and it is handled immediately. No issue has been too small or too large for him to handle. He can even be seen picking up trash on the outside of our building.

Don and the staff also seem to be very proactive. Schedules are made ahead of time and knowledge of the many activities at Beauclerc are noted and appropriate measures are taken to make sure everything is in order, both before the program and after.

Through all their hard work, they all realize that the needs of our students come first and are very mindful of what can and cannot be done around them. And above all, this is all completed with a smile.

I have been at several schools and find the job being done at Beauclerc is the best I've seen.

Thank you for your continued support in making sure that our building is clean and ready so that our students and teachers have an environment that is conducive to good teaching and learning.

Sincerely,

Annetta Kornblum



NATHAN BEDFORD FORREST SENIOR HIGH SCHOOL

5530 FIRESTONE ROAD • JACKSONVILLE, FLORIDA 32244-1599 • PHONE (904) 573-1170 • FAX (904) 573-1177

Helene Kirkpatrick
Principal

Betty Carter
Vice Principal

May 23, 2008

*Assistant Principal
Of Curriculum
Dorothy McIntyre*

*Assistant Principal
Earnest Griffiin*

*Assistant Principal
Shelly Luter*

To Whom It May Concern:

I am pleased to write this letter of recommendation for GCA Services Group who provides the custodial services for Forrest High School. They won the contract this year taking over from ARAMARK in the summer.

Although the change was hard to fathom as we moved to a performance-based contract, the management of GCS Services allayed our fears by going consistently above and beyond the call of duty in meeting principals' concerns. When I saw the senior management working the floors scrubbers during the winter holidays, I was astonished to see such a hands on approach. When we were short some custodians due to illnesses, the account manager cleaned classrooms. In my thirty-nine years in education, I have cleaned classrooms but I have never seen management do so.

Every time I had a concern this school year, I had only to call Michael Crist, Account Manager, or George Desmaris, Zone Manager. They were immediately responsive generally seeing me that day or the next. The senior management actually reads the monthly principal GCA report cards and plans improvement or timely interventions. They move staff and teams around to meet school needs and get the job done.

When I had a problem with inappropriate remarks made by a custodian to a teacher, the account manager came out that day, dismissed the custodian, talked with me and with the teacher, took responsibility for the incident, and had a letter to me within two days. Senior management was also immediately aware of the issue and took very prompt action to replace the custodian within a few days. Our building continued to be cleaned.

I had misgivings when GCA came aboard but those misgivings are a thing of the past. I am very pleased with their performance. I am especially thrilled with the responsiveness to any concerns I have. Custodial services are no longer a headache for this very busy principal. I am happy to recommend GCA Services Group.

Sincerely,

Helene Kirkpatrick
Principal



Duncan U. Fletcher High School

*700 Seagate Avenue Phone (904)247-5905
Neptune Beach, Florida 32266*

Dane Gilbert
Principal

To Whom It May Concern:

Appreciation and thanks go out to GCA Service Group for their continued excellent service at Fletcher High School. The former company, Aramark, over the past several years, the quality of service had slowly dwindled. The GCA Service Group who is hired by Duval County School System has done a great job and returned the cleanliness to Fletcher High School.

We give a special thanks and our hat's off to Susan Alexander, Head Custodian and Jorge Navarro our Zone Manager.

Thank you,

A handwritten signature in black ink that reads "Dane Gilbert".

Mr. Dane Gilbert
Principal
Fletcher High School



-----Original Message-----

From: White, Phyllis <Phyllis.White@beaufort.k12.sc.us>

To: Poe, Chris <Chris.Poe@beaufort.k12.sc.us>; Werner, Wulf; Steele, Miles <Miles.steele@beaufort.k12.sc.us>; Olson, Hank; Rivera, Kenneth; Martir, Juan; Cook, Joe <Joe.Cook@beaufort.k12.sc.us>; May II, John F. <jfmay@heery.com>; Pernice, Anthony <Anthony.Pernice@beaufort.k12.sc.us>; Lacy, Scott <Scott.Lacy@beaufort.k12.sc.us>; Scott, Kelly <Kelly.Scott@beaufort.k12.sc.us>

Sent: Mon Aug 17 16:15:12 2009

Subject: Thank you

THANK YOU, THANK YOU, THANK YOU!

We had a very successful first day of “regular” school. I know all of you worked endless hours to have construction completed, floors waxed, a/c working, carpet removed, entrances redesigned, HVAC installed, roofs replaced, classrooms moved, etc. etc. etc. All of this while still managing to open a brand new school and continue to progress on five other major construction projects. Simply amazing.

The schools I visited look fantastic and I’ve received excellent reports from my colleagues. I cannot thank you enough for accomplishing MONTHS (possibly years) of work in 44 days. You are quite amazing and you need to give yourselves a great big pat on the back! I don’t know many Districts or many organizations that could accomplish what you did in such a short amount of time. We’re so privileged to have you on our team. Please pass along my thanks to all of your staff who contributed to a successful new school year.

I appreciate all of you,

Phyllis

Phyllis S. White, CPA, CGFO

Chief Operational Services Officer

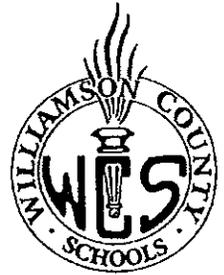
Beaufort County School District

843-322-2346

843-322-2424 (fax)

Phyllis.White@beaufort.k12.sc.us <<mailto:Phyllis.White@beaufort.k12.sc.us>>

1320 West Main Street, Suite 202
Franklin, TN 37064-3700
(615) 472-4000
fax (615) 472-4190



February 19, 2007

To Whom It May Concern:

Williamson County Schools outsources 100% of our district's custodial/janitorial resources. This includes but is not limited to custodial management, labor, equipment, materials and related supplies. WCS has had the pleasure of doing business with GCA for over six years. We consider GCA to be a valued partner in delivering safe, clean and inviting learning environments.

In the Spring of 2006, GCA participated in a competitive bid process with WCS and was awarded (renewal) a significant portion of our district. They won several schools in our district that are located in relatively affluent neighborhoods. Needless to say these are very demanding situations. GCA has been quite successful at balancing the challenges of a cost effective-economical contract along with dependable and quality service.

We appreciate and value our partnership with GCA and look forward to future opportunities to serve the citizens of Williamson County. Furthermore, we would recommend GCA with confidence to anyone who is currently evaluating their cleaning needs.

Regards,

A handwritten signature in cursive script that reads "Kirk Elliott".

Kirk Elliott
WCS Purchasing Manager
(615) 472-4010



May 18, 2011

Knox County Schools
Bid Number 956
Attn: Knox County Purchasing Division
Suite 100, 1000 North Central
Knoxville, Tennessee 37917

Reference: Bid Number 956 Custodial Services for Knox County Schools

Knox County Purchasing Division:

GCA Services Group, Inc. is a private corporation owned by management and private equity funds. Our annual revenues are in excess of \$625 million, our run rate EBITDA is approximately \$50 million and our net worth exceeds \$110 million.

The company is majority owned by a group of six equity funds, the largest of which is Nautic Partners LLC, a private equity firm with more than \$2.5 billion under management.

The company's revenues are growing organically at a double digit rate. The combination of GCA's strong financial condition and the financial strength of its investors indicate that GCA has the resources necessary to fund its operations.

I have attached our EBITDA calculation for your information. Should you require further financial information on GCA, please contact Buddy Helton at 865-824-1409, and he will answer any questions or provide you further financial information that may be requested, on a strictly confidential basis.

Sincerely,

A handwritten signature in black ink, appearing to read "R. Gerber", is written over a large, light gray watermark that says "CONFIDENTIAL".

Robert Gerber
Vice President - CFO

Enclosures

CONFIDENTIAL

GCA SERVICES GROUP, INC. AND SUBSIDIARIES

Consolidated EBITDA

Years ended December 31, 2010, 2009, and 2008

	Years ended		
	2010	2009	2008
Revenues	\$ 625,501,816	\$ 524,449,555	\$ 489,036,512
Cost of services provided (includes depreciation expense of \$4,646,892, \$3,952,767, and \$3,283,728, respectively)	525,092,443	439,760,628	410,455,000
Gross profit	<u>100,409,373</u>	<u>84,688,927</u>	<u>78,581,512</u>
Operating expenses:			
Selling expense	12,272,750	8,909,491	6,606,502
General and administrative expense	47,331,657	41,113,898	44,270,337
Stock-based compensation expense	844,405	3,939,762	3,975,679
Amortization	3,832,370	4,894,874	5,754,102
Other depreciation	556,831	1,269,094	1,902,042
Total operating expenses	<u>64,838,013</u>	<u>60,127,119</u>	<u>62,508,662</u>
Operating income	35,571,360	24,561,808	16,072,850
Non-controlling interest in net income / (loss) of subsidiary	(666,193)	25,555	(13,550)
Depreciation & amortization	9,036,093	10,116,735	10,939,872
Stock-based compensation expense	844,405	3,939,762	3,975,679
Other	800,000	—	—
Income before interest, taxes, depreciation, amortization, and other charges	<u>\$ 46,918,051</u>	<u>\$ 38,592,750</u>	<u>\$ 31,001,951</u>

**KNOX COUNTY PURCHASING DIVISION
INSURANCE CHECKLIST
BID NUMBER 956**

THE CERTIFICATE OF INSURANCE MUST SHOW ALL COVERAGES & ENDORSEMENTS WITH "YES" AND ITEMS 20 TO 25

REQUIRED	NUMBER	TYPE OF COVERAGE	COVERAGE LIMITS																																
YES	1.	WORKERS COMPENSATION	STATUTORY LIMITS OF TENNESSEE																																
YES	2.	EMPLOYERS LIABILITY	\$100,000 PER ACCIDENT \$100,000 PER DISEASE \$500,000 DISEASE POLICY LIMIT																																
YES	3.	AUTOMOBILE LIABILITY <table border="1" style="margin-left: 20px;"> <tr> <td><input checked="" type="checkbox"/></td> <td>ANY AUTO-SYMBOL (1)</td> <td></td> <td></td> </tr> <tr> <td><input type="checkbox"/></td> <td></td> <td></td> <td></td> </tr> <tr> <td><input type="checkbox"/></td> <td></td> <td></td> <td></td> </tr> <tr> <td><input type="checkbox"/></td> <td></td> <td></td> <td></td> </tr> </table>	<input checked="" type="checkbox"/>	ANY AUTO-SYMBOL (1)			<input type="checkbox"/>				<input type="checkbox"/>				<input type="checkbox"/>				<table border="1" style="width: 100%;"> <tr> <td>COMBINE SINGLE LIMIT (Per -Accident)</td> <td style="text-align: right;">\$ 1,000,000</td> </tr> <tr> <td>BODY INJURY (Per -Person)</td> <td></td> </tr> <tr> <td>BODY INJURY (Per-Accident)</td> <td></td> </tr> <tr> <td>PROPERTY DAMAGE (Per-Accident)</td> <td></td> </tr> </table>	COMBINE SINGLE LIMIT (Per -Accident)	\$ 1,000,000	BODY INJURY (Per -Person)		BODY INJURY (Per-Accident)		PROPERTY DAMAGE (Per-Accident)									
<input checked="" type="checkbox"/>	ANY AUTO-SYMBOL (1)																																		
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BODY INJURY (Per-Accident)																																			
PROPERTY DAMAGE (Per-Accident)																																			
YES	4.	COMMERCIAL GENERAL LIABILITY <table border="1" style="margin-left: 20px;"> <tr> <td>CLAIM MADE</td> <td><input checked="" type="checkbox"/></td> <td>OCCUR</td> <td></td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> </tr> </table> <table border="1" style="margin-left: 20px;"> <tr> <td>POLICY</td> <td><input checked="" type="checkbox"/></td> <td>PROJECT</td> <td></td> <td>LOC</td> <td></td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> </table>	CLAIM MADE	<input checked="" type="checkbox"/>	OCCUR						POLICY	<input checked="" type="checkbox"/>	PROJECT		LOC								<table border="1" style="width: 100%;"> <tr> <td>EACH OCCURRENCE</td> <td style="text-align: right;">\$ 1,000,000</td> </tr> <tr> <td>FIRE LEGAL LIABILITY</td> <td style="text-align: right;">\$ 100,000</td> </tr> <tr> <td>MED EXP (Per person)</td> <td style="text-align: right;">\$ 5,000</td> </tr> <tr> <td>PERSONAL & ADV INJURY</td> <td style="text-align: right;">\$ 1,000,000</td> </tr> <tr> <td>GENERAL AGGREGATE</td> <td style="text-align: right;">\$ 2,000,000</td> </tr> <tr> <td>PRODUCTS-COMPLETED OPERATIONS/ AGGREGATE</td> <td style="text-align: right;">\$ 2,000,000</td> </tr> </table>	EACH OCCURRENCE	\$ 1,000,000	FIRE LEGAL LIABILITY	\$ 100,000	MED EXP (Per person)	\$ 5,000	PERSONAL & ADV INJURY	\$ 1,000,000	GENERAL AGGREGATE	\$ 2,000,000	PRODUCTS-COMPLETED OPERATIONS/ AGGREGATE	\$ 2,000,000
CLAIM MADE	<input checked="" type="checkbox"/>	OCCUR																																	
POLICY	<input checked="" type="checkbox"/>	PROJECT		LOC																															
EACH OCCURRENCE	\$ 1,000,000																																		
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PERSONAL & ADV INJURY	\$ 1,000,000																																		
GENERAL AGGREGATE	\$ 2,000,000																																		
PRODUCTS-COMPLETED OPERATIONS/ AGGREGATE	\$ 2,000,000																																		
YES	5.	PREMISES/OPERATIONS	\$1,000,000 CSL BI/PD EACH OCCURRENCE \$2,000,000 ANNUAL AGGREGATE																																
YES	6.	INDEPENDENT CONTRACTOR	\$1,000,000 CSL BI/PD EACH OCCURRENCE \$1,000,000 ANNUAL AGGREGATE																																
YES	7.	CONTRACTUAL LIABILITY (MUST BE SHOWN ON CERTIFICATE)	\$1,000,000 CSL BI/PD EACH OCCURRENCE \$1,000,000 ANNUAL AGGREGATE																																
YES	8.	XCU COVERAGE	NOT TO BE EXCLUDED																																
YES	9.	UMBRELLA LIABILITY COVERAGE	\$1,000,000																																
		PROFESSIONAL LIABILITY																																	
NO	10.	<table border="1" style="margin-left: 20px;"> <tr> <td><input type="checkbox"/></td> <td>ARCHITECTS & ENGINEERS</td> <td>\$1,000,000 PER OCCURRENCE/CLAIM</td> </tr> <tr> <td><input type="checkbox"/></td> <td>ASBESTOS & REMOVAL LIABILITY</td> <td>\$2,000,000 PER OCCURRENCE/CLAIM</td> </tr> <tr> <td><input type="checkbox"/></td> <td>MEDICAL MALPRACTICE</td> <td>\$1,000,000 PER OCCURRENCE/CLAIM</td> </tr> <tr> <td><input type="checkbox"/></td> <td>MEDICAL PROFESSIONAL LIABILITY</td> <td>\$1,000,000 PER OCCURRENCE/CLAIM</td> </tr> </table>	<input type="checkbox"/>	ARCHITECTS & ENGINEERS	\$1,000,000 PER OCCURRENCE/CLAIM	<input type="checkbox"/>	ASBESTOS & REMOVAL LIABILITY	\$2,000,000 PER OCCURRENCE/CLAIM	<input type="checkbox"/>	MEDICAL MALPRACTICE	\$1,000,000 PER OCCURRENCE/CLAIM	<input type="checkbox"/>	MEDICAL PROFESSIONAL LIABILITY	\$1,000,000 PER OCCURRENCE/CLAIM																					
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<input type="checkbox"/>	MEDICAL PROFESSIONAL LIABILITY	\$1,000,000 PER OCCURRENCE/CLAIM																																	
NO	11.	MISCELLANEOUS E & O	\$500,000 PER OCCURRENCE/CLAIM																																
NO	12.	MOTOR CARRIER ACT ENDORSEMENT	\$1,000,000 BI/PD EACH OCCURRENCE UNINSURED MOTORIST (MCS-90)																																
NO	13.	MOTOR CARGO INSURANCE																																	
NO	14.	GARAGE LIABILITY	\$1,000,000 BODILY INJURY, PROPERTY DAMAGE PER OCCURRENCE																																
NO	15.	GARAGEKEEPER'S LIABILITY	\$500,000 COMPREHENSIVE; \$500,000 COLLISION																																
NO	16.	INLAND MARINE BAILEE'S INSURANCE	\$																																
NO	17.	DISHONESTY BOND	\$																																
NO	18.	BUILDERS RISK	PROVIDE COVERAGE IN THE FULL AMOUNT OF THE CONTRACT UNLESS PROVIDED BY OWNER.																																
NO	19.	USL&H	FEDERAL STATUTORY LIMITS																																

20. CARRIER RATING SHALL BE BEST'S RATING OF A-V OR BETTER OR ITS EQUIVALENT.
21. NOTICE OF CANCELLATION, NON-RENEWABLE OR MATERIAL CHANGES IN COVERAGE SHALL BE PROVIDED TO COUNTY AT LEAST 30 DAYS PRIOR TO ACTION. THE WORDS "ENDEAVOR TO" AND "BUT FAILURE TO" (TO END OF SENTENCE) ARE TO BE ELIMINATED FROM THE NOTICE OF CANCELLATION PROVISION ON STANDARD ACCORD CERTIFICATES.
22. THE COUNTY SHALL BE NAMED AS AN ADDITIONAL NAMED INSURED ON ALL POLICIES EXCEPT WORKERS' COMPENSATION AND AUTO.
23. CERTIFICATE OF INSURANCE SHALL SHOW THE BID NUMBER AND TITLE.
24. OTHER INSURANCE REQUIRED _____

25. THE CONTRACTOR AGREES TO SAVE, DEFEND, KEEP HARMLESS, INDEMNIFY AND PAY ON BEHALF OF THE COUNTY AND ALL OF ITS AGENTS AND EMPLOYEES (COLLECTIVELY THE COUNTY) FROM AND AGAINST ANY AND ALL CLAIMS, LOSS, DAMAGE, INJURY, COST (INCLUDING COURT COSTS AND ATTORNEY'S FEES), CHARGES, LIABILITY OR EXPOSURE, HOWEVER CAUSED, RESULTING FROM, ARISING OUT OF OR IN ANY WAY CONNECTED WITH THE CONTRACTOR'S PERFORMANCE OF THE AGREEMENT TERMS ON ITS OBLIGATIONS UNDER THE AGREEMENT.

INSURANCE AGENT'S STATEMENT AND CERTIFICATION: I HAVE REVIEWED THE ABOVE REQUIREMENTS WITH THE BIDDER NAMED BELOW AND HAVE ADVISED THE BIDDER OF REQUIRED COVERAGE NOT PROVIDED THROUGH THIS AGENCY.
SEE AGENCY COMMENTS BELOW

AGENCY NAME: Hylant Group AUTHORIZING SIGNATURE: 

BIDDER'S STATEMENT AND CERTIFICATION: IF AWARDED THE CONTRACT, I WILL COMPLY WITH THE CONTRACT INSURANCE REQUIREMENTS.

BIDDER NAME: GCA Education Services, Inc. AUTHORIZING SIGNATURE: _____

AGENCY COMMENTS:

4) Total General Liability Aggregate of \$60,000,000 is in place



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)
5/11/2011

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

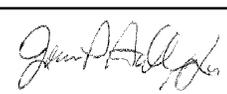
PRODUCER John P. Gallagher, Jr. Hylant Group - Cleveland P.O. Box 318087 Cleveland, OH 44131	CONTACT NAME: PHONE (A/C, No. Ext): 216-447-1050	FAX (A/C, No): 216-447-4088	
	E-MAIL ADDRESS: PRODUCER CUSTOMER ID #:		
INSURED GCA Education Services, Inc. GCA Services Group, Inc. 1350 Euclid Avenue, Suite 1500 Cleveland, OH 44115	INSURER(S) AFFORDING COVERAGE		NAIC #
	INSURER A: Travelers P & C Co of America		25674
	INSURER B: Lexington Insurance Company		19437
	INSURER C:		
	INSURER D: Travelers Indemnity Company		25658
	INSURER E:		
INSURER F:			

COVERAGES CERTIFICATE NUMBER: REVISION NUMBER:

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSR	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	GENERAL LIABILITY <input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC			TC2JGLSA823K4256	3/31/11	3/31/12	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 1,000,000 MED EXP (Any one person) \$ 5,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 10,000,000 PRODUCTS - COMP/OP AGG \$ 2,000,000
A	AUTOMOBILE LIABILITY <input checked="" type="checkbox"/> ANY AUTO <input checked="" type="checkbox"/> ALL OWNED AUTOS <input type="checkbox"/> SCHEDULED AUTOS <input checked="" type="checkbox"/> HIRED AUTOS <input checked="" type="checkbox"/> NON-OWNED AUTOS			TJCAP823K427A TJCAP823K4268 X	3/31/11	3/31/12	COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ \$ \$
B	<input checked="" type="checkbox"/> UMBRELLA LIAB <input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE DEDUCTIBLE RETENTION \$			025422567	3/31/11	3/31/12	EACH OCCURRENCE \$ 25,000,000 AGGREGATE \$ 25,000,000 \$ \$
A D	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below		Y/N N/A	TC2JUB823K3757 TRJUB823K4300	3/31/11	3/31/12	<input checked="" type="checkbox"/> WC STATUTORY LIMITS <input type="checkbox"/> OTH-ER E.L. EACH ACCIDENT \$ 1,000,000 E.L. DISEASE - EA EMPLOYEE \$ 1,000,000 E.L. DISEASE - POLICY LIMIT \$ 1,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (Attach ACORD 101, Additional Remarks Schedule, if more space is required)
 Excess Policy over Lexington Umbrella Policy, Policy #:79797746, Term: 3/31/11- 3/31/12, Limits \$25,000,000 (excess over primary \$25,000,000)
 SAMPLE CERTIFICATE - Bid #956: Custodial Services for Knox County Schools - Knox County Tennessee is included as Additional Insured, but only as respects work performed by the Named Insured.

CERTIFICATE HOLDER Knox County Purchasing Division 1000 North Central Street Suite 100 Knoxville TN 37917	CANCELLATION SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS. (ATTACHED) AUTHORIZED REPRESENTATIVE 
--	---

As respects the General Liability and Automobile Liability policies listed, you are included as an Additional Insured if such provision is required by a written contract between you and the Named Insured and/or any wholly owned subsidiary of the Named Insured, but only with respect to operations of the Named Insured.

CERTIFICATE HOLDER:

Knox County Purchasing Division
1000 North Central Street
Suite 100
Knoxville TN 37917



BUSINESS MODEL

Unlike our competitors, GCA's business model has one core focus- providing privatized custodial services to K-12 school systems. Currently we service 150 K-12 school systems throughout the nation, 30 of them within the state of Tennessee. With that, GCA is the leading provider of privatized K-12 custodial services in the state of Tennessee. Servicing K-12 school systems is very challenging and many other custodial firms have failed, leaving systems jaded, resulting in poor word of mouth communication about privatization itself. Through hard work and dedication, GCA has been able to change this perception and our references that had a poor experience with another firm have found success with GCA. **These references, included in our proposal, can discuss why GCA is not comparable to other custodial firms.**

With a business model focusing in K-12 operations, GCA has specialized plans and operating procedures that will ensure success in Knox County Schools. Experience has taught us that the decision to privatize these services can be very emotional, and once a decision is made to outsource, **failure is not an option.** GCA will guarantee success and we are confident that our business model will allow Knox County to not only **save over \$2,000,000 per year**, but also improve the quality of service.

Our K-12 Business Model has three distinct aspects:

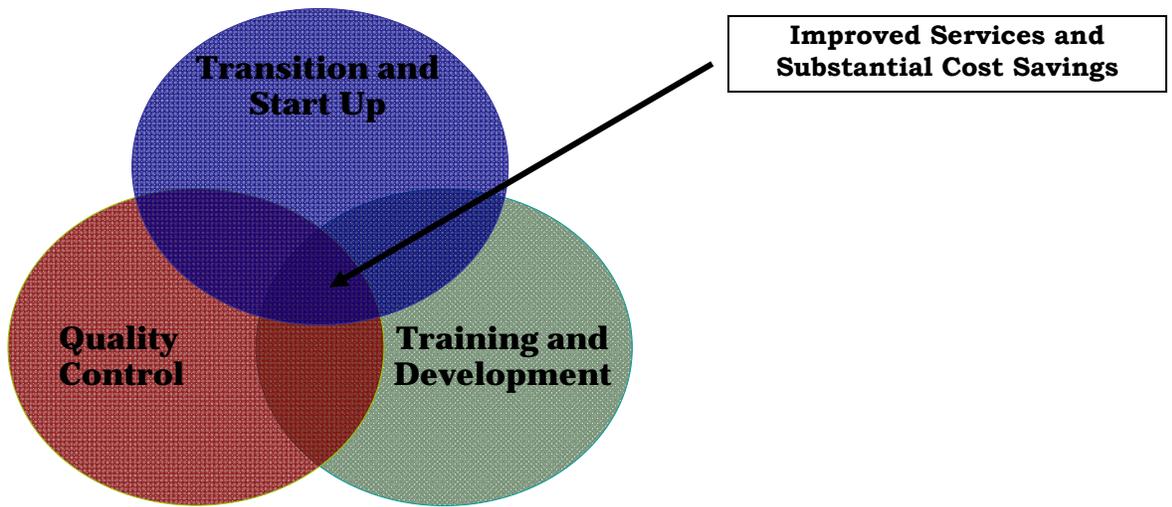
- ✓ **Transition and Start up-** Initially, our focus will be a seamless of custodial services. Our specialized plans have proven to be the best in the industry, especially in large school systems including Metro Nashville TN, Duval County FL, Collier County FL and Shelby County, TN to name a few. These are living plans that will be put into action; not merely promises on paper. Our unique experience with large K-12 school systems allows us to confidently put action behind our words and plans. Once a decision is made to contract with GCA, every commitment in our proposal will be measured, managed, and guaranteed.
- ✓ **Quality Control-** After the start up period, maintaining quality is essential. GCA's business model consists of a concrete check and balance approach to maintaining quality that ensures and guarantees clear transparency. The School Board and community will have consistent quantitative and qualitative data to measure, monitor, and benchmark the progress of the GCA custodial program. Results are definitive and clear, without any gray areas. When privatizing custodial services, we have found that to be successful unbiased and clear monitoring systems must be in place, leaving little doubt to whether or not commitments are being fulfilled.
- ✓ **Training and Employee Development-** Training and development are essential in maintaining quality and stability in custodial operations. Therefore, training and development is a key cornerstone in our business model. Without it, motivated employees lose focus and do not perform to their potential. GCA's training programs are more than just an annual training. They include monthly refresher training and systems management tied to quality control and principal feedback. This aspect allows a stern focus on maintaining quality and allows our training to be a living, fluid, and usable resource with value, not merely a job requirement.



Some firms may be successful in basic aspects of privatized custodial services, but we believe that only GCA Education Services can provide the synergistic, value based custodial services denoted in the model below. It is only when all aspects of the business model work in harmony that services may be improved and cost savings achieved.



K-12 Business Model



In this section, we will clearly discuss the three interdependent aspects of privatized custodial services denoted above and how they work hand-in-hand to achieve improved services at substantial cost savings.



TRANSITION AND STARTUP

GCA's Education Services, Inc. is headquartered at 4726 Western Avenue. We employ **twenty-seven** Knox County Schools' alumni with pride and deep respect for their primary and secondary education. In addition, **fifty** salaried and administrative personnel who proudly work in our Knoxville office as well as **432** total hourly employees. State wide, GCA employs close to 4,000 and services **30** different K-12 School Systems and **438** individual schools. Furthermore, 20 of our local managers graduated from the University of Tennessee and other higher education institutions in the state. **With that, we feel that GCA has a stronger vested interest in this business opportunity than any other competitor.**

In addition to our Knox County roots, we also provide custodial services to K-12 institutions throughout the nation. With experience starting over 150 educational accounts, including 11 districts with over 4,000,000 square feet, **no company understands large transitions better than GCA.** For example, In 2007 GCA started over 170 sites and over 17,000,000 square feet of space in Duval County Schools, Florida with only a two-week notice. Post 2007, GCA has started up 40 additional K-12 School Systems, including Metro Nashville Public Schools, which encompasses over 140 Schools and over 14,000,000 square feet of Schools, Office Buildings, Stadiums, and Operations Support Buildings. Our references speak volumes to the ease of transition and we encourage you to contact any of them to ask about the GCA Business Model and our transition abilities.

Experienced Transition Leadership

GCA's start up team will be led by Steve Gritzuk. Steve has started up over **60,000,000 square feet of K-12** (including Duval County FL, Collier County FL, Metro Nashville TN, Charleston County SC, and Beaufort County SC) cleaning space throughout his 10-year career. He also operates/supports our large K-12 business. The support system only begins with Steve and his knowledge of large K-12. He will be accompanied by Regional Manager, Scott Zimmerman, and an arsenal of local support from our **Knoxville based** operations team.

We have a specific approach to the start up in Knox County. As you will see from our plans, our primary intention is to offer employment to the current district recommended Knox County custodial employees and doing everything possible to make this transition as seamless as possible. This approach consists of:

- **GCA Job Fairs for New and Existing Employees**
- **A Specific Start up Timeline and Tasks**
- **GCAware Purchasing and Supply Distribution**
- **Proposed Equipment Plan**
- **Summer Cleanup Tasking and Planning**



GCA Job Fairs for New and Existing Employees

GCA's #1 priority is to offer employment to all recommended Knox County employees pursuant to our background check/screening policies. Based upon our specialized experience in privatized K-12 school systems, we realize that this change in custodial operations will be emotional and our goal is to ensure employees have an opportunity to retain positions with GCA in Knox County Schools. We will do so by offering a wide variety job fairs throughout Knox County.

These job fairs are nothing new to GCA and we have proven operating procedures to ensure they are organized and effective. For example, Duval County Public Schools (17,000,000 square feet, 176 sites), Collier County Public Schools (6,500,000 square feet, 60 sites), and Nashville Public Schools (14,000,000 square feet, 140 sites) all faced a similar type of change and these job fairs were extremely successful and efficient in ensuring a seamless transition.

We plan to have 10, ten-hour job fairs at sites throughout the Knox County area. These are tentatively planned for 2 Saturdays as soon as possible after intent to award. The first is planned on the Saturday post intent of award. The purpose of this information session will be to serve as initial "meet and greets" with current Knox County employees. During this period, we will collect applications, and necessary company paperwork. Furthermore, all employees wishing to apply for our health, dental, and vision insurance will be able to do so at this point. In order to ensure no question goes unanswered, GCA will have both operations and human resource representatives at this crucial job fairs.

This initial job fair day will be ONLY for current Knox County Employees.

Based upon geography, we have tentatively planned on the following five sites for these job fairs and designated teams ready for their deployment. We realize these are subject to change based upon district review; however, our preference is to utilize local schools since employees are familiar and comfortable with them, making the process less stressful on the employee.

Job Fair Site	GCA Operations Leader	GCA Human Resource Leader
Austin East High School	Kevin Holbert	Mandy Stansbury
Farragut High School	Mark Dexter	Marti Lincoln
Powell High School	Mark Ryerson	Carrie Myers
West High School	Kent Armstrong	Dean Hall
South-Doyle High School	Kevin Junot	Darren Kreakie
Gibbs High School	Ron Baker	Aaron Nemanic

Hours- 8am to 6pm



The following Saturday we will again have five simultaneous job fairs. This Saturday will serve as a make up day for Knox County Employees in addition to being a time for prospective new employees to apply with GCA. Although our primary goal is to hire all current employees, we also need to prepare for retirements and people who may move on to other positions with another firm. Our local regional office on **Western Avenue** will also be open extended hours to accommodate any Knox County Employees wishing to apply that cannot attend the job fair.

In conjunction with the 10 job fairs, ads catering directly to certain areas will be drafted and posted in the local newspaper. Furthermore, via word of mouth and our monthly newsletter, we would post employment opportunities to current employees. Our goal would be word of mouth recruitment of employees in these areas.

The weeks after the job fairs and open application period will be used to submit all records to payroll, leaving more than adequate time for data entry of all employees. Within this timeline and plan, all employees will have all the necessary paperwork completed to begin work with GCA on July 1. Thus, employees will not have any lag time in between paychecks.

We will also screen all existing Knox County employees that have applied to ensure there are not any employees working that do not have a current background check

GCA will immediately begin to review staffing differences from the staffing in place currently to that which we proposed. After the initial assessment of employees per site, GCA will assess vacancies per building. Starting with the immediate needs, we would fill these positions. Any buildings requiring additional leadership to manage summer schools, programs and so forth are supported with our **Knoxville based** start-up team. We will also keep a pipeline of applicants ready in the event that some employees choose not to return.

Start up Timeline and Tasks

Based on Knox County's 90+ buildings and locations, the Pre-Transition Phase will begin 60 days prior to the actual start of operations. Senior Regional Vice President Charlie Spencer, Startup Coordinator Steve Gritzuk, Senior Regional Manager Scott Zimmerman, Knox County Proposed District Manager Mark Dexter, and Ron Baker, Operations Support Specialist, will lead the Transition Team through the formal Transition Plan including the following highlighted steps.

- Tailoring the overall Transition Plan (resources, tasks, sequencing and timing) to meet Knox County 's unique needs
- Conducting Principal and Administrative meetings to establish contacts, lines of communication, formal meeting and reporting expectations
- Identifying specific requirements by school, shift and area
- Scheduling vendor assistance; solidify supply needs, and storage requirements
- Establish work order and client request procedures



- Developing site-specific SOP Manuals, MSDS Books, and Emergency and Contingency Plans
- Implementing the Human Resources Plan- as discussed, interviewing and hiring of existing staff and supervisors (during job fairs), performing screening procedures and issuing GCA I.D. Card and uniforms
- Procuring, setting-up and installing computer and custodial equipment, mixing stations, and initial consumable supplies
- Implementing accounting systems and cost control procedures
- Establishing the Quality Baseline, GCAware™ Quality, inspection procedures, and Joint Review Committee (JRC) members (See Quality Control Section)

Once GCA formally assumes responsibility for providing the services, the formal Transition Phase begins. The **Knoxville based** transition team and the regional operations team will support GCA's on-site District Manager, Mark Dexter, and Area managers for at least the first 12 weeks.

In addition to other tasks, the following events will occur:

- Implementing Daily Transition Meetings
- Completing Risk Management Review; meet with client to discuss requirements, observations and recommendations
- Performing baseline slip meter tests; implement safety training programs
- Conducting Safety Audit; conduct Safety Training Class; distribute MSDS sheets
- Initializing Principal Report Card surveys and GCAware inspection programs
- Establishing Transition Review Meetings – weekly then monthly for first three months
- Reinforcing staff training and safety programs
- Continually tailoring services to meet client expectations; modifying specifications appropriately
- Implementing GCAware™ Quality system
- Continuing Human Resources effort – recruiting, screening and hiring

GCA has already established the leadership team and operating structure for Knox County and assigned tasks for the team to ensure a rapid, organized start once the intent to award is given. ***Please see the attached Transition Gantt chart, which illustrates our commitment to an organized, efficient start up.***



GCAware Purchasing and Supply Distribution

During the start up period, it will be crucial to have an efficient and effective mechanism in place to ensure supplies are ready to be distributed immediately. The GCAware purchasing module will enable this immediate distribution. GCAware Purchasing allows GCA's operations managers to **quickly and efficiently** order the supplies and equipment needed to service our clients' sites. A Standard Product Listing will be created for each Knox County location containing the necessary supplies needed such as towels, tissue,



liners, and chemicals. The SPL also contains equipment such as carts, mops, and vacuums. All items on the SPL have special contract pricing from GCA's vendors and are approved for use by our operations and training departments. GCAware also provides a list of approved "non-standard items" that are not needed regularly but may be used to perform special customer required services. Examples of "non-standard" supplies and equipment include specialized floor chemicals, supplies in irregular package sizes, scrapers, window cleaning tools, or capital equipment. All changes or additions to the product lists are approved by GCA's corporate purchasing department. Once the SPL is finalized, it is uploaded into GCAware

Purchasing system allowing "web-based" ordering.

GCAware Purchasing works very much like a standard e-commerce site. Authorized GCA users fill their shopping cart with items from the Standard GCA Product List, or if needed, non-standard items. Selected items are placed in a shopping cart and totaled. This total is then compared to the client's supplies budget. All orders deemed to be "over-budget" or non-standard require GCA Regional Manager approval. Orders are sent electronically to the pre-identified local distributor to fill the purchase order "complete" within one week, at contract prices. Due to our purchasing volume and efficient ordering systems, GCA is able to leverage our national buying power resulting in greater overall price discounts, which are passed on to the client in the bid process.



Abbott Labs - Hospira
» Choose Another Address

Last Login: Apr 27, 2005

home account management contact us search

GCAware

view cart 2 items, 26 units, \$750.80 ✓ checkout

Shopping Cart Last Modified: 2005-4-22 16:48
Modified By: 999999

Fiscal Period	Location	Budget
Allocated	\$1,227.00	
Spent	\$0.00	
Difference	\$1,227.00	
Cart total	\$750.80	
Budget with cart	\$476.20	

Order By: Category

\$ recalculate ✓ checkout ✗ remove selected ✗ remove all
 Name: Save Order Guide

Order Qty	Our Sku #	Product Name	Size	Pack	UOM	Color	Manufacturer	Mfg.Sku #	Price	Amount	Select
Carpet Care 6310 - Supplies											
1	36335	Extraction Rinse Concentrate Containers	1 GL/3.78 L	4	CS		JohnsonDiversey	3730			<input type="checkbox"/>
25	5572	Extraction Cleaner Concentrate Containers	1 GL/3.78 L	4	CS		JohnsonDiversey	3844			<input type="checkbox"/>
										Total: \$750.80	

\$ recalculate ✓ checkout ✗ remove selected ✗ remove all

Due to our local presence in the Knoxville area, GCA already has strategic alliances with various local vendors in Knoxville, like Kelsan and American Paper & Twine, and can begin the process of distribution of supplies as early as the day after intent to award. **We firmly realize the importance of employees having product on site to work with.** An initial order has already been created and is ready for deployment on command.

In addition, equipment will be able to be delivered before the contract begins on July 1. We have contacted our vendors and distributors about this potential opportunity and they are excited to assist us.

Companywide, GCA has negotiated multi-year agreements, as an end-user, with manufacturers of paper (Georgia Pacific, Kimberly Clark), chemicals (Diversey and Spartan Chemical Company), can liners (Tyco, Heritage), and equipment (Rubbermaid, Tennant, Nilfisk-Advance, 3M). The agreements contain provisions for technical support, environmentally friendly ("green") products, best-in-market pricing, as well as price stability. These national relationships enable us preference in ordering and the ability to acquire massive amounts of product and equipment quickly.

Some Proposed Core Products

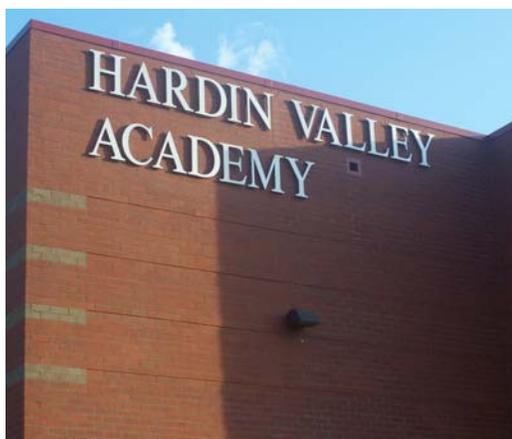
1. **GP Forward(TM) SC General Purpose Cleaner** – Made by Diversey. Contains high-performance detergents which act together to clean surfaces better than most cleaners. Can be used on any water-safe surface, and has a fresh citrus scent. Can be used with scrub and recoat floor care programs. 1.5L bottle.



2. **Glance(TM) HC Glass & Multi-Surface Cleaner RTD-** Made by Diversey. Non-streaking, non-smearing, quick drying formula. Cleans and shines glass, mirrors, sinks, countertops, stainless steel, and many other washable surfaces.
3. **Stride(TM) Citrus SC Neutral All Purpose Cleaner, Green Seal Certified-** Made by Diversey. Use as an all purpose neutral cleaner for everyday floor cleaning and light duty spray and wipe cleaning. Non-dulling and rinse free. Pleasant citrus fragrance.
4. **Virex(TM) II 256 Germicidal Cleaner and Deodorant RTD, EPA Compliant-** Made by Diversey. Germicidal Cleaner and Deodorant: An effective neutral quaternary-based formula for use in hospitals and other facilities where controlling the risk of cross-contamination is of prime importance. Cleans, disinfects, and deodorizes in one step. Provides broad-spectrum germicidal activity. EPA registered.
5. **General Purpose Spotter Quarts-** Made by Diversey. All purpose water-based spotter. Low residue formula will not re-soil your carpet. Gets out tough stains - even the old ones! Safe on all carpets including wool
6. **iShine Floor Finish-** Made by Spartan Chemical Company. iShine is a high solids floor finish that employs patented optically enhanced polymer technology that amplifies the over all gloss appearance and clarity of your floors. The unique blend possesses cutting edge raw materials to form a high solids finish that provides total protection in just four coats of finish. iShine is a durable finish that has excellent scuffmark, water spot, black heel mark and powder resistance. The solids floor finish is formulated to provide maximum protection. iShine has passed the Underwriters Laboratories testing for slip resistance!
7. **Reflection II Floor Finish-** Made by Midlab Inc. An easy to use high solids acrylic floor finish designed for high traffic areas where high gloss and durability are critical. An excellent product for damp mopping and spray buffing with any speed buffing machine. Ideal for use in schools, supermarkets and department stores.
8. **Pro Strip Extra Heavy Duty Stripper Envirobox-** Made by Diversey. Extra Heavy-Duty Stripper: Specially formulated to penetrate and emulsify the toughest UHS burnished finishes. Pleasantly scented, solvenated stripper.
9. **Annihilation Floor Stripper-** Made by Midlab Inc. The most effective floor finish emulsifier ever developed. Will solubilize aged and built-up finishes almost instantly. May be used as a no-scrub stripper or with a conventional floor machine and pad depending on the concentration of the product and the condition of the floor.
10. **Laminate Lights EnduraSTRIP-** Made by Spartan Chemical Company. EnduraSTRIP Laminate Stripper is a powerful water-based compound custom formulated to remove any floor finish.
11. **Power Foam Bravo Spot Stripper Aerosol Containers-** Made by Diversey. Spot Stripper: Extra heavy duty, ready-to-use, fast-acting foam stripper for spot build-ups especially around baseboards. Pleasantly scented.
12. **Spitfire(TM) Graffiti Remover -** Made by Diversey. Effectively removes inks, markers, lipstick, graphite and most other common graffiti from hard, indoor surfaces (including glass). Contains no phosphates, butyl ethers, caustics or alcohols and requires no rinsing.



13. **Gum Remover Aerosol Containers-** Made by Diversey. Non-flammable. Contains no chlorofluorocarbons (CFCs) and will not harm the ozone layer. Works on gummy materials including chewing gum, tar and wax. Six 12oz. bottles.
14. **Good Sense(TM) RTU Odor Counteractant Concentrate - Green Apple Spring Orchard(TM) With Neutrafresh(TM) Spray Quarts-** Made by Johnson Diversity. Ready-to-use spray odor counteractant help neutralize tobacco, mold, mildew and urine surface/ airborne odors. Uses J-Lift technology to lift fragrance into the air
15. **Oxivir Tb Disinfectant / Deodorizer / Sanitizer-** Made by Diversey. Ready-to-Use General Virucide, Bactericide, Tuberculocide, Fungicide, Sanitizer. One-step cleaner disinfectant formulated with patented hydrogen peroxide technology to deliver faster, more effective cleaning performance. Meets OSHA's blood borne pathogen standards for HBV and HIV.
16. **Ajax(R) Oxygen Bleach Cleanser Heavy-Duty Formula-** Ajax(R) Oxygen Bleach Cleanser Heavy-Duty Formula Non-chlorinated cleanser Economical choice. Use for general soils where chlorine or ammonia odors are undesirable.
17. **Sheila Shine Stainless Steel Polish Aerosol-** Once again the field of chemistry has produced a product so outstanding, so different as to revolutionize the cleaning and polishing of your stainless steel. Sheila Shine removes dirt and grime, greasy film, water marks, it even covers scratches. Sheila Shine immediately forms a protective coating on any surface, repels water, prevents penetration of harmful liquids, retains its gloss indefinitely. Resists fingerprints and streaking. Preserves the surface against deterioration of all kinds!
18. **Crew(TM) Neutral NA Non-Acid Bowl Cleaner Quarts-** Made by Diversey. Daily use, non-acid product designed for toilet bowls, urinals, and other hard, non-porous bathroom surfaces. Fresh, pleasant long-lasting fragrance lets users know that you have serviced the restroom. EPA registered germicidal cleaner/disinfectant formulated specifically for institutional restroom cleaning and disinfecting. Ready-to-use flip top bottles. Formulation is also approved for trigger spray applications.





Proposed Equipment Plan

In addition to immediate supply ordering and delivery, equipment for all schools is also extremely important in ensuring schools are ready for opening day. GCA is agreeable to offering additional discounts to Knox County schools by utilizing the current equipment if desired by the district. If this is not the case, GCA will purchase the majority of its equipment from Tennant.

Examples include:





Equipment Descriptions (left to right)

1. **27" Large Autoscrubber**- Able to clean large areas efficiently and properly. This scrubber is equipped with (2) 14" pads to enable increased floor coverage. Used in larger schools with significant interior hallways and common areas.
2. **20" Autoscrubber**- Able to clean large areas efficiently and properly. This scrubber is equipped with (1) 20" pad to enable increased floor coverage. Used in Elementary Schools with significant interior hallways and common areas. In addition, these are utilized well in cafeterias to enable proper daily maintenance of cafeteria floors.
3. **Carpet Extractor**- Able to clean and extractor dirt, stains, and spots from carpets.
4. **19" Low Speed Buffer**- Used for stripping or scrubbing floors. Standard pad holder included as well as grit brush for scrubbing restrooms.
5. **Mini Spotter**- Used to extract and spot clean day to day stains. Great for use in Elementary Schools where accidents happen.
6. **Electric Burnisher**- Pads rotate at 1200, 1600, or 2000 rpms in working position for better gloss performance. 20 in / 510 mm burnishing path and a 1.5 hp / 1.12 kW motor. 75 ft power cord.
7. **High Productivity Strip Machine**- Used to strip large areas efficiently and effectively.
8. **Wet/Dry Vacuum**- Used to remove large amount of water from hard surfaces. Can have either a wand or *front mounted squeegee*.



Item	Description	Unit	Quantity
9002589	Tennant 28" speed scrub walk behind	Each	19
9002887	Tennant 20" speed scrub walk behind	Each	63
08987B	27" PBU 2717B Propane Burnisher w/17 HP Kawasaki w/battery start and catalytic muffler (C.A.R.B. Appd)	Each	19
08001B	21" PBU 2113E Propane Burnisher w/13 HP Kawasaki with electric start	Each	53
9007336	Tennant 20" 175 RPM Floor Machine with Pad Driver FM-20-SS	Each	90
605225	Heavy Duty Pad Driver 20" with clutch plate	Each	90
608718	Speedshine 1600 20" Burnisher	Each	10
9007502	Tennant/Nobles EX-SC-1020 10-Gallon Extractor	Each	18
605976	Wand Att for Extractor	Each	18
190108	33" Front Mount Squeegee Kit	Each	90
607673	Model 3500 15 gallon wet/dry vac	Each	90
56102	30" Heavy Duty Strip Machine	Each	9
RM2963G	10 Quart Pail	Each	250
RM6112-77	"Caution Wet Floor" sign	Each	500
RM9T18	Tilt Truck, 1 CU YD	Each	25
399602	WaveBrake Side Press Combo	Each	500
RM6173BLA	Cleaning Cart with Zippered Yellow Bag	Each	180
359934	Brute Caddy Bag	Each	250
RM2642Y	Brute Maids Caddy	Each	250
355008	Brute container without lid	Each	250
359906	Brute Dolly	Each	250
EURSC886	Sanitare SC886E Red Line Vacuum	Each	270
100653	Super CoachVac Backpack Vacuum	Each	60
101650	John Deer Pressure Washer	Each	9

MANAGEMENT EQUIPMENT

TRUCK	Management Truck/Vehicle	Each	12
COMPUTERS	Desk Top/Laptop/Copier/Printer/Fax	Each	6
CELL PHONE	Contract Manager Cell Phone	Each	13



Summer Cleanup Tasking and Planning

With a July 1 start, completing the Summer cleanup for the first day of school will be extremely important. GCA has developed specific systems that enable optimum productivity during this important period. Although Knox County will not have the benefit of a full GCA cleanup in the first year due to the start up date, we are extremely confident that our plan and approach for the opening of the 2011-2012 school year will lead to a great opening day!

Some of the standard operating procedures for Summer cleanup are as follows:

1. Moving furniture from classroom to hallway. Be sure to diagram the room on the chalkboard so the room will be set up as it was prior to cleanup.
2. If the room is large, move furniture to one side of the room rather than to the hallway. In this case, move all furniture to the exit side of the room stacked as close to the wall as possible. After approximately three-quarters of the room has been completely finished, move furniture back to the original position and complete the unfinished portion of the room on the exit side of the room.
3. Clean light fixtures. Drop the light cover and dust out bugs and debris. Wipe with surface cleaner if necessary.
4. Clean HVAC ceiling vent covers. Dust with feather duster or broom and wipe clean if necessary with surface cleaner.
5. Wash walls and chalkboards as necessary. Be careful not to over wet chalkboards. Use dry erase cleaner for white wallboards. Empty pencil sharpeners.
6. Strip and wax floors or clean carpet. If room has both tile and carpet, complete the tile areas first and the carpeted areas last. VCT should be stripped with black pad and refinished with no less than 5 coats of finish. Be sure that corners and baseboards are clean and well defined. IMPORTANT ... do not finish the first foot or so immediately inside the entrance door leading out to the hallway. This should be left stripped with no finish until the hallway has been completed and the hallway is waxed. Old 9" asphalt tile, which is usually asbestos (normally colored a dark red, beige or green) should not be stripped. Use a general purpose cleaner and a scrub pad on these floors. As finality, burnish the floors after finishing before replacing the furniture so the finish will be hardened and at a high gloss.
7. In classroom carpet cleaning, be sure to first- vacuum, second- edge vacuum and third- remove all gum on carpet. Pre-spray all carpet spots and work the spot out using the correct method. Extract or bonnet carpet per the requirements of the contract.
8. If Classroom has a restroom, complete this before finishing floors.
9. Clean furniture and move return it to its original position. Be sure to remove gum from underneath desk and wipe down the surfaces with General Purpose cleaner. Be careful to mix properly so you do not have a residue left on the surface after drying. Replace trashcan liners.
10. Complete all classrooms, offices, libraries and other side rooms.



11. Restrooms should be detail cleaned from top to bottom before scrubbing the floors. Clean ceiling vents, light fixtures and wash walls. Wall washing may be done by using a deck brush with a surface cleaner mixture and a water hose to rinse with. Clean the sinks, toilets and urinals using normal cleaning procedure. Wipe clean the mirrors and paper dispensers. Lastly, flood the floor with cleaning solution and machine scrub with a nyla grit brush. Be careful to deck brush around the corners and edges and under commodes. Flood rinse and squeegee down the floor drain. Rinse with clean water. Wipe clean all baseboards. This procedure assumes a ceramic tile floor and painted block walls. If the walls are dry board or the floors are VCT then clean walls and floors as with normally custodial operations in a classroom.

12. Hallways and common areas should be completed last. Starting at the furthest point and working toward the exit. Begin by cleaning the light fixtures and washing walls, locker tops and other hallway surfaces. Clean entrance mats and place inside an open space to dry. Strip and refinish the hallway floors the same as the classrooms. When stripping the hallway, make sure to scrub out the janitor's closets. More than 5 coats of finish on the hallway floors may be required. Be sure to leave open all entrance doors leading into the hallway so stripper will not run underneath and dry in a classroom floor. After rinsing well, finish the floor by edging first and into the classrooms and then using the figure eight method bring the finish down the hall to the final exit.

13. Clean all windows inside and out. This is best done toward the end of the clean up and on overcast days. Do not clean the windows on the sunny side of the building or you will have streaking. Use a tucker pole for multistoried buildings.

14. Athletic areas will vary from school to school. Particularly in the High Schools, coordinate with the Athletic Director or Principal which activities are scheduled over the summer. Many gyms are used all summer. Scrub out Locker Rooms using the same procedures as restrooms.

Notes of interest:

- GCA Pricing includes fixed staffing levels for the school year included under "Proposed Staffing". We have found that we are able to complete downtime project work (all days in which students are not present) by utilizing the team cleaning approach. This results in savings for both GCA and the district, denoted in the current pricing structure. Programs outside the normal scope of operations during these periods, including summer school, camps, and rentals etc that require custodial support would be billed as an additional expense.
- Always have wet floor signs visible when doing floor work.
- Remember that the wipe down portion of the clean up will take as much time as the floor work. This is often underestimated.



- Security in the summer is always a concern. Check for open windows and doors before leaving the building. Inform any school personnel that are present when you are leaving. Keep entrances locked when we are the only ones in the building.
- One week prior to teachers reporting everything should be complete and the rooms inspected for readiness. Light dusting may again be required. Be sure furniture is set in proper place and trash cans have clean liners in them.
- Remember that teachers start coming back BEFORE the date they are supposed to return. Therefore, any work AFTER August 1st should be planned for second shift.

Normal project work cleaning procedures may include the following:

- Three people moving furniture and doing wipe downs (cleaning). These people would start and stay well ahead of the floor crew.
- Three people doing the floor care work. First, do the edgework. Slop the edge only with your cleaning solution and everyone works the edges with doodlebugs and scrapers. After edges, slop the rest of the work area and work your way out of the room. One employee operating the machine. One employee operating the wet vac and one employee utilizing he rinse mop. The employee doing the wet vac may also apply the stripper to the floor.
- One employee normally begins the initial finishing. Dust mop first. Look for blemishes. Lay the finish. This employee will be working well behind the floor crew. Air conditioning is not always working in the summer, which can cause drying concerns. Be sure to plan and allow for the added drying time if the HVAC is not on and the humidity is running high. Do not put additional coats of finish on a floor that is not completely dried.

Completing the Transition Period

Utilizing the start up plan will lead to an excellent conclusion to the Summer cleaning and clarity in the new custodial program. This orientation to GCA and a smooth opening of school will allow the Principals and staff to become comfortable and trust the GCA program. However, this is only the first component of success in privatized services. Once the cleanup is complete, our rigid quality control programs will maintain the outstanding summer results.



QUALITY CONTROL

With our local roots in Knoxville, we are certain the aforementioned plans will yield success and an excellent start up. However, an excellent start up is only one piece of the puzzle. Next, GCA will institute our quality control system to make certain that the results from the start up period are maintained and monitored.

We have a custom check and balance approach for quality control and our priority is transparency in custodial results. Our quality control consists of:

- **GCAware Inspections Technology**
- **Principal Report Card Surveys**
- **Employee Recognition**
- **Joint Review Committee**

As the Startup period ends and traditional, daily operations begin, GCA will have already walked every school in Knox County and reviewed each employee's current cleaning responsibility and schedule. We will ensure that the workload is evenly distributed among employees based upon their skill level and the best needs of the school district. In addition, our management team will continue to meet with every Principal to see how the current program is going and how they feel about the employees that are assigned to their location. This will help us to gauge the initial satisfaction levels at each school and cater site-specific adjustments as needed.

Once the reviews and Principal meetings are complete, GCA will closely monitor employee progress on a daily basis. In addition to our management teams hands on monitoring, GCA also has developed a custom program to enable a check and balance as it pertains to monitoring and quality assurance. Our quality program consists of two major foundations- GCAware Inspections and Principal Report Card Surveys.

GCAware Inspections Technology

The GCAware Quality application is a web based tool that helps our operations managers' measure and quantify the quality of service delivered to our Principals and Administrators. Immediately after the intent to award, Knox County Public Schools will be added to our GCAware database. Using floor plans and information from building assessments, every school will be uploaded into our GCAware quality system. Within each school, every front entrance, corridor, classroom, restroom, exterior, wall, lighting, custodial room, cafeteria, auditorium, gym, and office will be entered/uploaded into the system. **Essentially, each school blueprint becomes an online inspection zone!** Once uploaded, both random and scheduled inspections begin.

Using this uploaded data, Custodial Managers and Head Custodians conduct both random and scheduled inspections with clients as a constructive way to monitor cleanliness at the school level. This helps us as a team to catch deficiencies before they



become large problems. After inspections are completed, the data is then recorded and results are benchmarked each week and month to ensure deficiencies are remedied and continuous improvement is made.

Random Inspections

Every day, GCA will conduct inspections of multiple facilities. Traditionally, these inspections take place either first thing in the morning or in the afternoon after work has begun. **We find that inspecting classrooms and areas at night is very effective since the employee is on site in the event re-training is needed.** In addition, it allows us to catch any issues before school begins the next morning. When employees know that on the spot inspections are possible, they are less likely to cut corners.

As inspections are entered into the GCAware inspection system, quantitative scores measure quality by employee, room, floor and building. As time progresses, more and more data become available, measured, and benchmarked. This allows us to identify the most commonly occurring deficiencies, which can then be addressed through focused training. The program then enables us to develop trending analyses for each school. Over time, we develop historical data for each school through our inspection process. **We use this data to develop a baseline, modify training programs, measure our progress and then anticipate the future needs of that particular school.**

The Objectives of the GCAware Quality Measurement System are to:

- Provide an objective continuous measure of cleaning standards that is independent of the inspector, and easily applied and used to judge GCA's performance
- Used by GCA to evaluate performance of its management and supervision and give an early warning system of any problems
 - Thorough, non-subjective inspections are the backbone of the system that allow GCA to obtain statistically significant numbers of random samples of performance across an entire client site.
 - Quality is rated on the simple score of Satisfactory/Unsatisfactory.
 - When specifications are limited or reduced, the system option of *Not Applicable (NA)* should be used. This tells GCAware to ignore the area not being serviced.

Inspection Forms

Once the Knox County geography is setup, the standard forms are assigned (custom inspection forms can be built per customer requirements for non-standard locations).

Inspection forms typically consist of four parts. Each part represents an area in the room being inspected, such as ceiling, walls, floor and "special". The special areas can be represented as the room in question: office, corridor, entrance, elevator, break room, etc.



Sample Inspection Form

Form Id : 1283909
Location : Lone Star Elem - 94226 - #3(1st Restroom) Date : 4/16/2010

GCA Standard Restroom

Ceiling

Q1 Ceiling Inspection

	Satisfactory	Unsatisfactory	N-A	Comments
Ceiling General	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Lights	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Vents	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	

Walls

Q1 Wall Inspection

	Satisfactory	Unsatisfactory	N-A	Comments
Doors/Jamb	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Railings	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Switchplates	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Windows/Glass	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Drapes/Blinds	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Fixtures/Hangings	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Horizontal Surfaces	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Vertical Surfaces	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	

Floors

Q1 Floor Inspection

	Satisfactory	Unsatisfactory	N-A	Comments
Floor General	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Thresholds	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Baseboards	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Corners and edges	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Grout	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Shine/Nap	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Walk Off Mat	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Drains	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Floor Surface	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Free from Debris	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	

Restroom

Q1 Restroom Inspection

	Satisfactory	Unsatisfactory	N-A	Comments
Odor Free	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Mirror	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Sink and Counter	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Brightwork	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Dispensers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Pipes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Waste Receptacle	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Partitions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Toilet	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Urinal	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Soap, Paper, Towels	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	



REPORTING QUALITY RESULTS

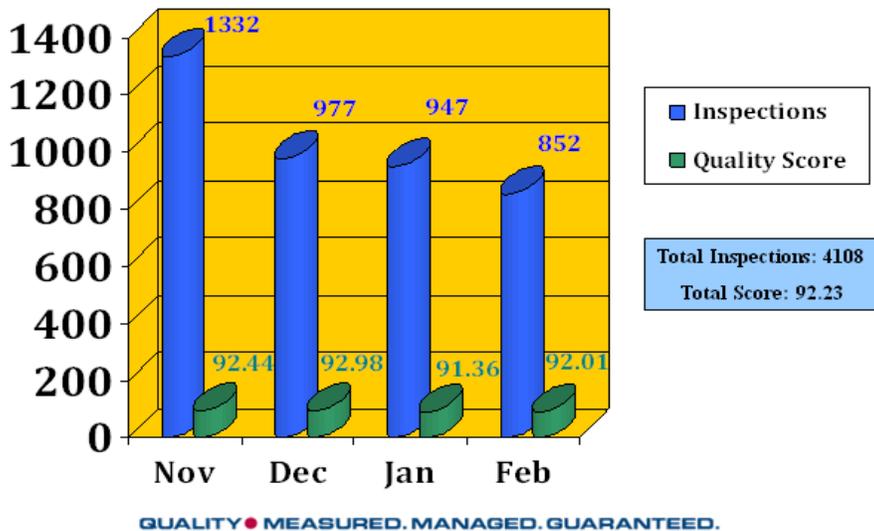
While collecting the quality data is important, GCAware Quality Reporting is the most important function of the GCAware system. Reports are customized at Knox County's request and may be viewed and exported in various formats to support other reporting systems. Monthly, GCA will report these results to Knox County. The following report represents the overall monthly average scores for a client. GCA managers would focus attention on the trends concerning the total number of inspections as well as the quality score.



Overall Inspection Results

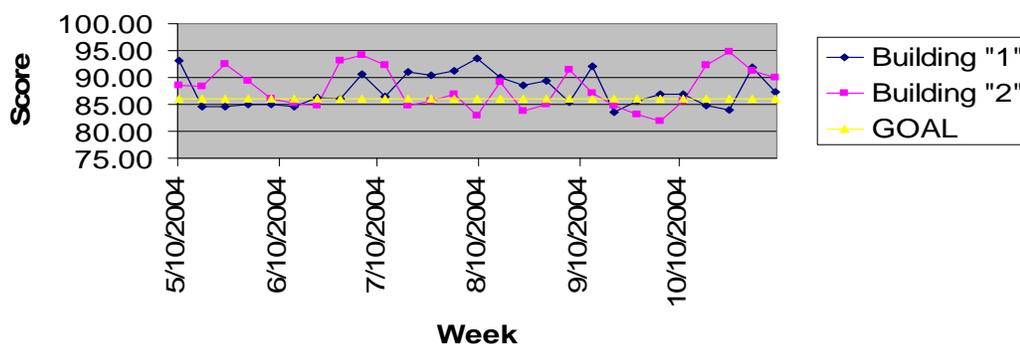
Quality Scores Monthly Trend Analysis

Duval County Public Schools From November 2009 - February 2010



Although 'point-in-time' reporting is valuable, 'trend' reports, provide GCA's managers and clients with a clear record of inspection results for a given period.

Comparative Trend Analysis



Detailed Task Report:

The following report represents the cumulative average scores of each item/task inspected throughout a given time period while providing a perspective on which specific items are affecting the scores. GCA managers would focus attention on the lower third of the scores through additional training and coaching. Of course, attention would be paid to the other; higher scoring areas to ensure those areas did not drop.



Quality Scores are calculated on a simple formula:
Satisfactory Answers / (Total Number of questions less NA)

Time Period: 9/10/10-12/8/10	
Inspection Items:	Avg. Score
Grout	94.1
Waste Receptacle	93.54
Baseboards	93.47
Desk/Counters	93.1
Bookcases/ Filing Cab.	92.85
Table	91.34
Ceiling General	91.23
Drains	91.23
Dispensers	91.2
Thresholds	91.02
Pipes	90.34
Partitions / Half Walls	90.21
Floor General	89.42
Vents	89.34
Partitions	89.21
Chairs	89.2
Sink and Counter	89.04
Waste/ Recycle Receptacle	89.03
Fixtures	89.01
Lights	88.45
Vertical Surfaces	88.23
Horizontal Surfaces	87.43
Urinal	87.35
Bright work	87.2
Toilet	86.42
Telephone	86.12
Drapes/Blinds	85.23
Mirror	84.54
Windows/Glass	84.53
Railings	84.5
Walk Off Mat	83.94
Doors/Jamb	83.25
Fixtures/Hangings	83.24
Switch plates	82.34
Shine/Nap	82.12
Corners and edges	81.03



Principal Report Card Surveys

GCAware Inspections are excellent tool for measuring cleanliness. However, GCA firmly believes in a **check and balance system**; therefore, GCA also elicits Principal feedback every month. Coupled with the inspections, Principal surveys allow us to how each school rates cleanliness.

We believe that **Principal feedback is critical** to the success of privatized custodial services. Although the school Principal will no longer have to manage custodians, we understand that they will continue to have involvement in the program at a different level. **School Principals will now be involved with the custodial program as a “customer”, not a “manager”**. This is an aspect of the GCA program especially enjoyed by our clients.

“Privatizing our custodial services has freed up a substantial amount of time for our Principals. They no longer have to manage/worry about custodial and can use that time in classroom related activities. Besides the \$3.5 million dollars we save annually, this is the best part of the program” – Michele LaBute, Chief Operations Officer, Collier County Schools



Each month GCA management will administer a **“Report Card”** for Custodial Services. These monthly report cards are graded by the Principal or Building Administrator and provide feedback on all areas including hallways, classrooms, cafeterias, restrooms, outside perimeter, and management responsiveness to issues. We are proud to say that this program is a huge success in many districts including Metro Nashville, Shelby County, Duval, and Collier County schools, where we receive 370 responses a month! This tool serves to motivate the management team and provide an **early warning sign** for dissatisfaction in any areas.



These surveys, coupled with our GCAware random inspections provide a **viable check and balance** allowing us to pinpoint any areas that may have specific needs or concerns.

Below is an example of a GCA Principal Survey Report Card:



Report Card for Custodial Services
March 2010
Please Return by April 16th
(Please rate- A, B, C, D, F)

School Name _____

Hallways Clean (Vacuumed if Applicable) and Floors Shiny
 ❖ Components- General Appearance, Shine, Corners and Edges Clean and Free of Debris _____

Cafeteria Clean and Floors Shiny
 ❖ Components- Café Floors Clean and Free of Debris in the Morning and Properly Maintained During the Day (Walls, Tables, Floors, Trash Cans) _____

Classrooms Cleaned Nightly
 ❖ Components- Trash Emptied, Floor Dust and Spot Mopped, Dusted, Horizontal Surfaces Clean _____

Restrooms Cleaned and Stocked Nightly
 ❖ Components- Floors Disinfected, Bright Work Cleaned, Walls Cleaned, Sinks Cleaned, Toilets Cleaned, All Areas Disinfected _____

Outside Perimeter Policed Daily
 ❖ Components- Area Around the School Cleaned Daily of Debris _____

Management Responsiveness to Issues
 ❖ Components- When you Have an Issue, does the Area Manager Respond Quickly And Provide Resolution to Your Concern? _____

Comments, Upcoming Events, Employee of the Month And School (Crew) of the Month Recommendations

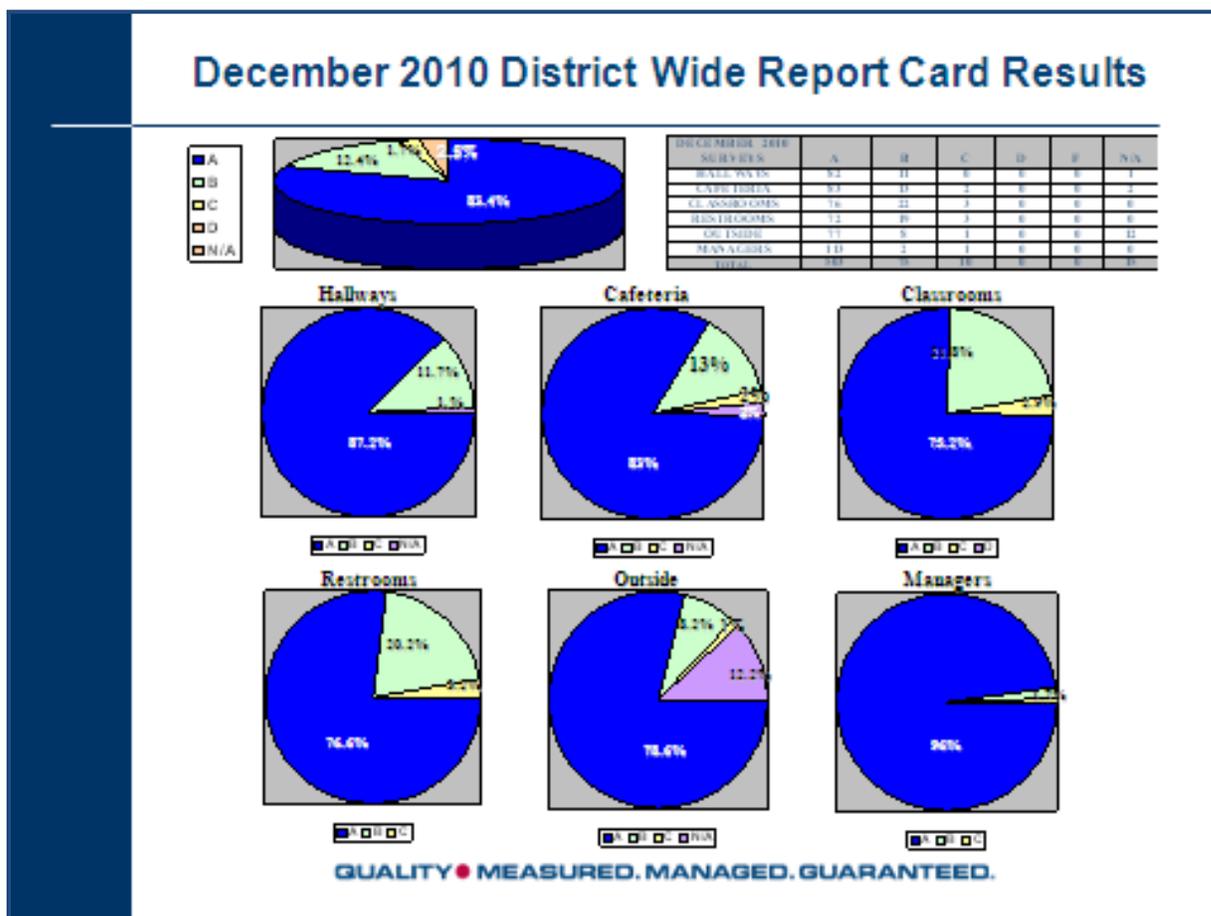
Signature of Principal/District Representative

At the conclusion of every month, these signed report cards are alphabetized and submitted to the Chief Operations Officer or designee for review. The results and trends are recorded and action plans are developed immediately to cure deficiencies. This is important in ensuring the same issues do not happen repeatedly and allows a concise snapshot of Principal satisfaction as it pertains to custodial services. Often these results are presented to the Superintendent and School Board during annual reviews,



operations updates, Principal meetings, and Joint Review Committee meetings. **GCA provides clear transparency in our custodial program.**

Below is an example of quarterly results presented to Metro Nashville Public Schools for the month of December 2010:



Employee Recognition

In addition to providing feedback for areas of dissatisfaction, we also use Principal Report Card Surveys as a tool that assists with Employee Recognition. Often we find that the difference between Good and Great is pride and respect. We find that through employee recognition trust and good relationships are built. GCA is proud to offer four distinct recognition programs as follows:

- Employee of the Month
- School of the Month
- Employee of the Year
- School of the Year



Employee of the Month Program

Two employees will be selected monthly as 'Employee's of the Month' based on the inspection grading system including quality and client satisfaction. Each "Employee of the Month" will receive a gift card and recognition in the GCA newsletter. We find that this recognition is very important and provides employees with positive feedback for a job well done.




GCA
SERVICES GROUP™

Employee of the Month

Steve Gritzuk
Blue Grass Elementary School

GCA and Knox County Schools would like to commend and honor you for your commitment to excellence and teamwork

*Mark Dexter, GCA
District Manager*

*Reggie Mosley, Ed. S
Principal*

School of the Month Program

Monthly, two custodial teams in Knox County will be awarded the distinguished 'School of the Month' award. The award winner will be based on the inspection grading system including quality and client satisfaction, as well as service that goes above and beyond daily routines. Each employee of The School of the Month will receive a dinner or lunch of their choice delivered to the school by the Area Manager as well as recognition in the GCA newsletter.



Lastly, GCA will present a plaque to the Principal and staff to be displayed at the school denoting the success of their custodial team.



Employee of the Year Program

Annually, GCA enjoys recognizing three employees as “Employee’s of the Year”. We have three categories- Elementary School, Middle School, and High School/Administrative Buildings. This award recognizes employees who have excelled the entire year in their quality of work, survey results, and spirit for the job. Winners receive a gift card as well as recognition with the school board and central administration.



School of the Year Program

Similar to our Employee of the Year Program, GCA recognizes three Schools as “School of the Year”. We have three categories- Elementary School, Middle School, and High School/Administrative Buildings. This award recognizes custodial teams who have excelled the entire year in their quality of work, survey results, and spirit for the job. Winners receive a gift card and a catered dinner by their Area Manager as well as recognition with the school board and central administration.



GCA also presents a trophy to the Principal and staff to be displayed at the school recognizing their custodial teamwork and accomplishments. These awards have become very competitive and deeply embraced by local Principals and staff members!



Employee Newsletter

Every month, GCA shares an employee newsletter with all employees. It consists of recognition, reminders, and crucial information. Communication is essential and we find the newsletter very effective in informing and communicating with employees as a whole.

 Nashville Metro Public Schools Custodial Newsletter Information for GCA Custodial Employees <i>September</i> August 27, 2010
Office Location: 1865 Airline Drive, Suite 14A, Nashville, TN 37210 - Phone: (615) 232-7375
<p>GCA is proud to recognize the below schools as "School of the Month" These are teams that have excelled beyond expectations for the Month of August. They will be rewarded with lunch at their discretion. We thank them and praise their hard work and dedication. It was a tough decision but the WINNERS are:</p>
SCHOOL OF THE MONTH - AUGUST
★ Julia Green Elementary School - Zone 3
<p>GCA Services is proud to announce the winners of Employee of the Month. These are employees who have gone above and beyond the call of duty. We commend their dedication and acknowledge them by an Employee of the Month Award and a \$35 gift card! Congratulations to:</p>
EMPLOYEE OF THE MONTH - AUGUST
★ Nejmeddin Yasin - Glendiff High School - Zone 2 ★ Ralph Nolan - Jere Baxter Middle School - Zone 4
<p><u>SAFETY REMINDERS:</u></p> <p>Remember to always wear your personal protective equipment (PPE) such as safety glasses and gloves when mixing chemicals or changing ceiling tiles.</p> <p>Do not store chemicals above eye level.</p>
<p><u>UNIFORM REMINDER:</u></p> <p>Uniforms must be worn anytime at work to maintain a professional appearance, identification, and for security purposes.</p>
Frequently Asked Questions
Q. Can I change my number of dependents for tax purposes? A. Yes, ask your area manager for a W-4 form and they will turn it into payroll after completion.
Q. How long do I have to resolve a problem with my paycheck (Missed hours, paid at incorrect rate, etc...)? A. You have 5 business days to notify your Area Manager in order to have it corrected.



Joint Review Committee

GCA is a results oriented company. We will provide feedback daily, weekly, and monthly. Coupled with this feedback, is a formal 'quarterly joint review'. The purpose of the Joint Review Meeting is to encourage **open and formal communication** of operational performance in the previous month and quarter, in an effort to further enhance the quality of service provided. During this meeting, representatives from the Knox County team and GCA's management team formally review custodial performance for the previous 3 months. This proactive review focuses on the current expectations and needs of Knox County, and identifies future issues, needs and initiatives.

Examples of Topics Traditionally Discussed by the Joint Review Team Include:

- **Overall Review of the Custodial Department-** Included are key accomplishments and goals from the last JRC that have been completed
- **Principal Report Card Survey Results-** Reported by Month, Quarter, and Year
- **GCAware Inspection Results-** Quantitative scores based upon GCA and District Random Inspections
- **Retention Rate** – Benchmarked on a quarterly basis and reports current workforce composition
- **Research and Development/Innovation-** New techniques, equipment, chemicals and ideas that may generate increased productivity and cleanliness
- **Training Update-** Discussion of new training techniques and monitors the progress of current training
- **Customer Requests by Area** – By month and per type of requests
- **Monthly Complaints / Repeats** – Complaints by month with relation to repeat complaints
- **Work Loss Cases (WLC)** – Per quarter with relation to previous three (3) quarters, as well as, OSHA benchmark rate

Each JRC format is customized to the specific needs of the client. The list above contains typical information shared at these meetings. However, the same reporting every quarter can get tiresome and may lead to canceling the meetings. As a result GCA managers seek ways to keep the information being shared relevant and evolving with the ever-changing needs of the client.

Please see the Appendix for a Joint Review Committee sample from Metropolitan Nashville Public Schools.





Overall, we feel that in order to control quality, GCA must:

- ✓ Have Organized and Efficient Work Schedules
- ✓ Routinely Inspect Areas of Each School
- ✓ Elicit Feedback from the Principal, Faculty, and Staff
- ✓ Work with employees who are not meeting standards by coaching and training
- ✓ Reward and Recognize our employees via Promotions and Accolades



TRAINING AND EMPLOYEE DEVELOPMENT

Our employees are the key to our quality and our greatest investment. Therefore, it is crucial that we consistently provide training and always foster development. GCA has excellent training and development programs that have allowed us to become the industry leader in providing privatized custodial services to large K-12 school districts.

GCA has a variety of both basic and specialized training programs that allow employees to develop with our company. Often we find that custodians that excel in our training programs become Head Custodians, and many ultimately join our management team.

Our structured, developmental training consists of:

- **Clear Job Descriptions**
- **Annual In Service Training**
- **Six Step Monthly Method of the Week Training Modules**
- **Joint Review Committee**

Job Descriptions

In order to fulfill the specifications of the solicitation, employees must be aware and trained in what to do and when to do it. Below are job descriptions for each employee classification and include the contract specifications as well as additional competencies that are imperative to success.



JOB TITLE: DAY CUSTODIAN

SUMMARY:

Under the general direction of the Area Manager, performs routine manual custodial work and light maintenance in the district's facilities and school buildings.

ESSENTIAL DUTIES AND RESPONSIBILITIES include but not limited to the following:

1. Open school and unlock all doors
2. Performs supervision of and participates in the cleaning and maintenance of the building including floors, walls, woodwork, furniture, gym floors, windows, toilet equipment, turning on all lights, and other equipment.
3. Raise the flag and lower at the end of each day.
4. Check to see if the heat is operating properly and adjust controls, if necessary



5. Helps to maintain equipment and supplies, requisitions new materials when necessary. Handle light maintenance, i.e. loose screws, replace gliders on desks, fix or replace pencil sharpeners, replace light bulbs, minor repairs to locker hinges, door closers, etc., keep handrails tightly in place, keep all fire equipment securely in place, minor repair of paper towel, tissue, and soap dispensers, and replace stained/missing ceiling tiles.
6. Assists with supervising and participates in the maintenance and cleaning of designated buildings' grounds including such activities as ice and snow removal from walk ways and entrances, graffiti removal, and other activity required to maintain the safe and efficient operation of a school building.
7. Maintains and moves furniture, supplies, and equipment as required.
 - a. Clean the entrance door glass.
 - b. Police the outside of building for debris.
 - c. Dust mops all public corridors daily.
 - d. Dust the tops of lockers.
 - e. Set up for lunch activities.
 - f. Clean up lunch facilities immediately after lunch.
 - g. Clean pre-determined areas for approximately two hours.
 - h. Dust and/or spot clean interior glass of classrooms and/or in administrative offices.
8. Demonstrates knowledge of safe and effective work practices and other duties as assigned.
9. Participates in training classes as required.
10. Operates and maintains the following machinery and equipment:
 - a. Emergency lighting systems
 - b. General: mops, brooms, scrubbers, vacuums, sweepers, carpet cleaning machinery, shovels, and rakes
 - c. Snow removal equipment.
11. Maintains a good attendance record.
12. Is available for emergency situations that may arise.
13. Adheres to all company guidelines and work rules as denoted in employee handbook
14. Shall assume any other duties as may be delegated by the building administrator and custodial field Area Manager. Furthermore, the building administrator and custodial field Area Manager may make any adjustments in the scope of responsibilities, as outlined above, which will be in the best interests of the school district.



JOB TITLE: Head Custodian

SUMMARY:

Under the general direction of the Area Manager, performs routine manual custodial work in the district's facilities and school buildings.

HEAD CUSTODIAN RESPONSIBILITIES:

Custodial staff, normally at night

ESSENTIAL DUTIES AND RESPONSIBILITIES include but not limited to the following:

1. Maintains building security upon arrival and secures building after completion of custodial duties
2. Performs supervision of and participates in the cleaning and maintenance of the building including floors, walls, woodwork, furniture, gym floors, windows, toilet equipment, lights, and other equipment.
 - a. Clean and sanitize drinking fountains and sinks in all laboratories.
 - b. Spot clean desktops in office areas and clean student desktops.
 - c. Empty and clean pencil sharpeners; also clean wall area around sharpeners as needed.
 - d. Clean counter tops.
 - e. Spot clean reception lobby glass, including front doors.
 - f. Damp wipe all chalkboards and whiteboards and clean chalk trays.
 - g. Spot clean all internal glass in partitions, doors, and windows.
 - h. Spot clean walls, heating units and dust hallway lockers as needed.
 - i. Clean stage and auditorium (if used daily).
 - j. Remove dust and cobwebs from ceiling areas.
 - k. Empty wastebaskets and return to room from which taken. Replace liner if soiled.
 - l. Transport to and deposit into dumpster all waste materials such as cans, bottles, disposable trays, waste paper and other materials when specifically so directed. Transport to and deposit into container recyclable material, if applicable.
3. Helps to maintain equipment/supplies, and requisition new materials when necessary.
4. Assists with supervising and participates in the maintenance and cleaning of designated buildings' grounds including such activities as ice and snow removal from walks and entrances, graffiti removal, roof care, and other activity required to maintain the safe and efficient operation of a school building.
5. Moves furniture, supplies, and equipment as required.
6. Demonstrates knowledge of safe and effective work practices.



7. Participates in training classes as required.
8. Operates and maintains the following machinery and equipment:
 - a. Water softening equipment
 - b. Emergency lighting systems
 - c. General: mops, brooms, scrubbers, vacuums, sweepers, carpet cleaning machinery, shovels, and rakes
 - d. Snow removal equipment
9. Maintains a good attendance record.
10. Is available for emergency situations that may arise.
11. Adheres to all company guidelines and work rules as denoted in employee handbook
12. Shall assume any other duties as may be delegated by the building administrator and custodial field Area Manager. Furthermore, the building administrator and custodial field Area Manager may make any adjustments in the scope of responsibilities, as outlined above, which will be in the best interests of the school district.



JOB TITLE: CUSTODIAN

SUMMARY:

Under the general direction of the Head Custodian, performs general housekeeping duties in district buildings and facilities.

ESSENTIAL DUTIES AND RESPONSIBILITIES include but not limited to the following:

1. Sweeps, dust mops, scrubs, polishes floors utilizing knowledge of cleaning materials such as soaps, powder, polishes, and synthetic floor finishes.
2. Washes walls, windows, woodwork, light fixtures, and other building surfaces from a scaffold or ladder utilizing proper cleaning methods and procedures.
3. Dust, polish, arrange, and move furniture, equipment, and supplies.
4. Cleans all rooms and spaces and replenishes supplies utilizing established procedures.
5. Removes snow and ice from sidewalks and driveways utilizing shovels and snow removal equipment
6. Cleans and polishes brass and other metal surfaces.
7. Replace light bulbs as required.
8. May secure the building for the night, holiday, and weekend including turning on burglar alarms using established procedures.
9. Maintains equipment and supplies, requisitions new cleaning materials when necessary.
10. Assists Lead employee in cleaning boiler and unit vents.
11. Demonstrates knowledge of safe and effective work practices.
12. Participates in training classes as required.
13. Operates and maintains the following machinery and equipment:
 - a. General: mops, brooms, scrubbers, dusters, shovels, and rakes.
 - b. Wet-dry pick up.
 - c. Scrubbing and polishing machine.
 - d. Small and commercial vacuums.
 - e. Snow removal equipment.



14. Maintains a good attendance record.

Shall assume any other duties as may be delegated by the building administrator and custodial field Night Lead. Furthermore, the building administrator and custodial field Night Lead may take any adjustments in the scope of responsibilities, as outlined above, which will be in the best interest of the school district.



In addition to clear job descriptions, GCA also provides employees specific job duties via checklists that are based on the custodial specifications. Experience has proven that when employees consistently reinforce daily responsibilities, they are less likely to omit certain tasks. These checklists are often laminated so that they can stay on each custodians cleaning cart so they can be constantly reviewed and utilized.

Examples of task responsibilities and checklists include:

CUSTODIAL FREQUENCIES FROM KNOX COUNTY BID NO. 956

CLASSROOM STANDARDS:

Daily

1. All windows and classroom doors are to remain closed and be locked nightly.
2. Any tape on walls will be removed.
3. Carpeted floors will be vacuumed.
4. Chalk/whiteboard trays will be wiped down.
5. Chalkboards/whiteboards will be maintained to meet the expectations of the instructional staff.
6. Cobwebs will be removed.
7. Dust and remove all smudges and fingerprints on glass surfaces.
8. Empty all trash receptacles.
9. Floor moldings will be maintained in a dust free condition.
10. Pencil sharpeners will be emptied.
11. Spots and stains will be removed on flooring covering and walls.
12. The floor, including corners, will be free of all debris.
13. Vinyl and Terrazzo floors will be wet mopped and dusted.
14. Walk off mats will be cleaned daily and will be free from dirt and debris. Mats will be inspected and removed from service when tattered or torn causing trip or other type hazards.

Weekly

1. All flat surfaces will be dusted.
2. Bookshelves will be dusted.
3. Vinyl and Terrazzo floors will be burnished.
4. Window sills will be free of dust and debris.

As Needed

1. Additional sanitation during flu/cold season.
2. All broken or non-functioning hardware shall be reported to the Head Custodian.
3. All classroom furnishings will be free of graffiti, gum and dust.



4. Clean all exterior windows.
5. Clean all light fixtures, covers and globes (minimum of 2 times per year).
6. Maintain all vinyl/terrazzo finishes.
7. Remove and replace any damaged or unusable trash receptacles.
8. Replace all burned out light bulbs and tubes that are accessible with a 10' ladder. All other burned out light bulbs and tubes to be reported to head custodian.
9. Return vents and discharge vents will be dust free. Damaged or rusted vents will be reported to head custodian.
10. Sanitize the trash receptacles and replace the trash liners.
11. All exits shall be kept accessible and free of obstruction.
12. Spots and gum on all floor coverings will be removed upon discovery.
13. Teacher's desks will be dusted without disturbing instructional material.
14. Walls will be inspected for peeling and chipping when cleaned. Walls needing repair will be turned in to the Head custodian.
15. Windows will be free of fingerprints, smudges, tape, etc.

Summer

1. All carpeted floors will be shampooed.
2. All exterior windows will be cleaned.
3. All floors will be stripped and waxed with 3 coats.
4. Gum will be removed from under all furniture.
5. Window coverings will be removed, cleaned, and re-hung.

SCIENCE AND VOCATIONAL/TECHNICAL LABORATORY STANDARDS:

Daily

1. Bowls will be free of soap film.
2. Chemical lavatories will be free of debris and wiped down.
3. Drains will be free of hair and soap deposits.
4. Fixtures will be cleaned and polished daily to remove water deposits.
5. Plumbing fixtures will be cleaned with the appropriate chemicals.

CLINIC ROOM STANDARDS:

Daily

1. All furniture and door hardware in contact with patients will be wiped down with the appropriate chemicals.



As Needed

1. During cold/flu season additional sanitation.

CORRIDOR/ENTRANCE/COMMON AREA STANDARDS:

Daily

1. All windows and doors are to remain closed and be locked nightly.
2. Any tape on walls will be removed.
3. Cobwebs will be removed.
4. Disarm/arm security alarm.
5. Drinking Fountains
 - a. Fountains will be free of water deposits, streaks, and dust.
 - b. The mouthpiece, basin, and exterior will be sanitized daily.
 - c. Report any problems to head custodian.
6. Dust and remove all smudges, fingerprints, and tape on glass surfaces.
7. Empty all trash receptacles, replace liners and sanitize as needed.
8. Floor moldings will be maintained in a dust free condition.
9. Lock and unlock doors at appointed times.
10. Pick up dirt, trash, and leaves at entrances.
11. Spots and stains will be removed.
12. Sweep exterior stairways.
13. Sweep the outside entrance and ramps to the main sidewalk or driveway.
14. The floor, including corners, will be free of all debris.
15. Vinyl and Terrazzo floors will be dusted and wet mopped.
16. Carpet floors will be vacuumed.
17. Walk off mats will be cleaned daily and will be free from dirt and debris. Mats will be inspected and removed from service when tattered or torn causing trip or other type hazards.

As Needed

1. Additional sanitation during flu/cold season.
2. All broken or non-functioning hardware shall be reported to the Head custodian.
3. Clean all exterior windows.
4. Clean all light fixtures, covers and globes (minimum of 2 times per year).
5. Display cases to be dusted and wiped down.
6. Dust the tops of lockers.
7. Maintain all vinyl/terrazzo finishes.



8. Replace all burned out light bulbs and tubes that are accessible with a 10' ladder. All other burned out light bulbs and tubes to be reported to head custodian.
9. Return vents and discharge vents will be dust free. Damaged or rusted vents will be reported to head custodian.
10. Sanitize the trash receptacles and replace the trash liners.
11. Secondary exits shall be kept accessible and free of obstruction.
12. Spots and gum on all floor coverings will be removed upon discovery.
13. Trash receptacles that are broken or unsightly shall be removed from service and replaced.
14. Walls will be inspected for peeling and chipping when cleaned. Walls needing repair will be turned in to head custodian.
15. All surfaces on all chairs/benches will be wiped periodically. This includes the legs and underneath the seat.

Weekly

1. All flat surfaces will be dusted.
2. Vinyl and Terrazzo floors will be burnished.
3. Window sills will be free of dust and debris.

Summer

1. All carpeted floors will be shampooed.
2. All floors will be stripped and waxed with 4 coats.
3. Gum will be removed from under all furniture.

RESTROOM STANDARDS: Restroom floors are NOT to be waxed!

Any damage in restrooms must be reported to head custodian immediately.

Daily

1. All windows are to remain closed and be locked nightly.
2. Bowls will be free of soap film.
3. Broken or non-functioning hardware will be reported to head custodian.
4. Cobwebs will be removed.
5. Drains will be free of hair and soap deposits.
6. Fixtures will be cleaned and polished to remove water deposits.
7. Floors will be mopped with an appropriate chemical.
8. The entire restroom will be wiped down with an appropriate chemical.
9. The floor, including corners, will be free of all debris.
10. Sanitary receptacles will be emptied, sanitized and the liners changed.



11. Toilet/Urinal bowls will be cleaned using an appropriate chemical.
12. Toilets
 - a. Bowls will be free of water deposits.
 - b. Fixtures will be free of deposits to allow proper water circulation.
 - c. Fixtures will be cleaned and polished daily to remove water deposits.
 - d. The entire toilet (including base and both sides of seat) will be wiped down with the appropriate chemical.
 - e. Damaged toilet seats will be reported to the head custodian.
13. Urinals
 - a. Bowls will be free of water deposits.
 - b. Fixtures will be free of deposits to allow proper water circulation.
 - c. Fixtures will be cleaned and polished to remove water deposits.
 - d. The entire urinal will be wiped down with the appropriate chemical.
14. Trash receptacles will be emptied, sanitized and the liner replaced.
15. Walls/Accessories
 - a. Walls will be free of fingerprints, smudges, graffiti, etc.
 - b. Soap dispensers will be functional, filled and deposit free.
 - c. Paper towel holders will be full and maintained.
 - d. Toilet paper holders will be full and maintained.
 - e. Mirrors will be fingerprint and smudge free.
16. Windows to be kept free of fingerprints and smudges.

As Needed

1. All broken or non-functioning hardware will be reported to the head custodian.
2. Bathroom partitions to be washed.
3. Broken trash receptacles shall be removed from service and replaced.
4. Ceilings are to remain free of debris.
5. Floor drains will be flushed with the appropriate chemicals.
6. Floors will be scrubbed with an auto scrubber or low speed scrubber.
7. Light covers will be cleaned.
8. Remove any litter or debris.
9. Replace all burned out light bulbs and tubes that are accessible with a 10' ladder. All other burned out light bulbs and tubes to be reported to head custodian.
10. Report damaged light covers to the head custodian.
11. Return vents and discharge vents will be dust free. Damaged or rusted vents will be reported to head custodian.
12. Sanitary napkin dispensers will be cleaned and refilled.



13. Walls will be washed in their entirety.

GYMNASIUM STANDARDS:

Daily

1. All flat surfaces will be dusted and free of graffiti.
2. All secondary exits will be clear and free of obstacles during occupancy.
3. All windows are to remain closed and be locked.
4. Carpeted floors will be vacuumed.
5. Chalk boards and trays will be maintained to meet the expectations of the instructional staff.
6. Cobwebs will be removed.
7. Doors will be cleaned and free of graffiti.
8. Dust and remove all smudges and fingerprints from glass surfaces.
9. Floor moldings will be maintained in a dust free condition.
10. Floor, including corners, will be free of all debris.
11. Floors will be swept and dust mopped.
12. Gym floor finishes will be maintained in a safe condition at all times.
13. Pencil sharpeners will be emptied.
14. Wall coverings will be dust free.
15. Windows will be free of dust and debris.

Weekly

1. Bleachers
 - a. Will be free of debris, dust, graffiti and gum.
 - b. Bench seating will be cleaned.
 - c. Damaged or missing seats will be reported to the head custodian.
2. Clean and inspect the area beneath the bleachers, including hardware and rollers.
3. Floors will be damp mopped.

As Needed

1. Carpets will be will be shampooed in its entirety.
2. Exterior windows will be cleaned. (minimum of 1 time per year)
3. Various gym floors will be maintained according to manufacturers' recommendation,
4. Light fixtures will be cleaned that are accessible with a 10' ladder.
5. Replace burned out light bulbs/tubes.



Summer

1. All carpeted floors will be shampooed.
2. All vinyl floors will be stripped and waxed with 4 coats.
3. Gum will be removed from under all furniture and bleachers.

LOCKER ROOM STANDARDS:

Daily

1. All plumbing fixtures to be cleaned.
2. All windows are to remain closed and be locked.
3. Bowls will be free of soap film.
4. Broken or non-functioning hardware will be reported to head custodian.
5. Cobwebs will be removed.
6. Drains will be free of hair and soap deposits.
7. Exterior and interior windows are to be free of fingerprints, smudges, tape.
8. Fixtures will be cleaned and polished to remove water deposits.
9. Floor including corners, will be free of all debris.
10. Floors will be mopped at least once a day with an appropriate chemical.
11. The entire lavatory will be wiped down with an appropriate chemical.
12. Lockers
 - a. Will be free of dust and debris.
 - b. Will be free of graffiti.
13. Remove any litter or debris.
14. Sanitary receptacles to be emptied, sanitized, and the liners changed.
15. Showers
 - a. Fixtures will be cleaned and polished.
 - b. Floors will be mopped with appropriate chemicals.
16. Trash receptacles will be emptied, sanitized and the liner replaced.

As Needed

1. All broken or non-functioning hardware will be reported to the head custodian.
2. Bathroom partitions to be washed.
3. Benches will be free of graffiti and wiped down with the appropriate cleaner.
4. Broken trash receptacles shall be removed from service and replaced.
5. Floor drains will be flushed with the appropriate chemicals.
6. Floors will be scrubbed with an auto scrubber or low speed scrubber.



7. Light covers will be cleaned.
8. Replace burned out light bulbs/tubes.
9. Report damaged light covers to the head custodian.
10. Return vents and discharge vents will be dust free. Damaged or rusted vents will be reported to head custodian.
11. Sanitary napkin dispensers will be cleaned and refilled.
12. Shower Areas
 - a. Walls and floors will be free of mold and mildew.
 - b. Shower heads will be mildew free and operational.
13. Walls will be washed in their entirety.
14. During sport season every other Friday use foggers and extra sanitation methods.

Annual

1. Interior and exterior of lockers will be cleaned.
2. Exterior windows to be cleaned.

ADMINISTRATIVE OFFICE/ LIBRARY/ AUDITORIUM STANDARDS:

Daily

1. Administrative desks will be dusted without disturbing administrative materials.
2. All windows and doors are to remain closed and be locked nightly.
3. Any tape on walls will be removed.
4. Carpeted floors will be vacuumed.
5. Cobwebs will be removed.
6. Dust and remove all smudges and fingerprints from glass surfaces.
7. Empty all trash receptacles, replace liners and sanitize as needed.
8. Floor moldings will be maintained in a dust free condition.
9. Handsets on telephones will be wiped down with the appropriate chemicals.
10. Pencil sharpeners will be emptied.
11. Spots and stains will be removed.
12. Spots and gum on all floor coverings will be removed upon discovery.
13. The floor, including corners, will be free of all debris
14. Vinyl and Terrazzo floors will be wet mopped and dusted.
15. Windows will be free of fingerprints, smudges, tape, et cetera.
16. Window sills will be free of dust and debris.



Weekly

1. All flat surfaces will be dusted.
2. Bookshelves will be dusted.

As Needed

1. Additional sanitation during flu/cold season.
2. All broken or non-functioning hardware shall be reported to the head custodian.
3. Bookshelves/Counter Tops will be wiped down.
4. Carpets will be will be shampooed in its entirety.
5. Clean all light covers/globes (minimum of 2 times per year).
6. Maintain all vinyl/terrazzo finishes.
7. Remove and replace any damaged or unusable receptacles.
8. Replace all burned out light bulbs and tubes that are accessible with a 10' ladder. All other burned out light bulbs and tubes to be reported to head custodian.
9. Return vents and discharge vents will be dust free. Damaged or rusted vents will be reported to head custodian.
10. All exits shall be kept free of obstructions and accessible.
11. Vinyl and Terrazzo floors will be burnished.
12. Walls will be inspected for peeling and chipping when cleaned. Walls needing repair will be turned in to head custodian.

Summer

1. All carpeted floors will be shampooed.
2. All exterior windows will be cleaned.
3. All floors will be stripped and waxed with 4 coats.
4. Gum will be removed from under all furniture.
5. Window coverings will be removed, cleaned, and re-hung.

CAFETERIA STANDARDS:

Daily

1. Dust and remove all smudges, fingerprints and other debris.
2. Drinking Fountains
 - a. Fountains will be free of water deposits, streaks, and dust.
 - b. The mouthpiece, basin, and exterior will be sanitized.
 - c. Report any problems to head custodian.
3. Floor moldings will be maintained in a dust free condition.



4. Remove cobwebs.
5. Spots, stains and gum on all floor coverings will be removed.
6. Table tops will be washed at the end of the breakfast and lunch period with appropriate chemicals.
7. The floor will be free of all debris including corners.
8. Trash receptacles to be emptied throughout the lunch period, liners replaced, and sanitized.
9. Vinyl and Terrazzo floors will be wet mopped and dusted.
10. Vinyl and Terrazzo floors will be burnished.
11. Wall coverings will be dust free.

As Needed

1. All folding tables will be inspected for defects (minimum of every quarter).
2. All surfaces on all chairs/benches will be wiped down. This includes the legs and underneath the seat.
3. Clean all light covers/globes (minimum of twice per year).
4. Light fixtures will be cleaned that are accessible with a 10' ladder. All other burned out light bulbs and tubes to be reported to head custodian.
5. Remove trash receptacles that are broken or unsightly.
6. Replace burned out light bulbs/tubes.
7. Report damaged light covers to the head custodian.
8. Return vents and discharge vents will be dust free. Report damaged or rusted vents to the head custodian.
9. Vinyl and Terrazzo floors will be scrubbed.

Summer

1. All floors will be stripped and waxed with 4 coats.
2. Gum will be removed from underneath furniture.

FACILITY EXTERIOR STANDARDS:

In addition to items below, all hazardous conditions are to be reported to head custodian.

1. All entrances and sidewalks to main buildings, exterior buildings and portables will be kept free of cobwebs and other debris.
2. Clean up all trash and debris around buildings.
3. During inclement weather all sidewalks, ramps will be snow and ice free and treated with appropriate chemical. (Note: chemical must not harm concrete surfaces around building.)
4. Exterior floor drains and storm drains will remain free of debris.
5. Report any graffiti to head custodian.



6. Report any hazardous conditions on school grounds, school buildings, playgrounds, parking lots, sports complexes etc to head custodian.
7. Report burned out exterior lighting to the head custodian.
8. Sweep the outside entrance and ramps to the main sidewalk or driveway.
9. Trash receptacles are to be emptied.
10. Windows will be cleaned as needed.

SPORTS COMPLEX STANDARDS:

To follow all standards as listed under Restroom Standards in Section 5.18, Gymnasium in Section 5.19 and Locker Rooms Standards in Section 5.20.

MAINTENANCE/STORAGE ROOM STANDARDS:

Note: Storage is NOT permitted in the boiler, mechanical, electrical or elevator equipment rooms.

Daily

1. All chemical containers will be labeled in accordance with Federal, State and Local requirements.
2. Custodial cleaning equipment and supplies will be stored, and maintained in a clean, safe and functional state of repair.
3. Maintain unobstructed access to rooftop ladders.
4. Rooms will be maintained neat, clean and orderly.
5. Supplies will be stored appropriately and properly labeled.
6. The floor, including corners, will be free of debris.
7. Tools and spare parts will be stored in their proper location.
8. Trash receptacles will be emptied.
9. Used fluorescent lamps will be properly stored, undamaged, in cardboard boxes in a designated location within the facility and scheduled for pick-up by Knox County Schools Maintenance, Environmental Services Department.

As Needed

1. Clean vents and louvers
2. Remove cobwebs.
3. Replace burned out lamps.
4. Report burned out lamps to head custodian.



GENERAL GUIDELINES

1. All lighting will be turned off except those, which must be left on for cleaning in each specific area.
2. Building wide damages, water leaks, and vandalism to be reported immediately.
3. Fire extinguishers to be checked monthly and report faxed to KCSMO appropriate form.
4. Any emergency lighting not properly functioning to be reported to head custodian.
5. During inclement weather when school is not in session custodian to check boiler to confirm no frozen pipes.
6. Bonnet and truck mounted cleaning methods are not approved. Low moisture extraction equipment must be used for these services.



STANDARD CARPET CLEANING

Method: Daily service

1. Vacuum carpeted areas as often as required. Traffic lanes and heavy use areas should be vacuumed daily.
2. Remove gum with gum remover.
3. Edge vacuuming around corners and edges and underneath hard to move desk should be vacuumed periodically as needed.
4. Carpet spotting should be done daily by trained personnel only, as spots appear. Using a clean cloth and carpet spotting solution, do not over wet. Wipe the spot towards the center and absorb the stain into the cloth.

Method: Periodic Carpet Bonneting

1. Vacuum carpeted areas that will be bonneted.
2. Remove gum with gum remover.
3. Edge vacuuming around corners and edges and underneath hard to move desk should be vacuumed.
4. Carpet spotting should be done prior to bonneting. Using a clean cloth and carpet spotting solution, do not over wet. Wipe the spot towards the center and absorb the stain into the cloth.
5. Mix carpet cleaning solution into mop bucket according to directions. Fill a second mop bucket with rinse water.
6. Completely submerge carpet bonnet in cleaning solution and wring out until it is not dripping. Place pad on floor and setting the low speed floor machine on top of pad, begin at the far end of the area to be cleaned and move towards the exit.
7. Using a side to side motion move at an even pace over the area being cleaned. When pad appears to be drying out, flip the pad over and continue in same motion. When pad appears to be drying out again, remove the pad and place in rinse bucket. Wring it out dry and then place in the solution bucket and repeat the process until area is complete.
8. Use a clean rag to wipe dry all baseboards and furniture legs.

Method: Periodic Carpet Extraction

1. Vacuum carpeted areas that will be extracted.
2. Remove gum with gum remover.



3. Edge vacuuming around corners and edges and underneath hard to move desk.
4. Carpet spotting should be done prior to extraction. Using a clean cloth and carpet spotting solution, do not over wet. Wipe the spot towards the center and absorb the stain into the cloth.
5. For heavy traffic lanes and dirty areas, a Pre-Spray may be required using a pump sprayer.
6. Mix carpet cleaning solution into extractor according to directions.
7. Begin carpet cleaning at the far end of the area to be cleaned and move toward the exit. Using a push and pull technique, spray the solution into the carpet going forward and press down as you pull back in order to vacuum up the solution and the dirt in the carpet fibers. Each pass should overlap the previous.
8. Use a clean rag to wipe dry all baseboards and furniture legs.

STANDARD VCT FLOOR CLEANING

Method: Daily service

1. Sweep and dust mop work area. Be sure to sweep under chairs and desks paying particular attention to corners and hard to get to areas.
2. Remove any gum or other objects that may be stuck to floor with putty knife.
3. Normal daily service may be spot mopping or complete wet mopping of floor surface depending on need using a mild neutral floor cleaner.

Method: Routine Buffing

1. Sweep and dust mop work area. Be sure to sweep under chairs and desks paying particular attention to corners and hard to get to areas.
2. Remove any gum or other objects that may be stuck to floor with putty knife.
3. Complete wet mopping of floor surface is required prior to buffing floor surface with a mild neutral floor cleaner and/or a buffing chemical made specifically for reviving floor finish.
4. Buff floor with appropriate high speed buffing machine and buffing pad.
5. Sweep and dust mop work area once again after buffing.

Method: Floor Scrubbing

1. Sweep and dust mop work area. Be sure to sweep under chairs and desks paying particular attention to corners and hard to get to areas.



2. Remove any gum or other objects that may be stuck to floor with putty knife.
3. Completely submerge mop in cleaning solution and spread evenly across floor. Do not wring mop. Be careful not to splatter on walls and furniture.
4. Using a low speed floor machine and proper pad, scrub floor. Clean corners and wipe baseboards dry.
5. Pick up excess cleaning solution with wet-dry vacuum.
6. Rinse the floor with clean water and clean mop.
7. Buff floor with appropriate high speed buffing machine and buffing pad.
8. Sweep and dust mop work area once again after buffing.
9. Coat the floor with additional floor finish if desired using a finish mop.

Method: Floor Stripping

1. Sweep and dust mop work area. Be sure to sweep under chairs and desks paying particular attention to corners and hard to get to areas.
2. Remove any gum or other objects that may be stuck to floor with putty knife.
3. Completely submerge mop in stripping solution and spread evenly across floor. Do not wring mop. Be careful not to splatter on walls and furniture.
4. Using a low speed floor machine and proper pad, strip floor. Clean corners and wipe baseboards dry.
5. Pick up excess stripping solution with wet-dry vacuum.
6. Rinse the floor with clean water and clean mop.
7. Buff floor with appropriate high speed buffing machine and buffing pad.
8. Sweep and dust mop work area once again after buffing.
9. Coat the floor with at least 4 coats of floor finish using a finish mop.



EMPLOYEE CHECKLIST

I. General Cleaners (Offices)

1. Enter through front entrance. Sign-in at Security Desk and report to Housekeeping office to clock-in.
2. Obtain assignment/requests from Night Lead.
3. Gather specific equipment and proceed to assigned floor.
4. Empty trash containers (change liners if wet, soiled, or torn).
5. Empty recycle paper (use separate trash barrel/separate paper).
6. Dust all desk and tabletops moving items that can be lifted with one hand.
7. Remove fingerprints, smudges, coffee and coke rings from desktops with utility cleaner and cloth.
8. Dust horizontal surfaces i.e. file cabinets, bookcases and shelving with dust treated (yellow) cloths.
9. Vacuum carpet- pay particular attention around desks and work stations.
10. Spot clean carpet with utility cleaner reporting major spills to Night Lead.
11. Damp clean and sanitize all water fountains.

II. Classrooms

1. Remove trash - change liners (if wet, soiled or torn).
2. Damp wipe table tops with utility cleaner.



3. Damp clean sink, countertop areas and chalkboards (as permitted).
4. Spot clean entrance doors, trash containers and adjacent walls.
5. Dust all other horizontal surfaces i.e. windowsills, ledges, etc.
6. Sweep composition floors especially under tables, chairs, and trash containers.
7. Damp mop composition floors with ph balanced neutral floor cleaner.

III. Restrooms

1. Fill all dispensers to normal limits (toilet paper, paper towels, and liquid hand soap).
2. Empty all trash containers- change liners (if wet, soiled or torn).
3. Clean all fixtures (toilets, urinals) using disinfectant cleaner. Use mild bowl acid as needed.
4. Clean all sinks and vitreous fixtures with utility cleaner. Scour sinks weekly or as needed.
5. Damp clean all chrome and bright work with glass utility cleaner.
6. Spot clean partitions, mirrors, tile walls, and doors adjacent to fixtures with utility cleaner.
7. Dust all horizontal surfaces, partitions, ledges, sills, and tops of wall hanging light fixtures.
8. Sweep ceramic tile floor.
9. Damp mop ceramic tile floor with germicidal disinfectant.



IV. Miscellaneous

1. Clean and place equipment back in designated area.
2. Report any accidents, injuries, cuts, slips or falls to Night Lead immediately.

Job descriptions, tasking, and checklists are just the beginning when ensuring employees know what is expected for them. In order to give all employees what they need to be successful, training must be provided and remediated. GCA has an excellent process for training that enables employees to learn and absorb all job skills needed to be successful. In addition to a check and balance approach for quality control, we also have a balanced approach to training. It involves annual training that is constantly reinforced by monthly refresher training through our Method of the Week training. These monthly classes are also supplemented by additional, specialized training that is routinely offered to all employees.

Annual In Service Training of Hourly Employees

GCA Knox County employees will have a mandatory in service training class each year. Each class normally lasts about 4 hours and normally occur before the commencement of Summer cleaning. These sessions cover OSHA requirements, company rules and regulations, and standard cleaning procedures. These items are clearly explained in an easy to read format via the included training manual. Employees receive approximately 20 hours a year of formal training via in service training and monthly Method of the Week training in addition to countless hours of on the job training.

Annual In Service Training Curriculum

Safety Curriculum	Operations Curriculum
<ul style="list-style-type: none"> • Safety and Security • Sensitivity/Diversity • Hazard Communication • Blood borne Awareness • Asbestos Awareness • Reporting Injuries • Back/Lifting Safety • Harassment Free Workplace • Workplace Violence Prevention • Work Rules Review • New Employee Learning Assessment 	<ul style="list-style-type: none"> • Green Training • Restroom Cleaning • Office Cleaning • Classroom Cleaning • Entrance Cleaning • Urinal Cleaning • Ladder Safety • Floor/Carpet Maintenance • General Cleaning • Toilet Cleaning • H1N1 Cleaning • MRSA Cleaning • Emergency Cleaning



GCA Six Step Training Program and Method of the Week

Initial Six-Step™ Process

Establishment of GCA Services Group's Six-Step™ cleaning method process has paved the way for a unique and effective training program. Based on the concept of every task having six-steps™, each cleaning task is broken down into a stand-alone technique to provide detailed education on the process as well as the consequences of incomplete or unsafe accomplishment of the task. The staff understands that to properly perform its roles 'six-steps™' must take place...and if that does not happen something is wrong. Training programs tie individual tasks together to form the entire cleaning process.

Training "kick-off" begins at the job start. Whether incumbent or newly hired, employees will go through a regimented training process at the site. Certain safety and operational topics are covered prior to an employee starting work. New employees work alongside an experienced associate in an on-the-job format to further their knowledge on the standardized methods prior to individual assignment.

Supervisors and Managers at the client site present on-going professional development on a weekly basis. The step-by-step processes are constantly reinforced through a pre-established schedule. Safety has been integrated into each task and is continuously reinforced. Specialty training is conducted by internal and external (vendor supported) professional trainers for certain types of floor finishes, new or complicated equipment or concepts, and specialty surface cleaning.

Annual refresher training, especially in critical safety knowledge, is scheduled by topic in a particular month. The annual in service training provides the core curriculum and the method of the week training balances it by ensuring that employees are retrained on the core concepts every month. This way, nothing is forgotten.

Supervisors and Managers primarily administer deliver methodology at the client site. They have been provided easy-to-use and effective training tools to ensure standardized delivery and consistent information to employees.

Some of these tools include:

- Methods Guide Sheets
- New Employee Orientation- Completed before hire and starting work
- Handouts
- Workbooks
- Posters
- PowerPoint presentations
- Computer based training through our proprietary Infrastructure learning system.
Retention and understanding of material presented to employees include:
 - Knowledge assessments
 - Skills checklists



- Visual observations
- GCAware™ Quality inspections
- Customer feedback

GCA Services Group believes in a module concept, which breaks down training lessons into small, manageable blocks of information. This allows us to ensure learning occurs before moving an employee to the next level.

The on-site team is supported by the Division Training Directors who provide assistance in establishing programs and implementing delivery systems. Our Training Director provides the standardized training processes and tools throughout the division.

In addition, we utilize several resources for the training and development of personnel. All employees attend internally created and conducted training classes and/or web-based training. Our key suppliers provide additional training on chemicals and equipment. In addition to these resources, other outside training seminars are conducted by both industry-related companies and sources outside the industry. Once it has been determined that an employee is a "fit" for the organization, he or she begins his or her training process with New Employee Orientation.

Method of the Week – At the beginning of each year, a weekly schedule is distributed company-wide that contains the list of items or tasks that will be taught that particular week. The Division Training Department, in conjunction with our Training Directors, works with the Operations Managers to ensure that the training is delivered timely and accurately. Based on GCAware™ Quality scores or other forms of client feedback, the Method of the Week schedule may be modified to adjust to specific school district needs.



*Below is the 2011 Method of the Week Training Schedule:



2011 METHOD OF THE WEEK ONGOING TRAINING SCHEDULE

Week of	JANUARY	Week of	JULY
3	GCA Safety Work Rules Review - S	4	Emergency Evacuation – S *
10	Spot and Dust Mopping w/Flat mops	11	Stairways and Landings
17	Wall Spotting	18	Stainless Steel Cleaning
24	Furniture Polishing	25	Shower Cleaning
31	Dusting		AUGUST
	FEBRUARY	1	Hazard Communication – S *
7	Bloodborne Pathogens – S *	8	Janitor's Closet Organization
14	Break Room Cleaning	15	Cleaning Chemicals
21	Cabinet Cleaning	22	Janitor's Cart Organization
28	Drinking Fountains	29	Trash Removal
			SEPTEMBER
	MARCH	5	Asbestos Awareness – S *
7	Work Zones - S	12	Sweeping
14	Counter Top Cleaning	19	Glass Cleaning
21	Damp Mopping	26	Toilet Cleaning
28	Restroom Cleaning & Closing Procedures		OCTOBER
	APRIL	3	Fire Prevention - S
4	Personal Protective Equipment – S *	10	Sink Cleaning
11	Window Washing/Sills and Ledges	17	Bloodborne Pathogens – S *
18	Working Around Moving Equipment	24	Urinal Cleaning
25	Carpet Spotting	31	Upholstery Spotting
	MAY		NOVEMBER
2	Back Safety/Proper Lifting – S *	7	Customer/Client Safety Rules - S
9	Slip and Fall Prevention - S	14	Vacuuming - Upright
16	Ladder Safety – S *	21	Classroom Cleaning
23	Wall Washing	28	Doors Frames and Latches
30	Baseboard Cleaning		
	JUNE		DECEMBER
6	Injury Reporting – S *	5	Electrical Safety - S
13	Vent Cleaning	12	Refrigerator Cleaning/Defrosting
20	Workplace Violence Prevention - HR	19	Harassment Free Workplace - HR
27	Graffiti Removal	26	Vacuuming - Back Packs

For more information on GCA's Six-Step™ Training Program, please see attached 2011 Training Manual.

GCAware™ Portal: Training & Safety Reference Library

The GCAware™ Portal is the interface for the GCAware™ Learning Library (and many other technology-based systems). The GCAware™ Learning Library centrally stores all GCA Services Group training, safety and procedural material in various formats (PDF, PowerPoint or Microsoft Word). As new information becomes available, it is posted immediately to the website, automatically deleting the old version. Managers are automatically notified via e-mail to download, print and distribute new materials to employees.



2011 Training Plan

For Learning and Performance



On-The-Job



Self-Paced



Meetings



Independent Study



Hands-On



Certificates

2011 THEME : "Learn something new every day"

Section 1

OVERVIEW





Training Procedures 2011

GCA Six Step Methods

INTRODUCTION

The foundation of successful learning at GCA is **standardization**. The GCA Employee Training Manual provides Managers and Supervisors with the resources necessary to train and educate all GCA employees on policies, procedures and proper techniques.

Use of the manual ensures that training activity is consistent in all Divisions and all employees are given equal opportunity to share in the same information. The overall program will help ensure employees have the necessary skills to **effectively** and **safely** perform their jobs every day.

Components of employee training include :

- A simple, easy to use Six Step Program
- Standardized Cleaning Methods
- A New Employee Training Checklist
- A New Employee Orientation DVD
- A New Employee Orientation Learning Assessment
- Basic Safety Training
- Human Resources Policies
- Weekly Ongoing Training

A “SIX STEP” Program based on proven best practices as well as industry standards is in place to provide the guidance for company standardization. Tasks are broken down into manageable steps resulting in a simplified process.

Training tools for each topic are available in electronic format on CD-ROM and on the GCAWare Portal.

TRAINING FOR NEW HIRES

Standard **New Employee Orientation** will ensure employees receive consistent training and education at JOB START-UPS and NEW ACCOUNTS, as well as for individual new employees being hired at EXISTING ACCOUNTS.

Use of this standardized program guarantees the presentation of appropriate and applicable content. The program utilizes a standard “checklist” approach to make sure all necessary information has been given to new employees. Components of the program evaluate retention of knowledge and assess basic performance.

TRAINING FOR ALL EMPLOYEES

Ongoing training for all employees is done on a weekly basis. A “*Method Of The Week*” training schedule is implemented at the local job site. This schedule consists of general safety training which helps fulfill annual requirements, and reinforces important task procedures. Specific processes or assignments in need of remediation or follow-up are scheduled as needed by the local Account Manager or Supervisor. Substitutions may be made on the schedule when the topic does not apply to tasks being performed. Safety topics **MUST** be covered as scheduled for **all** employees.

TRAINING GUIDELINES

Managers and Supervisors use leader “Guide Sheets” to review the content and implement correct application of various tasks as specified in the standardized sequence. These Guide Sheets cover Cleaning Methods, Safety Processes, Human Resources Procedures, and other task areas. Guide Sheets are critical to ensure consistency and uniformity of work completed at GCA job sites. They are the basis of all presentations and discussions during training and education activity.

Once a Manager or Supervisor is familiar with a task process, they present the information to employees using the most appropriate methodology, such as meetings, classroom sessions, demonstrations, hands-on applications, and on-the-job training.

Managers and Supervisors are provided with :

- A Training Manual
- A New Employee Orientation DVD
- Training Tool accessibility - viewed directly from a computer screen, projected, or printed
 - ✓ CD-ROM
 - ✓ GCAware PORTAL

TRAINING TOOLS

Examples of GCA training tools include :

- **DVD for New Employee Orientation** : Used for groups or one-on-one
- **Guide Sheets** : Used as a discussion tool and to familiarize Managers and Supervisors with a process ; they are not distributed to employees
- **Training Handouts** : Distributed to employees for explanation and discussion
- **Posters** : Displayed in employee areas for visual stimulation
- **Workbooks** : Used to present certain subject matter
- **PowerPoint Presentations** : Used for large group presentations ; can also be provided as handouts for discussion

Video based presentations may be used in some instances when they parallel the information in the GCA Guide Sheets. Approved videos as well as other available training tools not listed in the Training Manual can be borrowed from the GCA Training Resources Center located in West Conshohocken, Pennsylvania.

KNOWLEDGE AND SKILLS EVALUATIONS

Managers and Supervisors utilize Knowledge Assessments to help determine the level of employee comprehension. Assessments are used in a quiz format or for discussion. They are not to be used as a qualifier or for disciplinary action. The significance of how the assessments are used and which ones are applied depend on the tasks relevant to a particular Account. The goal is to provide information to a Manager or Supervisor to coach employees and provide further training as necessary to result in effective performance.

At minimum, a New Employee Orientation Learning Assessment **must** be administered to all new employees and placed in their file once completed. This is a 25 question true / false “quiz” that is used in the same manner as the Knowledge Assessments described above.

All assessments and quizzes are to be signed and dated by the employee **and** a Manager, Supervisor, Lead or Instructor. Coaching or remedial instruction should be immediate for any incorrect assessment responses.

In order to ensure a new employee is performing a task in the expected manner, Managers and Supervisors utilize Skills Checklists for each specific task to be accomplished. Each Checklist provides a structured approach to verifying the skills of an employee. A check-off box is marked as each component is completed correctly. Coaching or remedial training should be immediate for any incorrect actions.

DOCUMENTATION

All employee training is tracked on an individual Employee Training & Education Record. Each entry on the form must be signed and dated by the employee **and** a Manager, Supervisor, Lead, or Instructor. Completed Knowledge Assessments and Skills Checklists must also be signed and dated.

All training, employee development and evaluation records are to be placed in the employee's file at the local job site. Training records are to be maintained in a separate folder for each employee and made available for periodic safety and quality control audits.

TRANSLATION

With the exception of the Guide Sheets, most training tools are available in both English and Spanish, including the Knowledge Assessments and Skills Checklists.

Section 2

NEW EMPLOYEE LEARNING





NEW EMPLOYEE LEARNING MATRIX

STEP	DESCRIPTION	SUMMARY
1.	Safety, Policy and Work Rules	<ul style="list-style-type: none"> • Hazard Communication • Personal Protective Equipment • Bloodborne Pathogens Awareness • Asbestos Awareness • Reporting Injuries / Emergency Evacuation • Back / Lifting Safety • Harassment Free Workplace • Workplace Violence Prevention • Work Rules Review • New Employee Learning Assessment
2.	Site Specific Procedures	<ul style="list-style-type: none"> • Client and site specific rules • Ladder safety (if applicable) • Periodic schedules (as applicable) • Other topics covered as needed
3.	Restroom Cleaning	<ul style="list-style-type: none"> • Standardized Six Step Methods • Procedure explanation • Hands-on practice
4.	Office Cleaning and / or Classroom Cleaning	<ul style="list-style-type: none"> • Standardized Six Step Methods • Procedure explanation • Hands-on practice
5.	Common Area Cleaning or other skills topics	<ul style="list-style-type: none"> • Standardized Six Step Methods • Other procedures per service contract • Other processes determined by local need
6.	Miscellaneous (as applicable)	<ul style="list-style-type: none"> • Green Cleaning Procedures • Team Cleaning Procedures • Clean Room Procedures • Customer Care Techniques

2011 THEME :

Learn Something New Every Day

NEW EMPLOYEE LEARNING PROCESS

Standard **New Employee Orientation** will ensure employees receive consistent training and education at JOB START-UPS and NEW ACCOUNTS, as well as for individual new employees being hired at EXISTING ACCOUNTS.

Use of a standardized program guarantees the presentation of appropriate and applicable content. The process utilizes a standard “checklist” approach to make sure all necessary information has been given to new employees. Retention of knowledge is evaluated and basic performance is assessed..

Managers and Supervisors first utilize a DVD multimedia program to present standardized information. They also use Leader “Guide Sheets” to review the content and implement correct application of various tasks as specified in the standardized sequence. These Guide Sheets cover Cleaning Methods, Safety Processes, Human Resources Procedures, and other task areas. Guide Sheets are critical to ensure consistency and uniformity of work completed at GCA job sites. They are the basis of all presentations and discussions during training and education activity.

A New Employee Orientation Learning Assessment is administered to all new employees and placed in their file once completed. This is a 25 question true / false “quiz” that is used in the same manner as other Knowledge Assessments described in employee ongoing training.

A New Hire Training Checklist is used to keep track of a new employee’s training progress. All safety and company policy topics on the checklist must be completed prior to an employee starting work. Specific processes on the checklist are outlined below :

STEP 1 – Each new employee views the New Employee Orientation on DVD. Each employee then completes a Learning Assessment which will be placed in the local file. Should the technology to view the DVD be unavailable in a local area, standardized Guide Sheets, the employee handbook, and other documents are used to train the new employee along with the Learning Assessment.

STEP 2 – Appropriate Safety Guide Sheets are used to further train a new employee in site specific requirements. Documents and procedures are also used for orientation in customer programs.

STEP 3 – Discuss proper procedures using the Method Guide Sheet for Restroom Cleaning. Model appropriate equipment organization. Explain chemicals safety and related procedures. Demonstrate all processes and then have employees practice. Evaluate and coach performance as needed.

STEP 4 – Discuss proper procedures using the Method Guide Sheets for Office and Classroom Cleaning. Model appropriate equipment organization. Explain chemical safety and related procedures. Demonstrate all processes and then have employees practice. Evaluate and coach performance as needed.

STEP 5 – Discuss and demonstrate common area maintenance such as Entrance Cleaning, Conference Room Cleaning, Food Area Cleaning, and Floor Care utilizing appropriate Method guide Sheets.

STEP 6 – Use appropriate training manuals and material to cover Green cleaning Procedures, Team Cleaning, Clean Room procedures, and customer care techniques. Also cover other pertinent topics related to site operations and customer expectations.

Once completed, the checklist and all assessments are placed in the employee's local file.

Section 3

EMPLOYEE ONGOING LEARNING





EMPLOYEE ONGOING LEARNING MATRIX

2011	Method Of The Week		2011
J A N U A R Y	<ol style="list-style-type: none"> 1. Hazard Communication 2. Janitor's Cart Organization 3. Cleaning Chemicals 4. Janitor's Closet Organization 5. Restroom Closing Procedures 	J U L Y	<ol style="list-style-type: none"> 1. Emergency Evacuation 2. Refrigerator Cleaning 3. Refrigerator Defrosting 4. Shower Cleaning 5. Sink Cleaning
F E B R U A R Y	<ol style="list-style-type: none"> 1. Bloodborne Pathogens 2. Baseboard Cleaning 3. Break Room Cleaning 4. Cabinet Cleaning 	A U G U S T	<ol style="list-style-type: none"> 1. GCA Safety Work Rules 2. Spot Mopping with Flat Mops 3. Stainless Steel Cleaning 4. Stairways and Landings
M A R C H	<ol style="list-style-type: none"> 1. Personal Protective Equipment 2. Carpet Spotting 3. Counter Top Cleaning 4. Harassment Free Workplace 	S E P T E M B E R	<ol style="list-style-type: none"> 1. Asbestos Awareness 2. Sweeping 3. Telephone Cleaning 4. Toilet Cleaning
A P R I L	<ol style="list-style-type: none"> 1. Work Zones 2. Damp Mopping 3. Doors, Frames & Latches 4. Drinking Fountains 5. Dusting with Micro Fiber Cloths 	O C T O B E R	<ol style="list-style-type: none"> 1. Fire Prevention 2. Trash Removal 3. Upholstery Spotting 4. Urinal Cleaning 5. Vacuuming – Back Packs
M A Y	<ol style="list-style-type: none"> 1. Back Safety 2. Dusting Mopping with Flat Mops 3. Elevator Cleaning 4. Furniture Polishing 	N O V E M B E R	<ol style="list-style-type: none"> 1. Customer / Client Safety Rules 2. Vacuuming - Uprights 3. Vent Cleaning 4. Wall Washing
J U N E	<ol style="list-style-type: none"> 1. Injury Reporting 2. Glass Cleaning 3. Workplace Violence Prevention 4. Graffiti Removal 	D I C E M B E R	<ol style="list-style-type: none"> 1. Electrical Safety 2. Wall Spotting 3. Window Sills and Ledges 4. Window Washing

2011 THEME :

Learn Something New Every Day

EMPLOYEE ONGOING LEARNING PROCESS

Method Of The Week

Employee ONGOING TRAINING maintains important knowledge and skills. The process is based on a yearly schedule that posts a specific topic once a week.

The plan is referred to as **Method Of The Week**.

Weekly topics are based on the need for annual recurring training as well as seasonal application of certain subject matter. Topics relevant to jobs being performed are integrated into the schedule.

The process targets pertinent information on a specified topic which should be presented throughout the week and not just a brief period on one particular day. Account Managers and Supervisors are provided with copies of training material that can be reproduced for distribution and discussion with employees. Reference material and additional training tools are available through the GCA Portal.

Participation in the program encompasses all front line employees.

Managers and Supervisors participate when not acting as the presenter in order to keep up with annual refresher requirements mandated by government regulations.

The first topic every month is a safety subject. Other topics throughout the month are related to general job tasks that are common to the majority of work performed.

Account Managers may substitute subject material when an irrelevant topic is posted on the schedule which does not apply to the local job site. In addition, Account Managers may add an alternate Method topic if the need arises to target or review a deficient area or procedure. All GCA Accounts should be completing a training topic once per week whether by posted schedule or based on local need.

Documentation of participation in the Method-Of-The-Week process is maintained at the local job site in the individual employee's training file.

Section 4

SUPERVISOR LEARNING





SUPERVISOR LEARNING MATRIX

- ✓ Independent Study
- ✓ Topics selected are based on the need of the individual Supervisor
- ✓ Completed at the job site

Account Management and Administration

-  Introduction To GCA
-  New Employee Orientation DVD
-  Work Rules Review
-  How To Train Employees
-  Introduction To GCAware
-  Business Conduct Policy
-  Harassment Free Workplace
-  Workplace Violence Prevention

Safety & Accident Prevention

-  Hazard Communication
-  Personal Protective Equipment
-  Bloodborne Pathogens
-  Asbestos Awareness
-  Back / Lifting Safety
-  Injury Reporting & Emergencies
-  Ladder Safety
-  Fire Prevention
-  Vehicle Policy

Supervisory Skills

-  Interpersonal Skills
-  Coaching Skills
-  How to Deal With Challenging Employees
-  Team Building and Motivation
-  Progressive Discipline
-  Effective Customer Service
-  Recordkeeping

2011 THEME :

Learn Something New Every Day

SUPERVISOR LEARNING PROCESS

The SUPERVISOR learning process provides the opportunity for front line Supervisors to learn about the importance of their role at GCA. Courses are based on GCA operational processes and target the Supervisor's ability to be a successful leader. Methodology consists of self-study workbooks and support material that are sent to participants. Participants may be required to complete brief projects in conjunction with workbook activity to provide experiential application of material being covered. Timely completion is tracked to ensure participating Supervisors stay on schedule. Printed material circulated to the field is substantial.

This program provides a structured approach to training for current Supervisors. Emphasis is placed on interpersonal skills needed to be a successful Supervisor of employees at both small and large Accounts.

Supervisors will gain skills in mentoring and coaching employees while increasing their effectiveness in handling situations on the job every day.

In general, each course is self-paced, independent-study which will provide flexible timing and give Supervisors the utmost opportunity to participate. This facilitates the ability of second and third shift Supervisors to be enrolled in the program.

Most course material consists of workbooks and printed media. For some topics, video-based instruction is provided to show examples of experiences of others and actual application of supervisory skills on the job. Follow-up and reference material is made available through the GCAware *Portal* and computer CDs. Spanish language versions of the course work are available.

Each course topic stands alone and is completed in accordance with a pre-determined quarterly schedule. This is a formal process and a Supervisor interested in completing the curriculum must register through the Training Department so study material can be directly mailed. Local Account Managers have a significant role in ensuring Supervisors dedicate time to the program once the commitment has been made to participate.

The length of sessions varies, but on average take about twenty to thirty minutes to complete. Specific topics are designated to make up the curriculum. Each course will include a knowledge assessment that is to be completed by the participant at the end of the course. Once completed, each assessment is to be forwarded to the Training Director for tracking and to serve as proof of training participation. A copy remains in the Supervisor's local job-site training record folder. Completion of each course by the Supervisor is tracked on a regular basis.

Section 5

NEW MANAGER LEARNING





NEW MANAGER LEARNING MATRIX

STEP	DESCRIPTION	DELIVERED BY	LOCATION OR METHOD	SUMMARY
1	Assignment of Learning Coach	Division	Division or Regional Office	Experienced Manager or any level above to provide direct assistance, advice or contact for guidance
2	Company Policies & Procedures	Corporate	Electronic Conferences: Telephone / Computer / Webinars	Standardized information regarding company-wide programs : background on GCA, Safety, Legal, Human Resources, etc.
3	Administrative Processes	Division (or Region)	Face-To-Face Meetings and Activity	Division specific information regarding site management and regional procedures : office set-up, hiring, payroll, accounting, etc.
4	Daily Operations	Independent Study	At the job site – workbooks, CBT / IVT / multimedia	Site specific information regarding account management and operational procedures : safety, training, discipline, recordkeeping, etc.
5	Skills and Tasks	Vendors, Trainers, Start-up Team, and Self Paced Learning	At the job site or visits to Training Account(s)	Information on technical skills needed to train and supervise other employees as well as effective customer service : topics vary depending on contracted services at the site
6	Assessment For Certification	Independent & supervised activity	At the job site	Activity related to evaluation of learning and application of managerial practices to document all activity and earn certification : input from coach assigned in Step 1 is integral to the process

2010 THEME :

Learn Something New Every Day

NEW MANAGER LEARNING PROCESS

STEP 1 – Assignment of Learning Coach : Each new Manager will have a Learning Coach assigned by the Division. The coach will act as a resource contact for the new Manager until the learning cycle has been completed. The Learning Coach will be an experienced Account Manager or higher . The new Manager can contact the Coach at any reasonable time for assistance, advice, or guidance. The coach does not have to be on site with the new Manager. The method to meet-and-greet is at the discretion of the Division.

STEP 2 – Company Policies and Procedures : Each new Manager will participate in learning activities regarding standardized company programs. The information will be available through electronic media with the ability to interact with the presenter. In general, the curriculum will include the following, at minimum :

- Welcome To GCA
- GCA History & Opportunities with the company
- Customer Service – expectations
- Business Conduct Policy / confidentiality
- Harassment Free Workplace
- Safety Policies & Requirements
- Incident Reporting and Injury Handling
- Vehicle Policy
- T.I.P.S. Hotline
- Company Goals
 - > Mission
 - > Vision
 - > Values
- Management “Philosophies”
- Legal Topics – Contracts / Agreements
- Introduction To GCAware
- Human Resources Policies
 - > Anti-Drug
 - > ADA

STEP 3 – Administrative Processes : Each new Manager will participate in learning activities regarding Division specific programs and processes. The information will be presented through face-to-face activity to promote hands-on application of computer programs and other systems. Remote e-learning presentations may also be scheduled. In general, the curriculum will include the following, at minimum :

- Office Set-Up
- Customer Service – Goals
- Hiring Process
- Joint Review Committees
- W.O.R.'s
- GCAware
 - > Payroll
 - > Accounting
 - > Budgets
 - > P & L's
 - > Extra Billing
 - > Quality / Inspections
 - > Cleanwise (Purchasing)
- Union Employee Considerations (as applicable)
- Benefits (done at time of hire)

STEP 4 – Daily Operations : Each new Manager will participate in learning activities regarding job site application of programs affecting employee management and operational procedures. Information will be available at the job site for independent study on a self-paced basis. The **New Employee Orientation DVD** will be viewed. In general, the curriculum will include the following, at minimum :

- Manager Handbook Review
- Progressive Discipline
- F.M.L.A.
- Workplace Violence Prevention
- Diversity
- Safety and Accident Prevention
 - > Hazard Communication
 - > Personal Protective Equipment
 - > Bloodborne Pathogens
 - > Asbestos Awareness
 - > Emergency Evacuation
 - > Ladder Safety
- Risk Management Programs
 - > Audits
 - > D.B. & L.
 - > Incentives
- Employee Training Processes
 - > Introduction to Six Step Program
 - > How To Train Employees
- GCA Portal
- How To Deal With Challenging Employees
- Introduction To Green Programs
- Recordkeeping

STEP 5 – Skills and Tasks : Each new Manager will participate in learning activities regarding job specific technical skills. The new Manager will gain knowledge needed to train and supervise other employees in tasks directly related to contracted services at the site. The information will be presented through hands-on and experiential learning opportunities. In general, the curriculum will include the following, at minimum :

- Task Theory
- Skills Processes
- Hands – on
- Site Visits

STEP 6 – Assessment For Certification : The goal of each new Manager should be to attain certification as a GCA Manager. A significant percentage of learning will be through independent study and self-paced activities. Step 6 provides evaluation of both learning and application of managerial practices. Documentation is brought up to date and reviewed to ensure all necessary steps have been completed. Input from the Learning Coach identified in step 1 is an integral part of the final certification process. In general, the curriculum will include the following, at minimum :

- Quizzes
- Research Work
- Document Activity
- Interview Coach (assigned in Step 1)
- Award Certification

Section 6

MANAGER ONGOING LEARNING





MANAGER ONGOING LEARNING MATRIX

2011	Method Of The Month	2011
JANUARY	GCA Vehicle Policy	
FEBRUARY	Safety Refresher	
MARCH	Harassment Free Workplace	
APRIL	Team Building and Motivation	
MAY	Interviewing Techniques	
JUNE	Coaching Skills	
JULY	How To Deal With Challenging Employees	
AUGUST	Positive Discipline	
SEPTEMBER	Supervisory Skills	
OCTOBER	Communication Skills	
NOVEMEBR	Interpersonal Skills	
DECEMBER	Time Management	

2011 THEME :
Learn Something New Every Day

MANAGER ONGOING LEARNING PROCESS

Method Of The Month



The Manager ongoing learning process provides the opportunity for continuous training and development for Managers in all Divisions. Each Manager will participate in a monthly training event. Subject matter is planned by specific monthly schedule but may be substituted with information in need of timely release.

The individual topics will be available through GCAware Learning and will be completed on an independent study, self-paced basis.

Content of the monthly topics will reinforce basic supervisory and leadership skills as well as providing new managerial processes, company procedures, and regulatory requirements.

Each topic includes interactive questions and self-checks throughout. Documentation of participation is automatic once a final quiz is completed.

Method Of The Week



In addition to the Method Of The Month, Managers are expected to participate in the employee Method Of The Week schedule when they are not acting as the presenter. This will help Managers stay informed about task related skills and meet yearly refresher requirements mandated by government regulations.



Documents and Lists Create Site Settings Help Home

GCA Services Group™ PORTAL
QUALITY • MEASURED. MANAGED. GUARANTEED.

... you are here: GCA Portal Sites / Reference Library

Portal Navigation
GCA Portal Sites
• Operations
• Safety & Risk Management Services
• Sales and Marketing

Sub Site Materials
Documents
Paper Based Forms
Electronic Forms
Human Resources
Operations
Safety and Risk Management
Safety Policies and Procedures
Training Materials
IT Documentation
Corporate Marketing Materials
Corporate Office Templates
Legal

Reference Library
Home

Payroll Schedule

Payroll Period	Timesheet(s) Due	Pay Date
April 10, 2005 - April 23, 2005	4/29/2005	4/25/2005
April 24, 2005 - May 7, 2005	5/13/2005	5/9/2005
May 8, 2005 - May 21, 2005	5/27/2005	5/23/2005
May 22, 2005 - June 4, 2005	6/10/2005	6/6/2005

(Items 1 to 4) Next

Training Announcements
METHOD OF THE WEEK - Western Division
by Ross, Rob 3/23/2005 3:10 PM
A special **METHOD OF THE WEEK** schedule has been posted for the Western Commercial Division **ONLY** which prioritizes some key Methods in the upcoming months. Find the schedule under **Training Materials**. Select **Procedures**, then **Method Of The Week...**

Legal Announcements
Financial Information 3/31/2005 9:55 AM
by Pirolo, Deborah
The financial information for use in presentations and RFP responses has been updated to reflect current numbers.
Corporate Entity Information 3/18/2005 3:50 PM
by Jagaczewski, Heather
For your convenience, there is now a spreadsheet on the portal with some basic corporate information for the various GCA entities. The spreadsheet is located under the "Legal" header in the Reference Library and in a folder marked...

HR Recommended Hyperlinks
• IT User Request Form - New Users, Existing Users, and Termination Requests
• Office Contact List

Safety Related Quick Links
There are currently no favorite links to display. To add a new link, click "Add new link" below.

Learning Modules

GCAware™ also has several online learning modules. GCA realizes the importance of training individuals on safety and human resource issues in a timely manner. GCAware Learning allows GCA to rapidly deploy specialized training sessions for management, supervisors and hourly level employees via the Internet.

Some on-line courses available include:

- GCA Asbestos Awareness Training
- GCA Back Safety
- GCA Blood borne Pathogens
- GCA Emergency Action Plans and Reporting
- GCA Hazard Communication
- GCA Ladder Safety
- GCA Personal Protective Equipment (PPE)

Training is simple and easy to follow for all employees

GCAware SAFE LIFTING TECHNIQUES

First, Think

- Safe lifting means protecting your back
- Before your lift anything, think about the lift
- Can you lift it alone?
- "Test the object" before attempting to lift
- If the object is too heavy, too big or too awkward, get help!

GCA



Tracking Employee Progress

Training sessions are tracked and graded online as the training program progresses. An individual detailed log is maintained for all GCA employees, enabling managers to see who has received and passed certain courses and when the sessions were completed. GCAware Learning also generates trending reports to demonstrate how an employee is performing over a given time period.

Management Training and Development

Operationally, as you will see from our organizational chart, GCA will manager Knox County schools locally with One District Manager, Two Zone Managers, and Ten Area Managers. All Operational Managers have the specific responsibility of making certain all aspects of the operation are accomplished to meet, indeed exceed, client expectations for quality and service levels. The Zone Managers will report directly to the District Manager who interfaces with GCA Education Division resources. The Area Managers will communicate with client facility managers and representatives as often as necessary to establish an effective and professional rapport.

At the school level, day and night Supervisors report to the Area Manager. Supervisors oversee the completion of individual cleaning tasks to include coaching and on-the-job training of employees. The Area Manager is directly responsible for the safety, quality of cleaning, complaint resolution, training completions, human resources process, and management of the Supervisors and Leads.

GCA understands that to provide a quality program we have to start with a quality management team. GCA recognizes that most service providers utilize the same labor pool; thus, the difference between a successful program and an average program is the management and supervisory team as well as management systems and operations support.

When selecting candidates to fill new and vacant positions, we seek more than just the traditional experience requirements. We expect our Managers to desire advancement and be diligent about achieving high performance scores. GCA strives to promote internal candidates, which helps maintain our investment in human capital as well as preserving the consistency and standardization of our ongoing processes.

Members of our on-site Management Team are offered guidance to open the door for promotional opportunities. GCA utilizes a variety of tools to help establish a development plan for individual growth. At the management level, activities including external specialized training and internal educational opportunities are ongoing and are provided to those employees seeking career advancement.

Regional training sessions occur annually to bring Area Managers together for refinement of basic skills, reinforcement of critical operating procedures, and the introduction of new and improved concepts for completing daily tasks and ensuring client satisfaction. These are large, conference style events held in key geographic cities. Throughout the



year, smaller local training classes occur to prepare Supervisors and Managers for advancement to the next career level. Career pathways are identified to guide our Supervisors and Managers to continued success.

Management Staff

GCA utilizes three 'pools' of manager candidates: Internal, Bench and External. Internal candidates are those whom have performed well at other GCA facilities in an assistant manager or other role and have demonstrated the desire and ability to earn promotion.

Prior to placement at a client site as a Zone or Area Manager, Bench candidates typically provide operations support in multiple environments. This expanded understanding of GCA operations in multiple and varying client environments allows Bench candidates to perform exceptionally well as the Account Manager.

When neither Internal nor Bench candidates meet a client's requirements, GCA will seek External candidates from within the local community...often from within the client's own team. External candidates from within the client site have the added benefit of already knowing the environment and the people (and those clients know the candidate!). If an External candidate is selected for the Area Manager role, the candidate spends significant time learning GCA's policies and procedures by visiting other GCA client sites to witness full, ongoing operations already in place. This series of 'site tours' helps External candidates become very familiar with GCA and the nuances of working with the firm before assuming responsibility at the client site.

Supervisor and Manager Development –All management personnel are required to attend at least two (2) outside training programs. These programs cover a wide variety of topics and are required to develop the manager's knowledge and ability to manage their area of responsibilities while planning for career advancement.

Specialized Training

GCA realizes that operational functions are interdependent. Therefore, we have specific training programs that integrate custodial services with other essential functions. **It is important to note although employees receive their checks from GCA, they are still part of the school system and their role within the team is not any different.**

Some of our specialized, partnership training modules include:

- Green Programs and Recycling
- Waste Management
- Energy Management
- Integrated Pest Management (IPM)
- Indoor Air Quality (IAQ)





Green Programs and Recycling

As specialists in K-12 Facility Cleaning, GCA specializes in working in LEED certified schools and facilities. *Many* of our schools are LEED certified, such as Westview Elementary in Jacksonville FL, North Charleston Elementary School in Charleston SC, and Robert Churchwell Museum Magnet in Nashville TN, to name only a few.

Furthermore, GCA has a staff LEED AP that works in conjunction with and directs our LEED initiatives throughout the nation. GCA is innovative in LEED/Green certified utilizing the Spartan Chemical Green Solutions System. **In addition, all cleaning mops and rags will be microfiber in Knox County.** GCA will partner in any district wide recycling efforts as well.

In the event that the district would like to utilize only certified green products at certain or all schools, GCA has many options available from a variety of chemical manufacturers. Some examples of some green chemicals that may be used include:

Green Solutions All Purpose Cleaner 101	A user-friendly all-purpose cleaner, formulated to quickly penetrate, emulsify and remove light to medium soils. The all-purpose cleaning formula has been built to respect the environmental issues of today, including those of water and waste treatment facilities.
Green Solutions Carpet Cleaner 104	Extraction carpet cleaner. Cleans quickly, penetrates, emulsifies and removes soils without oily residue. Safe for all types of extraction equipment. Non-corrosive, non-flammable and biodegradable. Dye and fragrance free.
Green Solutions Glass Cleaner 102	Quickly removes dirt with minimal effort. Dye and fragrance free.
Green Solutions High Dilution Disinfectant 256 [106]	Green Solutions High Dilution Disinfectant 256 is a phosphate-free formulation designed to provide effective cleaning, deodorizing, and disinfection. Green Solutions High Dilution Disinfectant 256 is excellent for use in larger areas such as operating rooms and patient care facilities. This product effectively cleans floors without dulling the shine of floor finish.
Green Solutions Industrial Cleaner 105	A non-toxic, heavy-duty liquid cleaner. Formulated with a super surfactant cleaning system, the concentrate is engineered to quickly remove petroleum-based soils with efficiency.
Green Solutions Neutral Disinfectant Cleaner 103	A neutral pH, quaternary disinfectant cleaner formulated to kill a broad spectrum of microorganisms and is a mildewstat on floors, walls and other hard, nonporous surfaces. EPA Reg. No. 1839-169-5741
Green Solutions® All Purpose Cleaner	A user friendly all-purpose cleaner, formulated to quickly penetrate, emulsify and remove light to medium soils. The all-purpose cleaning formula has been built to respect the environmental issues of today, including those of water and waste treatment facilities.



Green Solutions® Carpet Cleaner	Extraction carpet cleaner. Cleans quickly, penetrates, emulsifies and removes soils without oily residue. Safe for all types of extraction equipment. Non-corrosive, non-flammable and biodegradable. Dye and fragrance free.
Green Solutions® Floor Finish Remover	An effective floor finish and wax emulsifier. Specially formulated for use in conjunction with Green Solutions Floor Seal & Finish. Low odor makes it the ideal floor stripper to use in confined areas and where typical strong stripper odor presents a problem.
Green Solutions® Floor Seal & Finish	An acrylic co-polymer based floor seal and finish. Formulated without heavy metals, glycol ether, or formaldehyde. Very low ammonia. Green Solutions Floor Seal & Finish is built to respect the environmental issues of today.
Green Solutions® Glass Cleaner	Quickly removes dirt with minimal effort. Dye and fragrance free.
Green Solutions® High Dilution Disinfectant 256	Green Solutions High Dilution Disinfectant 256 is a phosphate-free formulation designed to provide effective cleaning, deodorizing, and disinfection. Green Solutions High Dilution Disinfectant 256 is excellent for use in larger areas such as operating rooms and patient care facilities. This product effectively cleans floors without dulling the shine of floor finish.
Green Solutions® Industrial Cleaner	A non-toxic, heavy-duty liquid cleaner. Formulated with a super surfactant cleaning system, the concentrate is engineered to quickly remove petroleum-based soils with efficiency.
Green Solutions® Neutral Disinfectant Cleaner	A neutral pH, quaternary disinfectant cleaner formulated to kill a broad spectrum of microorganisms and is a mildewstat on floors, walls and other hard, nonporous surfaces. EPA Reg. No. 1839-169-5741
Green Solutions® Restroom Cleaner	A natural acid, toilet, urinal, and shower room cleaner. Containing 8% citric acid...the same organic acid found in lemons and limes, provides efficient cleaning action that quickly removes soap scum, water spots and light rust from toilet bowls, urinals and shower room walls and floors.

In addition, regardless of the type of chemicals chosen, GCA has access to wall mounted chemical stations. GCA will assume all the costs associated with the installation of these systems and believe these systems are excellent in assuring chemicals are used properly and effectively. Improperly using chemicals can lead to major problems, and these stations protect both GCA and the school system from potential issues.

GCA remains at the forefront of green cleaning development. We tailor sustainable, environmentally friendly and cost-effective programs **to meet the specific demands** of



each of our clients. By its very nature, GCA's CustomGreen™ programs are customized to each school districts needs and requirements.



Our proprietary CustomGreen™ program is an industry leader offering a holistic approach to develop the most effective cleaning methods that protect occupant health and safety while reducing harmful impacts on the environment. Upon award, GCA would meet with the Knox County operations team and establish a specific CustomGreen program, which matches GCA's Green tools to Knox County's goals and objectives. Once specific goals are established, the team will set deadlines and benchmarks to define Green progress.

Why GCA CustomGreen™?

- Recognized and well-respected leader in the environmentally-preferred green cleaning industry
- Vast experience, expertise and proven track record of providing green cleaning solutions
- Outstanding stewardship with suppliers and environmentally-preferred procurement strategy
- Objective measurement of quality systems
- Clean beyond appearance for benefits of occupant health and hygiene.

What GCA CustomGreen™ Offers?

Quality green cleaning services through our CustomGreen™ program that are **MEASURED, MANAGED, and GUARANTEED**, including:

- CustomGreen™ cleaning program supported by a CustomGreen™ Cleaning Policy.
- Custodial effectiveness assessments
- Continuous improvement training for all associates
- Standardized sustainable cleaning processes and procedures
- Implementation strategies crafted with experience-based best practices
- Experienced, invested, interested, and accountable management



- Certified sustainable chemicals, products, tools, and equipment, such as Waste Water Reclamation, Chemical Free Carpet Extraction, HEPA filtration, etc., all at competitive prices
- Comprehensive communications protocol with client, building occupants and facilities maintenance staff
- Inside Air Quality monitoring: Recycling programs, duct cleaning, filter changing, etc
- Appropriate documentation, tracking, and auditing
- Procedural posters, educational materials, and visual aids
- Meets minimum requirements for LEED-for Existing Buildings Operations and maintenance certification
- GREENGUARD – compliant program with Green Seal-compliant products

Benefits

- Healthier buildings and classrooms
- Improved air quality
- Improved student attendance
- Improved occupant satisfaction
- Happier, healthier students, faculty and staff
- Reduced environmental impact
- Reduced liability, legal costs and insurance risks
- Reduced operating costs
- Reduced consumption of natural resources

Memberships, Affiliations, & Certifications

- U.S. Green Building Council (USGBC)
- Green Seal Certified chemicals and products
- LEED-accredited professionals via the USGBC
- International Facilities Management Association (IFMA)
- National Minority Supplier Development Council (NMSDC)
- GREENGUARD Indoor Air Quality-compliant
- Anticipated Cleaning Industry Management Standard (CIMS) Certification in 201

GCA CustomGreen™ References

GCA is very proud of its involvement with numerous LEED projects. These projects continue to evolve as the sustainability movement gains momentum. Listed below are buildings and projects, as well as individuals who can speak best to the capabilities of a GCA CustomGreen™ program.



Recycling

Recycling is a simple way to save resources. GCA has specific custodial training for recycling and partners with districts throughout the nation in their recycling efforts. For example, in Duval County schools, GCA collaborated with the district and worked with them to develop a recycling program to service over 150 sites. This not only saved the district money, but also promoted very positive press for the operations team as denoted:



When a district embarks on a recycling program, GCA utilizes custom training for custodial employees. It is imperative that employees understand the recycling efforts since they are responsible to dispose of the items in the proper dumpsters. In addition to staff training, GCA assigns one specific custodial employee per facility as the "Custodial Green Champion". This on-site employee leads the custodial efforts to ensure recycling efforts are effective. Once Custodial Green Champions complete the training, they are recognized with certificates and recognition to promote pride in the recycling effort.



Waste Management

Recycling efforts and waste management go hand in hand. GCA realizes that if recycling efforts are successful, trash pick-ups decrease, thus saving the district money. In order to distinguish recyclables from standard waste, each must be defined and understood.

GCA is committed to the proper management of hazardous wastes. Proper management of waste will minimize risks to employees, students and members of the public reduce the risk of release of hazardous material to the environment, and enables school systems to manage costs of disposals.

General Waste

General waste that is produced from daily school activities will be removed and placed in district-approved containers/dumpsters. Items will be separated at the districts request including but not limited to cardboard, garbage, and recyclable items.



Sewers and Storm Drains

Hazardous liquids, such as floor stripper, wax and chemicals, must not be flushed down sewers or storm drains as a method of disposal. This practice is prohibited and may lead dangerous reactions, damage to the drainage systems, and could create a potential hazard for various employees. GCA employees are specifically trained in the proper areas to dispose of these chemicals in district approved interior drains that flow properly into filtration systems. All chemicals will be used of and disposed of by the manufacturer's recommendations.

Hazardous Disposal

GCA would rely on the school district for supervising the safe handling and disposal of all hazardous wastes and materials. Proper disposal of all hazardous waste must be coordinated with Knox County Schools. The following would be prohibited for custodial services:

1. Disposal of chemical waste through regular waste containers or dumpsters. Some items may cause fires, explosions, and/or cause property damage and personnel injury.
2. Disposal of waste or surplus materials having flammable, combustible, explosive, corrosive, infectious, toxic or radioactive properties via the sewer system.
3. Disposal of unknown or uncertain materials without clarification from Knox County Schools
4. Disposal of laboratory hazardous waste
5. Any other items that require specialized removal from a school or facility





Custodial Energy Awareness

GCA understands that energy costs present significant challenge to K-12 school systems. Therefore, GCA trains each custodian in Energy Awareness. This can be as simple as turning off lights when no one is in an area or ensuring that exterior lights are turned off during the day. It also can include notifying a supervisor when rooms are too cold or too hot, or when systems are running without any cycle time. We have found that this has helped GCA partner with maintenance and energy management, developing a team approach to the operations department. Once custodians complete Energy Management Awareness training, they are recognized with certificates and recognition for their new accountability.



Custodial Integrated Pest Management Awareness

GCA is also partners with Integrated Pest Management (IPM) programs and initiatives. We understand that a good IPM program requires a partnership in order to make schools less hospitable to pests. This includes environmental awareness initiatives such as improving sanitation, eliminating pest harborage sites, identifying entry points, eliminating excess water, keeping custodial closets clean, and notifying management when if pests exist. These are all crucial parts of GCA IPM custodial training. Once custodians complete Integrated Pest Management Awareness training, they are recognized with certificates and recognition for their new accountability.



Custodial Indoor Air Quality Awareness

Indoor air quality and mold are concerns that every school system must face. Although maintenance and other departments are the leaders in tackling these foes, GCA understands that the custodial department has a role to play in air quality awareness. Therefore, GCA collaborates with the maintenance department in promoting indoor air quality by training custodial employees. This includes mold awareness and identifying conditions that may be warning signs of an issue, such as excess moisture in a room or avoiding common mistakes such as cleaning carpet when there is not any air conditioning working. Once custodians complete Indoor Air Quality Awareness training, they are recognized with certificates and recognition for their new accountability.





Security and Safety Training

Security and safety are the most important aspects of all of GCA's training programs. They are constantly reiterated in all training modules and coursework. Our dedication to safety and security is denoted within our dedicated safety department. GCA has eight Regional Safety & Risk Managers assigned to different regions throughout the United States. Mike Hazelwood, our Regional Safety and Risk Manager will visit all sites prior to GCA starting work and perform a **Pre-start Risk Assessment**. This assessment will identify any/all hazards that can potentially put GCA employees or the client at risk. This assessment generally involves the customer safety representative, GCA Regional Manager and RSRM. The RSRM will use the data to schedule the New Employee Orientation training. Our risk managers work diligently to ensure employees are aware of how to avoid any damage to district owned or GCA equipment. This includes all capital equipment, which may or may not have custodial use, but is in custodial areas such as boilers or air handlers.

Furthermore, GCA is fully covered by Travelers' Insurance and we will provide Knox County our Certificate of Insurance. In the rare event of any issue caused by a GCA employee, the school district will be fully reimbursed. GCA will take the responsibility to train staff and the accountability to remedy any issues.

Aside from having seasoned, highly trained managers we have strict policies, procedures, guidelines and SOP's (Standard Operating Procedures). For example, we have a NO BLEACH and a NO ACID-CLEANER policy. In addition, as an added protection, we also have a Damage, Breakage & Loss Prevention Program. This is a separately budgeted program in addition to our insurance policy.

Lastly, throughout the year, the Safety Manager will conduct routine and unscheduled Safety Audits at each site. The Safety Audit is a tool that measures compliance with OSHA's regulations. Our risk managers work independently from operations managers, so **the findings are unbiased and safety driven.**

GCA Services Group security policy is as follows:

1. All applicants will be screened, hired and orientated by Management Personnel.
2. All employees will sign a release for police records to determine any previous criminal history.
3. Drug testing as a pre-employment requirement or on a random basis can be performed as a customer option.
4. All employees understand and acknowledge they may be required to submit to a nightly or random security inspection, including, but not limited to, inspection of personal belongings.
5. Only GCA Services Group employees will be allowed access to facilities. Friends or family members are not allowed to enter restricted buildings.



6. Cleaners will enter and depart from front entrance to increase safety and security.
7. All employees will wear uniform shirts for identification.

Safety Policy

GCA Services Group recognizes the importance to provide a safe working environment for all of its employees. Safe working conditions allow our employees and company to reach its goals and objectives in a safe and healthy manner.

Safety is the responsibility of all parties involved including the company, the supervisor, as well as the employee.

GCA Services Group will provide detailed instructions and training on safety in the workplace. However, each employee must be safety conscious and on the lookout for any safety hazards that may exist in his or her particular work area.

The following is an overview of our Safety Policy:

8. The Company recognizes its responsibility to provide each employee with a safe working environment.
9. The Company will comply with all federal and state occupational safety and health laws.
10. The Company feels that the best source of protection for the safety of its workers is the individual employee. Therefore, each employee is required to strictly follow all safety procedures. GCA Services Group does encourage all employees to participate and provide feedback and suggestions regarding hazardous conditions and safety improvements in the work place.
11. As part of his or her employment, each worker agrees to work in a safe manner and use good common sense at all times.

Specific Safety Requirements for All Employees

1. Never horseplay on the job.
2. Smoking on the job is prohibited- except at designated areas during scheduled breaks or lunch.
3. Any unsafe conditions or acts must be reported to your supervisor immediately.
4. Check all equipment for frayed or worn wiring before using. Report any defects in equipment to supervisor before using.
5. Never leave electrical equipment running or plugged in while unattended.
6. Never leave equipment or electrical cords in hallways, walkways, or traffic areas.
7. Keep equipment maintained and clean before and after each use.
8. Know the proper use of all equipment.



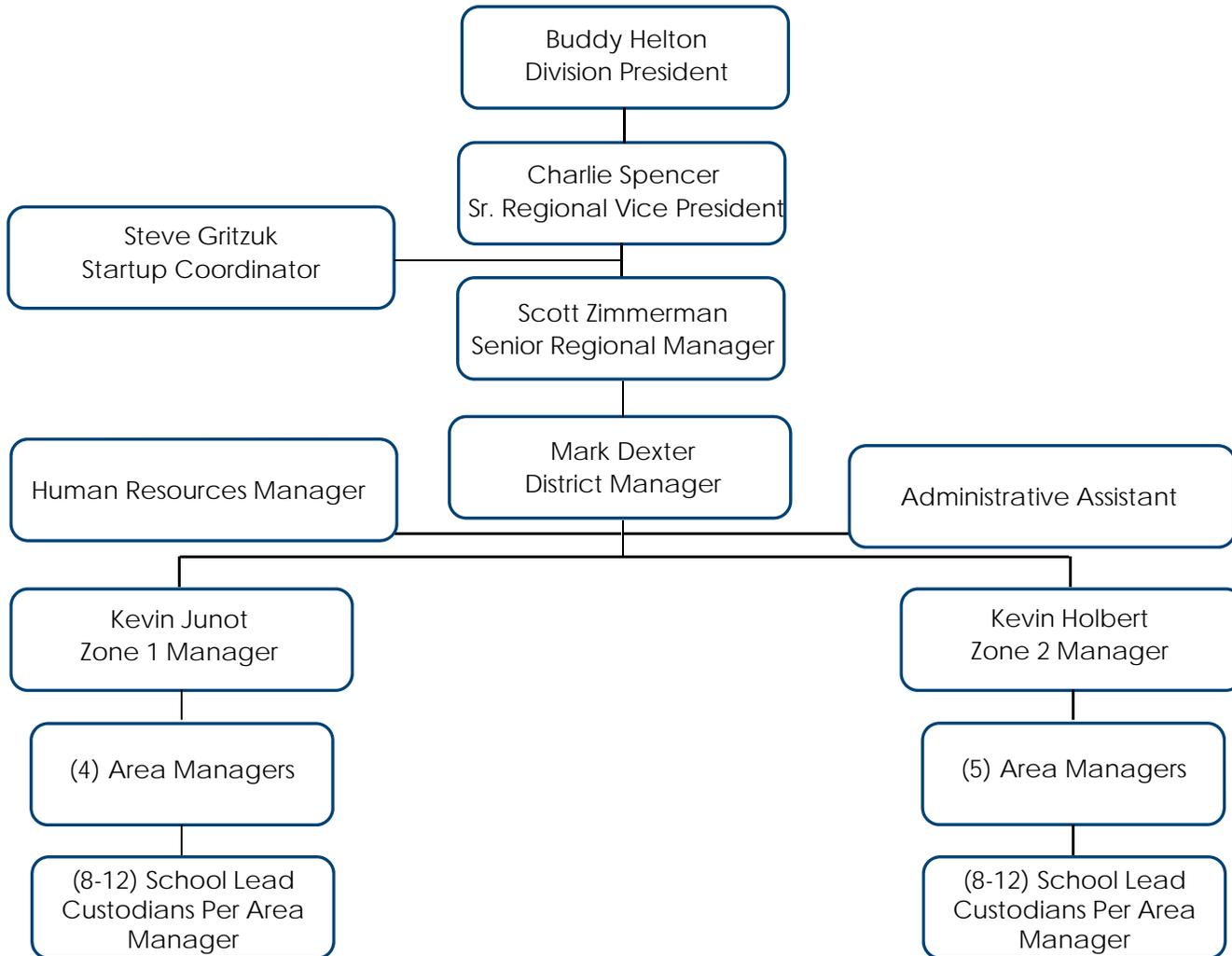
- 9. Never store equipment where it may get wet.
- 10. Carefully secure all equipment in a vehicle before transporting and get help lifting in and out of vehicle.
- 11. Always bend legs and use straight back for lifting- Get help on lifting all bulky items and/or items over 50 lbs.
- 12. Follow guidelines covered during job orientation on Material Safety Data Sheets on proper use and handling of all chemicals- never smell any chemicals directly from the containers.
- 13. Avoid getting any cleaning solutions in eyes- If accident occurs follow MSDS emergency guidelines.
- 14. Avoid pro-longed exposure of skin to cleaning solutions.
- 15. Make sure areas are well ventilated before using floor cleaners, strippers, and finish.
- 16. Always mark wet floors with an adequate number of warning signs and rope or tape off areas if possible when scrubbing or stripping floors.
- 17. Check trash liners for protruding objects, such as glass, needles and other sharp objects, before handling.
- 18. Never allow friends or family to enter the building where you are working and always report unauthorized persons or activity to your supervisor.
- 19. Never report to work under the influence of drugs or alcohol.
- 20. Criminal Police checks will be run on specific jobs prior to employment.
- 21. Motor Vehicle Records will be required for all employees who drive a company owned vehicle or are asked to drive to 2 or more accounts during their course of employment.
- 22. Follow all other specific safety procedures that may apply to your particular job or job site.
- 23. Always suggest, recommend, and advise of any safety improvements you may have in the workplace.

****Failure to work within the company's safety policy and procedures is considered a reason for immediate dismissal.****

I, the undersigned, have read and understand the company's safety procedures and agree as part of my employment to comply with the company's safety policy.

Employee's Signature	Witness

Knox County Schools Project Organizational Chart



Zone 1									
West		West South		West North		West Central			
Area 1	Sq. Ft.	Area 2	Sq. Ft.	Area 3	Sq. Ft.	Area 4	Sq. Ft.		
Hardin Valley Acad (2FH)	269893	Blue Grass Elem	80615	Ridgedale	53284	Bearden Elem	45070		
Hardin Valley elem	138081	AL Lotts Elem	113352	West Haven Elem	31791	West High (2FH)	286676		
Farragut High (3FH)	237398	Rocky Hill Elem	77227	Northwest Middle	150000	Sequoyah Elem	63212		
Farragut Middle	165000	Bearden High (3FH)	272068	Pleasant Ridge Elem	41829	Pond Gap Elem	34859		
Farragut Intermediate	104663	West Valley Middle	187920	Norwood Elem	49378	Fort Sanders	48351		
Farragut Primary	112548	West Hills Elem	89013	Inskip Elem	74432	Lonsdale Elem	60021		
Ceder Bluff Middle	83900	Ball Camp Elem	82507	Karns Elem	242900	Beaumont Magnet Elem	73596		
Ceder Bluff Primary/ Elem	138456	Bearden Middle	163647	Karns High	257220	Maynard Elem	36340		
Cedar Bluff Preschool	47800			Karns Annex (Karns Elem)	0	West View Elem	38344		
				Byington-Solway Voc KHS	0	Sam E. Hill	39326		
				Karns Middle	165675	KAEC	71000		
						Rule Bldg / Security	no sq. ft.		
						Amhurst Elem	147122		
	1297739		1066349		1066509		943917		
Zone 2									
South		Downtown		South East		North East		North	
Area 6	Sq. Ft.	Area 7	Sq. Ft.	Area 8	Sq. Ft.	Area 9	Sq. Ft.	Area 5	Sq. Ft.
South Knox Elem	36932	Lincoln ParK Tech	36900	Austin East High (1FH)	280669	East Knox County Elem	79560	Copper Ridge Elem	71303
Dogwood Elem	125080	Whittle Middle	75830	Sarah Moore Greene Elem	126430	Richard Yoakley Center	33404	Brickey McCloud Elem	131806
South Doyle Middle	205000	Christenberry Elem	94940	Fair Garden	47047	Dr. Paul Kelley Vol. Center	no sq. ft.	Powell Elem	98868
Mount Olive Elem	36294	Fulton High	236000	Chilhowee Elem	65101	Adrian Burnett Elem	69020	Powell Middle	151898
Moreland Heights Elem	35690	L & N Stem Acad	no sq. ft.	Holston Middle	194363	Shannaondale Elem	39838	Powell High (1FH)	244148
Gap Creek elem	20405	Green Magnet Elem	64909	Sunnyview Primary	49064	Ritta Elem	70000	Sterchi Elem	40300
New Hopewell Elem	33599	Vine Middle	112000	Carter high (1FH)	195306	Gibbs Elem	123391	North Knox Voc. Center HHS	0
South Doyle High (3FH)	282926	Bell Morris Elem	55386	Carter Middle	98240	Gibbs High (1FH)	200447	Central High (2FH)	275779
Bonny Kate Elem	42718	East Port Building	32495	Carter Elem	41328	Corryton Elem	22463	Fountian City elem	51185
Sarah Simpson Center	107767	Historic Knoxville High	116292			Halls Middle	143060	Gresham Middle (1FH)	115892
		Maintenance Bldg	no sq. ft.			Halls Elem	87862		
		Spring Hill Elem	45964			Halls High (2FH)	218007		
	926411		870716		1097548		1087052		1181179



Scott Zimmerman - Senior Regional Manager

Executive Summary: Twenty years of progressive management experience in the custodial services industry all in the K-12 sector. Responsibilities include customer relations, employee relations, quality assurance and financial management.

Work Experience:

GCA Services Group (2006-Present)

Senior Regional Manager (2006-Present):

Oversight and management of a region of K-12 school accounts responsible for contract management, establishing and maintaining excellent client and employee relationships, quality assurance, financial management and reporting and development of subordinate management. Instrumental in implementation of starting up new accounts.

Southeast Service Corporation (1990-2006)

Senior Group Manager (1990-2006):

Oversight and management of K-12 region of schools encompassing \$12 million in annual revenues, seventeen managers and over five hundred employees. Duties included but not limited to providing customer service, management training and development, budget preparation, financial reporting and quality assurance.

Group Manager (1994-1998):

Oversight and management of K-12 school systems totaling \$5 million in annual revenue, six managers and over 150 employees. Duties include but not limited to providing customer service, management training and development, job costing, recommending budget guidelines, quality assurance and inventory management.

Contract Manager (1990-1994):

Upon successful completion of the management training program was assigned to manage a K-12 contract with one school system. Duties not included but limited to providing customer service, employee relations, operation management, monitoring labor and supply usage, work scheduling and performing project work.

Education:

Bachelor of Science Degree –Psychology; East Tennessee State University (1989)



STEVE GRITZUK

EDUCATION

CHARLESTON SOUTHERN UNIVERSITY GRADUATE SCHOOL OF BUSINESS ADMINISTRATION, Master of Business Administration (MBA), Charleston South Carolina

CLEMSON UNIVERSITY COLLEGE OF BUSINESS AND BEHAVIORIAL SCIENCE, Bachelor of Science in Marketing, with an equal emphasis in *Management* and a specialization in *Services*, Clemson, South Carolina

PROFESSIONAL EXPERIENCE

**GCA Services Group
Development**
Charleston, SC

**Vice President Business
and Transition Manager**
September 2001-Present

- Extensive background in Services, managing various large operations totaling over \$35m in annual sales
- Monitor labor expenses, operating supplies, overhead, vehicles, and all direct and variable costs for assigned region to forecast weekly financial results to Regional Vice President
- Operational Management experience in various areas of up to 400 employees and 10 managers in both Union and Non-Union environments
- Worked with multiple vendors, make purchasing decisions, and handle all logistics for 100 k-12 schools
- Represent company at trade shows and conduct presentations in various geographic regions
- Respond to RFP's for K-12 schools districts and Higher Education, price and submit proposals, forecast potential profits, conduct staffing and pricing analysis of existing jobs

North Myrtle Beach Department of Public Safety
North Myrtle Beach, South Carolina

Police Officer/Firefighter
August 00-August 01

- Used analytical skills, sound judgment, and common sense to investigate potentially **life threatening** situations under **large amounts of stress and duress**
- Certifications: CPR and First Aid, Hazardous Materials First Responder/Operations, OSHA Firefighter, International Firefighter I, South Carolina Police Officer
- Gained building structure knowledge and built compliance with OSHA and DHEC standards
- Interacted with the community, conducted investigations, and protected the public on a daily basis

HONORS/AWARDS

- ***Guest Speaker for Strategic Planning-*** Invited by President of University to lecture **MBA** students about Strategic Management and providing value in the workplace
- Scored ***perfect*** on Graduate Masters Administration Test (**GMAT**) Written Section twice, placing written ability in top 1% of graduate students taking the examination
- ***Customer Service Award***, March 2005- Presented by \$4 million client for dedication and ***unprecedented customer service***
- ***District Customer Service Award***, April 2002- Awarded by Charleston County for managing area with highest custodial satisfaction scores as assessed by **customers**
- ***Distinguished Graduate Award***, January 2001- Awarded by the South Carolina Criminal Justice Academy to those who score above a 96 cumulative average, have a perfect disciplinary record, and pass all physical agility testing

ADDITIONAL/ LEADERSHIP

- **Executive Committee, Charleston Southern University-** Advise and work with Dean of Business Department on curriculum and long-term goals of the College of Business
- **Charleston Southern University Board of Visitors (President's Club)**, - Interact with 350 select businesses and community leaders who are interested in developing and discussing the strategic plans of the University
- **Island Bluff Homeowners Association, President, 2002-2004**, Board of Directors- *Elected* position by neighbors in which the community issues were discussed and addressed. Worked to improve facilities in addition to approving and drafting annual budget, managing financial stability of the community as well as conducting and promoting community meetings
- **Gold's Gym Health and Fitness, Member-** Engage in fitness activities on a regular basis to maintain and supplement a healthy lifestyle



Mark Edwin Dexter

Executive Summary: Mr. Dexter has over 20 years experience in the janitorial service industry. He has managed and supervised as many as 350 employees and 8 account managers in many different environments including hotels, hospitals, commercial, K-12 and higher education. Mr. Dexter is currently supporting the education division as a Regional Manager, covering territory in Knoxville, North Carolina and Georgia.

Work Experience:

GCA Services Group

Regional Manager (2009 to Present)

His current responsibilities include oversight of the daily for several colleges / universities as well as several k-12 private schools totaling more than eight million square feet. Mark has a team of eight account managers, 28 supervisors and 350 employees. His responsibilities include regular meetings with customers, visiting sites to ensure quality, training management, oversight of employee training, and contract management. Mark has excellent customer services skills and fully understands the “can do” approach.

District Manager

As District Manager for the Knoxville area, Mr. Dexter was responsible for the start-up and day-to-day operations of the custodial contract at University of Tennessee, totaling more than 4.7 million square feet.

Prior to relocating back to Knoxville, Mr. Dexter managed the daily operations of a 4 million square foot school district that consisted of 42 schools and 2 administration buildings in Charleston, SC.

Mr. Dexter’s responsibilities as District Manager included hiring, training and supporting a staff of 300 employees and 8 managers. He implemented a monthly training program for all managers and employees. He scored above average on all safety audits and customer evaluations. He conducted quarterly JRC’s.

Mr. Dexter has successfully assisted in start-ups and daily operations of several colleges and universities including; Charleston Southern University, Dallas Community College, Macon State Community College and Pellissippi State.

Methodist Medical Center, Oakridge, TN

Assistant Director

Mr. Dexter supervised daily operations at a health care facility. His responsibilities included patient and customer evaluations, conducting monthly staff and safety meetings and took a proactive approach to problems solving. He traveled in Tennessee and Georgia assisting in training and trouble shooting of several accounts.

Previous Work Related Experience

Executive Housekeeper

Mr. Dexter supervised daily operations at two major hotel chains in the Knoxville area. His responsibilities included overseeing daily operations, payroll, scheduling, customer and employee relations.

Education:

University of Tennessee

B.S Hotel and Restaurant Administration

Minor: Business Administration

Roane State Community College

Business Administration

Farragut High School

Skills:

SC Johnson Training

Safety Training – OSHA, Blood Borne Pathogen



Kevin Junot

Executive Summary: Nine years of progressive management experience in the custodial services industry in the K-12 sector. Responsibilities include customer relations, employee relations, quality assurance and financial management.

Work Experience:

GCA Services Group (2008-Present)

Start- up Manager (2008-Present):

Assist the Regional Managers with new accounts to ensure that oversight and management of new accounts. Responsible for contract management, train new employees, establishing and maintaining excellent client and employee relationships, quality assurance, financial management and reporting and development of subordinate management. Start ups include Birmingham MI, Naples FL, New Orleans LA, Kershaw SC, Nashville TN, Newberry SC and the City of Norfolk VA

SSC (2002-2008)

Contract Manager (2002-2008):

Upon successful completion of the management training program was assigned to manage a K-12 contract with one school system. Duties not included but limited to providing customer service, employee relations, operation management, monitoring labor and supply usage, work scheduling and performing project work.

Education:

Bachelor of Arts Degree –Business Management; East Tennessee State University (2001)



Kevin DeWayne Holbert

Executive Summary: Kevin has been with GCA Services Group since 2001. He has 14 years of management experience in the contract cleaning industry. Kevin started out as a general cleaner and worked his way up to an Area Manager. He has managed and supervised as many as 150 employees and 4 account managers in many different environments including commercial, industrial, K-12, and higher education. Mr. Holbert is currently supporting the education division as a District Manager, managing the commercial accounts in Knoxville.

Work Experience:

GCA Services Group

District Manager (2007 to Present)

Kevin currently over sees the daily operations for all commercial accounts in Knoxville. He has 3 account managers that report to him directly. Kevin and his team manage over 2 million square feet a day. His responsibilities include regular meetings with customers, visiting sites to ensure quality, training management, and conducting quarterly JRC's. Kevin has also assisted in other commercial account start ups in Knoxville and Virginia. Prior to managing only commercial accounts, Kevin was also responsible for some education sites, such as, Sacred Heart and Pellissippi State CC.

Account Manager (2001 to 2007)

As an account manager Kevin managed several accounts in the Knoxville area and Maryville. Several of these accounts were county government buildings. In the Knoxville area these buildings included the Andrew Johnson, Old Court House, Lawson McGhee Library, and East TN History Center, and in Maryville the Maryville Municipal Building.

Education:

Lincoln Memorial University May 1990

Bachelors of Science degree

Mathematics

Minor: History

Member of the LMU Baseball team 4 years

Knoxville Central High School May 1985



HUMAN RESOURCES

Employee Screening and Hiring Standards

GCA Services Group utilizes several methods of employment recruitment and screening. These include strict hiring standards and criminal background checks. We believe GCA's hiring standards are the highest in the industry. To minimize liabilities, reduce turnover and objectively qualify the best possible candidates, GCA utilizes a comprehensive pre-employment screening program for ALL applicants and provides incentives for attracting and retaining employees. These steps and incentives include:

- I-9 Verification
- Criminal background checks for 100% of applicants
- Motor vehicle records check (where applicable)
- Comprehensive pre-employment drug screening (where applicable)
- Fingerprinting, where permitted and available, will be conducted at the client's request
- Selection of applicants through work and personal reference checks
- Above-market pay scale with work incentives
- Sick, vacation and holiday pay; health and life insurances; 401(k) with a match

Criminal Background Check

No person will be eligible for employment with GCA Services Group if convicted within the past seven (7) years of:

- Any felony
- Forgery
- Fraud
- Weapons charge
- Burglary
- Robbery
- Theft
- Assault and Battery
- Possession of a controlled substance
- Manufacturing of a controlled substance
- Delivery of controlled substance
- Convictions for DWI and DWLS will not automatically result in disqualification if the applicant is applying for a non-driving position. However, multiple offenses must be discussed directly with the VP of Human Resources. Convictions for DWI more recent than seven (7) years will disqualify applicants applying for "driver" positions.
- Any convictions not specifically listed here must be discussed with the VP of Risk Management for resolution.

Employee Recruitment and Retention

GCA's approach to identifying, recruiting and retaining employees of all levels is important in ensuring consistent levels of quality and service. **GCA's turnover rate is well below industry average.** After ninety days of employment, GCA's hourly productive staff turnover rate in the Education Division is **14%**; management is less than **5%**. GCA takes



great care to implement procedures and practices to manage potential gaps created by turnover through the use of 'on-call pools' of employees. This helps alleviate any impact on the client environment due to call-ins or no-shows.

GCA is committed to hiring and retaining the most productive and qualified personnel for each client site. GCA's quality assurance, employee incentives, training, and risk management programs support this commitment. By hiring the right people and implementing proactive programs, the management team keeps liability and turnover low while exceeding client satisfaction expectations.

GCA meets its personnel needs by selecting, promoting, and transferring associates or applicants from among those best qualified to perform the work required. Equal employment opportunity is provided to all. Whenever possible, management and supervisory vacancies are filled by promoting from within.

GCA maintains a full-service, professional human resources department. These experts utilize all available means to ensure that the best staff is always available and "in the pipeline." Recruiting methods include Internet advertising, local job fairs, advertising in nearby newspapers, targeted recruiting with a national search firm, flyer distribution and fieldwork. Additionally, in cases where GCA is replacing another firm, with permission from the incumbent contractor and the client, GCA will meet with all available interested employees and offer employment with our company provided prospective employees pass the GCA hiring requirements including background checks and drug screening.

Equal Employment Opportunity

GCA is committed to providing equal employment opportunity for all persons regardless of race, color, religion, sex, age, marital status, national origin, citizenship status, disability, or veteran status. Further, GCA does not condone any form of discrimination or harassment.

We fill our employment needs by selecting, promoting, and transferring associates or applicants from among those qualified to perform the available work, with a view toward selecting the most qualified candidate for the job. Whenever possible, we attempt to fill vacancies by promoting from within when current associates are qualified and available.

Equal opportunity extends to all aspects of the employment relationship, including hiring, transfers, promotions, training, termination, working conditions, compensation, benefits and other terms and conditions of employment.

GCA complies with all federal, state and local equal employment opportunity laws and strives to keep the workplace free from all forms of harassment, including sexual harassment. GCA clearly understands it is illegal to harass others based on their sex, sexual orientation, age, race, color, national origin, religion, marital or veteran status, citizenship, disability and/or other protected personal characteristics.



Harassment includes but is not limited to making derogatory remarks about such characteristics, making 'jokes' about ethnic and/or other groups, and other verbal, physical and visual behavior. We consider harassment in all forms to be a serious offense.

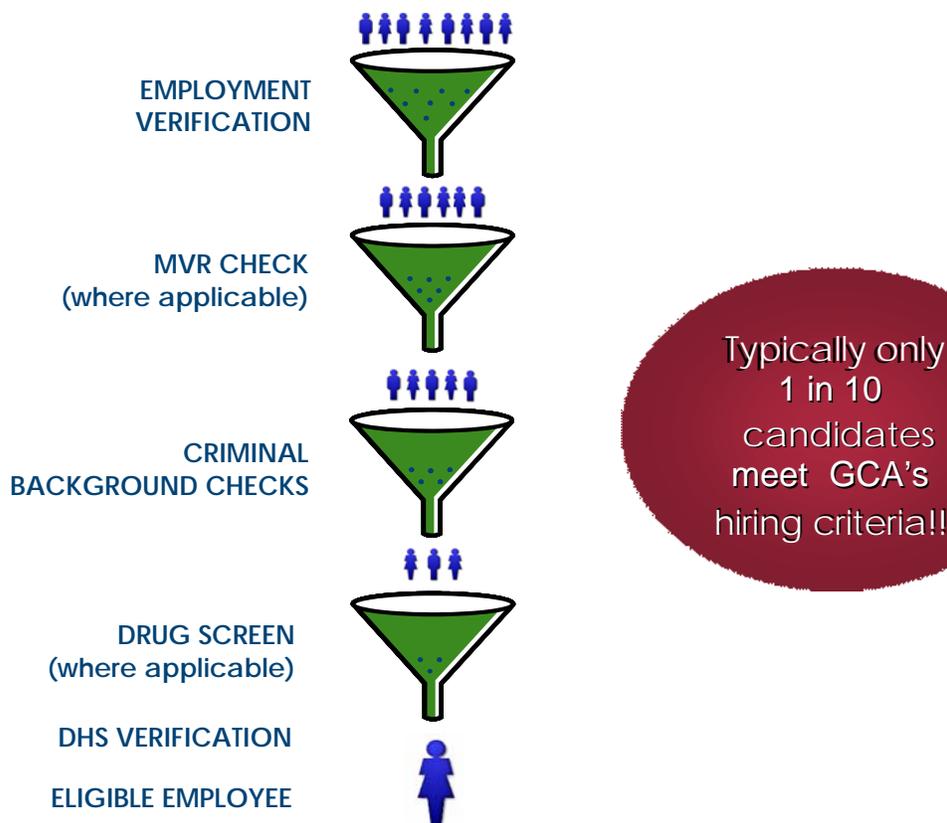
Associates who have been subject to prohibited discrimination or harassment should immediately report the incident to their Supervisor or their Human Resources Department. Complaints are investigated immediately and handled as confidentially as possible. GCA ensures that associates following this complaint procedure are protected against illegal retaliation.

Any reported violations of EEO law or this policy are investigated. Supervisors or associates found to have engaged in discriminatory conduct or harassment are subject to immediate disciplinary action, up to and including immediate termination of employment.

Our Rigorous Staff Selection Process

The following diagram illustrates the extensive process that GCA Services Group will utilize in our selection process.

Applicant Pool





401(k) Retirement Plan

The 401K Plan includes 100% company match on the first 1% of earnings, with a company maximum of 3.5% of earnings at an employee contribution of 6%. Employees are eligible to participate in the plan after one (1) year of service. The plan investments are self-directed and each participant is provided with easy to understand investment materials to help them determine what investment options best fit their retirement horizon.

GCA Services Group is proud to offer a "safe harbor" 401k plan to its employees. What does that mean to you?

- If you have worked for GCA one (1) year and are 21 years of age you will be automatically enrolled
- Pre-tax contributions to a maximum of 25% of your earnings, up to the IRS maximum allowed
- Participant directed investments
- Company match is based on your earnings, not on your contribution amount
- 100% match for the first 1% and 50% match 2 to 6% to a maximum of 3.5% of your earnings
- Entry dates 2 times per year – January and July
- Changes to your elections allowed once per quarter

As an example: You are making \$10.00/hr and work 40 hours per week:

You elect to contribute 5% into the plan, therefore the Company would contribute 3% (100% of the first 1%, 50% of the next 4%) of your earnings. This would be a deduction from your paycheck of \$40.00 bi-weekly (\$800.00 x 5%) with an additional \$24.00 being paid by the Company (\$800.00 x 3%).

Annually contributions would then be \$40.00 x 26 pay periods = \$1,040.00, with an additional \$624.00 being contributed by the Company.

Total annual savings would be \$1,664.00.

Employee Affordable Health Care Plan

With consideration of the market conflict over the provision of health care insurance for employees in the facilities management industry, GCA is consistently researching health care alternatives for its employees.

GCA Services Group provides two major medical plans, through Aetna Insurance Company for salaried and administrative employees and one for our hourly employees. Both plans offer comprehensive coverage with affordable co-pays and deductibles and the cost sharing arrangement for each plan can be tailored based upon each client's circumstances and financial needs. Each plan provides the employee with access to a



broad network of health care providers as well as state of the art claims processing. Our intent is to provide plans that meet the individual needs of each employee and their family and doing so at a competitive rate.

GCA has also partnered with Symetra Financial to provide access to a Limited Coverage Health Care Plan. This plan offers coverage just like any comprehensive health care plan, with one exception: total annual coverage tops out at a pre-defined limit.

Of the two Limited Coverage plans available through Symetra Financial, one has maximum annual coverage of \$25,000 (Choice 1) and the other is a maximum annual coverage of \$50,000 (Choice 2). All employee premiums are paid through payroll deductions.

These Limited Coverage plans provide options for coverage for doctor's office visits, outpatient care, prescription drugs, hospital care, emergency care, dental, life insurance and short-term disability. Each plan has its own deductible. Chiropractic visits are covered, and maternity needs are covered as with any other coverage, up to the annual maximum.

It is important to note that employee health insurance plans vary. GCA works with its clients to develop the most effective program balancing company and employee desires with client financial needs. As part of its 'tailoring process,' GCA recommends investigating all alternatives to develop a benefits program meeting these objectives. Like many program elements, employee benefits can be tailored any number of ways.

Employee Advancement

GCA believes strongly in providing its employees with career advancement opportunities. Whether a productive staff employee wishes to become a supervisor, a supervisor endeavors to become manager, a manager seeks promotion to regional manager or some other form of advancement, GCA has implemented programs and initiatives to assist employees in achieving these goals.

Training programs are readily available for those expressing interest. Many of our regional managers have advanced through various ranks to achieve significantly higher paying positions with additional responsibilities. *While good for the employees, as a growing company, this simply makes sense!*



GCA KNOX COUNTY SALARY SCHEDULE

Position	Location	Average Wage Range	Benefits
Day Custodian	ALL	\$8.25/hr.- \$10.25/hr.	Medical, Dental, Vision, 401k, Short Term Disability, Life Insurance, Vacation Pay
Night Custodian	ALL	\$7.75/hr.- \$9.25/hr.	Medical, Dental, Vision, 401k, Short Term Disability, Life Insurance, Vacation Pay
Substitute Custodian	ALL	\$7.50/hr.- \$8.00/hr.	Medical, Dental, Vision, 401k, Short Term Disability, Life Insurance, Vacation Pay
Night Lead	Supervising 3 employees or less	\$9.00/hr.- \$11.00/hr.	Medical, Dental, Vision, 401k, Short Term Disability, Life Insurance, Vacation Pay
Night Lead	Supervising 4-8 employees	\$10.00/hr.- \$12.00/hr.	Medical, Dental, Vision, 401k, Short Term Disability, Life Insurance, Vacation Pay
Night Lead	Supervising 8-12 employees	\$11.00/hr.- \$13.00/hr.	Medical, Dental, Vision, 401k, Short Term Disability, Life Insurance, Vacation Pay
Night Lead	Supervising 12 employees or more	\$12.00/hr.- \$15.00/hr.	Medical, Dental, Vision, 401k, Short Term Disability, Life Insurance, Vacation Pay
Project Technician	Various Locations	\$8.00/hr.- \$11.00/hr.	Medical, Dental, Vision, 401k, Short Term Disability, Life Insurance, Vacation Pay

All current Knox County Schools' employees, upon District recommendation and passing background checks, will start at the highest wage in the range.



**Summary of 2010/2011 Benefits
Salaried and Administration Personnel**

ELIGIBILITY REQUIREMENTS	All full time exempt or non-exempt management and administrative personnel will be eligible for the benefits contained herein the 1st of the month following thirty (30) days of continuous employment.			
BENEFIT	PLAN DESIGN			
Carrier	Aetna Insurance Company			
Life Insurance	2 times annual salary to a maximum of \$500,000 100% employer paid			
Accidental Death & Dismemberment Insurance	2 times annual salary to a maximum of \$500,000 100% employer paid			
Supplemental Life Insurance	Employee: In \$25,000 increments, maximum \$500,000; Spouse: 1/2 times employee election, maximum \$250,000, Child/Children: \$10,000 100% employee paid			
Long Term Disability	60% of salary up to \$6,000 per month; 180 day elimination period 50% employer paid Post Tax premium, benefits not taxed			
Short Term Disability	60% of weekly earnings to a maximum of \$1400 per week, 15 day elimination period 50% employer paid Post Tax premium, benefits not taxed			
MEDICAL	PLAN DESIGN			
Carrier	BCBS of Tennessee Health Plans			
	BCBS Blue Network P		BCBS High Deductible	
Biweekly Premiums	EE Only:	\$88.73	EE Only:	\$64.72
	EE + One	\$177.47	EE + One:	\$129.43
	EE + Family:	\$255.38	EE + Family:	\$186.25
	Employee premiums are pre tax			
Benefits	BCBS Blue Network P		BCBS High Deductible	
	In Network	Out of network	In Network	Out of Network
Calendar Year Deductible				
Individual	\$500	\$1,000	\$2,000	\$4,000
Family	\$1,000	\$2,000	\$4,000	\$8,000
Annual Out of Pocket Maximum				
Individual	\$4,000	\$12,000	\$4,000	\$12,000
Family	\$8,000	\$24,000	\$8,000	\$24,000
Primary Care Physician	\$20 co pay		\$20 co pay	40% after deductible
Office visits	\$40 co pay for specialist	40% after deductible	\$40 co pay	40% after deductible
Emergency Room Care	\$250 co pay + deductible		deductible/20% co insurance	20% after deductible
Inpatient Hospital	20% after \$500 deductible	40% after deductible	deductible/20% co insurance	40% after deductible
Outpatient Hospital	20% after \$500 deductible	40% after deductible	deductible/20% co insurance	40% after deductible
Prescription Drugs	\$8/\$40/\$60 for current plan		\$10/\$35/\$50 for new plan	
DENTAL	PLAN DESIGN			
Carrier	Delta Dental		VSP Vision	
Biweekly Premiums	EE Only:	\$6.02	EE Only:	\$2.78
	EE + Spouse:	N/A	EE + One:	\$3.86
	EE + Child(ren):	N/A	EE + Child(ren):	N/A
	EE + Family:	\$14.56	EE + Family:	\$6.21
	Employee premiums are pre tax			

Benefits		HIGH OPTION	
Class I - Preventive Services		100% no deductible	
Class II - Basic Restorative Services		80% after deductible	
Class III - Major Restorative Services		50% after deductible	
Class III - Orthodontia Services		50% after deductible	
		\$1,000 Lifetime maximum, per individual	
		Members are eligible through age 19	
Calendar Year Maximum Benefit		\$1,500	
<i>VISION</i>		<i>PLAN DESIGN</i>	
Carrier	Vision Services Plan (VSP)		
Contribution	100% Employee Paid, premiums are pretax		
	IN NETWORK		OUT OF NETWORK
Exam	Covered in full after a \$10.00 copay	\$10.00 copay, reimbursed up to \$45.00	
Single Vision Lenses	Covered in full after a \$20.00 copay	\$20.00 copay, reimbursed up to \$45.00	
Bifocal Lenses	Covered in full after a \$20.00 copay	\$20.00 copay, reimbursed up to \$65.00	
Trifocal Lenses	Covered in full after a \$20.00 copay	\$20.00 copay, reimbursed up to \$85.00	
Lenticular Lenses	Covered in full after a \$20.00 copay	\$20.00 copay, reimbursed up to \$125.00	
Frames	\$20 copay to a maximum of \$120.00	\$20.00 copay, reimbursed up to \$47.00	
Contact Lenses - Elective	No copay, reimbursed up to \$105.00	No copay, reimbursed up to \$105.00	
Contact Lenses - medically warranted eye conditions	No copay, reimbursed up to \$210.00	No copay, reimbursed up to \$210.00	
<i>PAID TIME OFF</i>			
Vacation	Vacation Eligibility is based on the employee's length of service. Employees with 1 thru 4 years of service will accrue two weeks at 3.0769 hours, per pay period. Employees year 5 and beyond will accrue three weeks at 4.6154 hours, per pay period. New hires may use accrued vacation after the successful completion of a 90-day probationary period. Any unused vacation will be forfeited at the end of each year.		
Holidays	6 designated holidays, per year after the successful completion of a 90-day probationary period.		
Sick Time	7 days accrued at 0.5834 days, per month. New hires may use accrued sick time after the successful completion of a 90-day probationary period.		
Personal Time	3 days accrued at one (1) day every four (4) months. New hires beginning after January 1 but before May 1 will accrue two (2) days. New Hires beginning after May 1, but before September 1 will accrue one (1) day. Persons hired after September 1 will not be granted personal days. Any unused personal time will be forfeited at the end of each year.		
Note: Paid time off hours may be used prior to accrual. It is the employee's responsibility to ensure the most appropriate and effective use of their time. If an employee's paid time off account is negative upon termination of employment, he or she must pay back those hours which were used but not accrued.			
<i>OTHER BENEFITS</i>			
401(k)	Eligibility Requirements: Age 21 and 1 year of service with enrollment in January & July 100% company match for the first 1% of earnings & 50% on the next 2-6% of earnings Discretionary Profit Sharing Contributions Pre-Tax contributions to a maximum of 25% of salary or to the federal maximum limit Participant directed investments Safe Harbor plan. Automatic enrollment when employee becomes eligible		
Note: This is a summary of the GCA Services Group, Inc. Tennessee benefit plans. For a detailed description of our covered benefits, please contact Carrie Myers @ 865-824-1430 or Marti Lincoln @ 865-824-1422			



Summary of 2010/2011 Benefits Hourly Personnel

ELIGIBILITY REQUIREMENTS	All full time hourly personnel will be eligible for the benefits contained herein the 1st of the month following ninety (90) days of continuous employment.		
<i>BENEFIT</i>	<i>PLAN DESIGN</i>		
Carrier	Aetna Insurance Company		
Life Insurance	\$10,000.00 benefit 100% employer paid		
Accidental Death & Dismemberment Insurance	\$10,000.00 benefit 100% employer paid		
<i>MEDICAL</i>	<i>PLAN DESIGN</i>		
Carrier	AETNA		
	Open Access HMO		Choice POS
Biweekly Premiums	EE Only:	\$85.27	\$90.26
	EE + Spouse:	\$317.64	\$336.22
	EE + Child (ren):	\$268.61	\$284.32
	EE + Family:	\$503.10	\$532.53
	PPO	PPO 1000	PPO 2000
	\$97.63	\$90.02	\$82.89
	\$363.69	\$335.32	\$308.77
	\$307.55	\$283.56	\$261.11
\$576.51	\$531.11	\$489.06	
	Employee premiums are pre tax		
Benefits			
	In Network HMO	In Network POS	Out of Network POS
Calendar Year Deductible			
Individual	\$250	\$500	\$1,000
Family	\$500	\$1,000	\$2,000
Annual Out of Pocket Maximum			
Individual	\$5,000	\$5,000	\$10,000
Family	\$10,000	\$10,000	\$20,000
Primary Care Physician			
Office visits	\$20 co pay	\$20 co pay	40% after deductible
Emergency Room Care			
Inpatient Hospital	\$200 co pay deductible waived	Same as HMO	Same as HMO
Outpatient Hospital	20% after \$250 co pay	20% after \$250 co pay	40% after deductible
	20% after \$50 co pay	20% after \$125 co pay	40% after deductible
Prescription Drugs	\$10 generic, \$30 formulary brand and \$60 non formulary brand. Mail order also available		
Benefits	Also Available with Aetna		
	PPO	PPO 1000	PPO 2000
Calendar Year Deductible			
Individual	\$500	\$1,000	\$2,000
EE + One	\$1,000	\$2,000	\$4,000
Family	\$1,000	\$3,000	\$6,000
Annual Out of Pocket Maximum			
Individual	\$5,000	\$5,000	\$10,000
EE + One	\$10,000	\$6,000	\$12,000
Family	\$10,000	\$9,000	\$18,000
Primary Care Physician			
Office visits	\$20 co pay	\$25 co pay	\$25 co pay

Emergency Room Care Inpatient Hospital	\$200 co pay deductible waived 20% after \$250 co pay	\$125 co pay 30% after \$250 co pay	\$125 co pay 30% after \$250 co pay
Outpatient Hospital	20% after \$50 co pay	20% after \$125 co pay	40% after deductible
Prescription Drugs	\$10 generic, \$30 formulary brand and \$60 non formulary brand for PPO		
Prescription Drugs	PPO1000 \$15/\$35/\$60		PPO2000 same as 1000
<i>DENTAL</i>	<i>PLAN DESIGN</i>		
Carrier	Delta Dental		VSP Vision
Biweekly Premiums	EE Only:	\$6.02	EE Only: \$2.46
	EE + Spouse:	N/A	EE + One: \$3.47
	EE + Child(ren):	N/A	EE + Child(ren): N/A
	EE + Family:	\$27.37	EE + Family: \$6.21
	Employee premiums are not tax		
Benefits	HIGH OPTION		
Class I - Preventive Services	100% no deductible		
Class II - Basic Restorative Services	80% after deductible		
Class III - Major Restorative Services	50% after deductible		
Class III - Orthodontia Services	50% after deductible \$1,000 Lifetime maximum, per individual Members are eligible through age 19		
Calendar Year Maximum Benefit	\$1,500		
	Vision plan		
Contribution	100% Employee Paid, premiums are pretax		
	IN NETWORK		OUT OF NETWORK
Exam	Covered in full after a \$10.00 copay	\$10.00 copay, reimbursed up to \$45.00	
Single Vision Lenses	Covered in full after a \$20.00 copay	\$20.00 copay, reimbursed up to \$45.00	
Bifocal Lenses	Covered in full after a \$20.00 copay	\$20.00 copay, reimbursed up to \$65.00	
Trifocal Lenses	Covered in full after a \$20.00 copay	\$20.00 copay, reimbursed up to \$85.00	
Lenticular Lenses	Covered in full after a \$20.00 copay	\$20.00 copay, reimbursed up to \$125.00	
Frames	\$20 copay to a maximum of \$120.00	\$20.00 copay, reimbursed up to \$47.00	
Contact Lenses - Elective	No copay, reimbursed up to \$105.00	No copay, reimbursed up to \$105.00	
Contact Lenses - medically warranted eye conditions	No copay, reimbursed up to \$210.00	No copay, reimbursed up to \$210.00	
	<i>PAID TIME OFF</i>		
Vacation	one week		
Holidays	available		
Sick Time	available		
401(k)	Eligibility Requirements: Age 21 and 1 year of service 100% company match up to the first 1% of earnings to a maximum of 3.5% when employee contribution is at 6% Discretionary Profit Sharing Contributions Pre-Tax contributions to a maximum of 25% of salary Participant directed investments Auto enrollment		
Note: This is a summary of the GCA Services Group, Inc. benefit plans. For a detailed description of our covered benefits, please Marti Lincoln, Divisional Benefits/HR Coordinator - (865) 588-8063, Ext: 122			



BENEFIT ELIGIBLE HOURLY EMPLOYEES - Basic Benefit Plan

All hourly employees are eligible to participate in our Symetra Financial health plan. Premiums are as follows:

Premium Payroll Deduction Twice Monthly		
Insured	Plan 1	Plan 2
<i>Employee</i>	\$ 43.25 (x2)	\$ 69.95 (x2)
<i>Employee + 1</i>	\$ 75.28 (x2)	\$123.18 (x2)
<i>Employee + 2</i>	\$ 104.05 (x2)	\$ 171.00 (x2)

Employees are eligible after 90 days of employment.

Symetra Financial Health Plan provides coverage options for:

- Doctor's office visits
- Outpatient care
- Prescription drugs
- Hospital care
- Emergency care
- Dental
- Life insurance
- Short-term disability



EMPLOYEE HANDBOOK

GCA Services Group provides all new hourly employees with an employee handbook. The handbook is a guide to professional policies and practices pertaining to the relationship between GCA Services and the employee.

The employee handbook comes in both English and Spanish versions. Enclosed is an English employee handbook.

- I. Company Information
- II. Employment
- III. Employee Status and Records
- IV. Employee conduct & Disciplinary Action
- V. Work Conditions
- VI. Timekeeping & Payroll
- VII. Benefits
- VIII. Safety
- IX. Receipt of Handbook



BASIC UNIFORM

Employee uniforms consist of either a navy GCA T-shirt or a navy GCA Smock that include the company name and logo. Uniforms should be worn at all times while on duty.

Name badges should be worn three inches below the shoulder seam or over the pocket. Some positions may not require name badges.

Uniforms will be enforced as required by contract.



BU#: 91944
Name: Paula Lopez
Building: Bartlett High
Title: General Cleaner
Employee ID: B04889

7. Disadvantaged Business Program



DISADVANTAGED BUSINESS ENTERPRISES PROGRAM - (DBE)

GCA Services Group actively seeks out qualified DBEs to provide services and goods. Below is a description of our initiatives to increase our company's opportunities for DBEs.

Opportunities for DBEs exist both internally in the selection of goods and services used by GCA Services Group and externally in subcontract opportunities with customers. While GCA's core service area is custodial services, customers routinely request we oversee and coordinate non-core services such as landscaping, pest control, window washing and other ancillary services. When GCA Services Group is asked to provide non-core services, we first attempt to meet these needs with qualified DBEs.

Through GCA's minority mentoring program, we have identified and formed relationships with qualified DBE companies who are interested in improving their internal process. Without a mentoring relationship with GCA, these DBEs often lack the size, support and resources to directly provide services to some companies. Through this mentoring relationship, the DBEs gain valuable experience and exposure while at the same time providing first tier credit to the customer.

Under this Minority Mentoring Program, the DBE enters into a Teaming Agreement with GCA Services Group. This Teaming Agreement requires the DBE to utilize the same best practices that differentiate GCA from the competition. These best practices include, but are not limited to, risk management policies and practices, quality control process, supply and labor cost management, customer communication and activity reporting as well as proper cleaning techniques and equipment and supply selection and use. To reduce the DBEs cost of doing business and to further provide consistency in the way services are provided to the customer, the DBE is given access to the vendor relationships and volume buying power of GCA Services Group.

GCA Services Group is a sustaining member of the National Minority Supplier Development Council, and in our daily operations, we seek the involvement of minority, woman-owned, and small businesses. This can take the form of identifying a supplier for cleaning chemicals, equipment repair for maintenance items, or finding a qualified company to assist in performing day-to-day facilities maintenance services. At Knox County Schools, GCA will constantly seek opportunities to involve these same types of businesses to assist in our facilities services management. **At this time, it is our intent to identify qualified minority-owned businesses that could provide supplies and equipment –that will become a part of the Knox County Schools community just as GCA will be. This participation level would begin at 5% of total revenue and could grow to 10% over the term of the contract.**



WORKFORCE UTILIZATION PLAN

It is the policy of GCA Services Group, Inc. to provide equal employment and advancement opportunities to all individuals. All conditions and privileges of employment will be based on merit, qualifications, and abilities without regard to race, color, religion, national origin, sex, age, disability, marital status, citizenship, ones veteran status, or any other characteristic protected by Federal, State or Local law.

This policy extends to all aspects of the employment relationship, such as hiring and recruitment, benefits, compensation, disciplinary actions, leaves of absence, training, promotions, transfers, and working environment. If an employee believes that he or she has been subjected to unlawful discrimination by a co-worker, supervisor, Account Manager, or by anyone else during his or her employment, he or she should report concerns immediately to their Account Manager, to the Chief Executive Officer, or to any member of the GCA Human Resources for prompt investigation and resolution. Retaliation against an employee for opposing such unlawful discrimination, for filing a bona fide complaint of unlawful discrimination, or for providing information in good faith regarding another employee's complaint will not be tolerated.

School	Monthly Cost	Monthly Cost with KCS Employee per 5.11
A. L. Lotts Elementary	\$ 9,924.06	\$ 8,511.22
Adrian Burnett Elementary	\$ 6,288.44	\$ 5,407.74
Amherst Elementary	\$ 11,645.79	\$ 10,328.46
Austin-East HiQh	\$ 17,239.66	\$ 16,202.31
Ball Camp Elementary	\$ 6,784.85	\$ 5,934.59
Bearden Elementary	\$ 4,485.68	\$ 3,522.54
Bearden High & Vocational	\$ 19,682.32	\$ 18,742.66
Bearden Middle	\$ 13,633.92	\$ 12,411.06
Beaumont Elementary	\$ 6,390.87	\$ 5,519.63
Belle Morris Elementary	\$ 5,026.65	\$ 4,088.29
Blue Grass Elementary	\$ 7,108.97	\$ 6,268.33
Bonny Kate Elementary	\$ 4,561.00	\$ 3,600.90
Brickey McCloud Elementary	\$ 11,374.39	\$ 10,037.40
Carter Elementary	\$ 4,631.94	\$ 3,672.60
Carter High	\$ 13,937.45	\$ 12,730.68
Carter Middle	\$ 9,202.19	\$ 7,759.82
Cedar Bluff Elementary	\$ 12,549.77	\$ 11,265.60
Cedar Bluff Middle	\$ 7,857.78	\$ 7,295.20
Cedar Bluff Preschool	\$ 4,189.46	\$ 2,978.79
Central High	\$ 18,269.58	\$ 17,276.78
Chilhowee Elementary	\$ 5,143.55	\$ 4,214.82
Christenberry Elementary	\$ 7,657.08	\$ 6,849.67
Copper Ridge Elementary	\$ 6,423.18	\$ 5,552.29
Corryton Elementary	\$ 2,718.86	\$ 1,669.21
Dogwood Elementary	\$ 9,659.39	\$ 8,948.84
East Knox County Elementary	\$ 6,809.64	\$ 5,959.64
Eastport Ot/Pt	\$ 2,854.72	\$ 1,578.93
Fair Garden	\$ 4,099.70	\$ 2,890.30
Farragut High & Vocational	\$ 17,046.18	\$ 15,977.74
Farragut Intermediate	\$ 10,152.77	\$ 8,754.11
Farragut Middle School	\$ 13,650.58	\$ 12,422.88
Farragut Primary	\$ 10,668.22	\$ 9,296.86
Fort Sanders	\$ 3,847.67	\$ 2,153.01
Fountain City Elementary	\$ 5,008.99	\$ 4,070.45
Fulton High	\$ 15,671.84	\$ 14,550.69
Gap Creek Elementary	\$ 2,055.44	\$ 737.58
Gibbs Elementary	\$ 9,726.03	\$ 9,016.20
Gibbs High & Vocational	\$ 14,846.39	\$ 13,682.88
General Services Building with annex etc.	\$ 4,912.96	\$ 3,267.69
Green Elementary	\$ 5,611.87	\$ 4,704.92
Gresham Middle	\$ 9,775.31	\$ 8,360.87
Halls Elementary	\$ 7,191.90	\$ 6,354.38
Halls High & North Knox Vocational	\$ 17,199.95	\$ 16,149.91
Halls Middle	\$ 11,925.12	\$ 10,612.47
Hardin Valley Academy	\$ 20,530.99	\$ 19,633.93

School	Monthly Cost	Monthly Cost with KCS Employee per 5.11
Hardin Valley Elementary	\$ 12,377.75	\$ 11,091.72
Historic Knoxville High School	\$ 5,867.20	\$ 4,270.14
Holston Middle	\$ 13,911.48	\$ 12,703.88
Inskip Elementary	\$ 6,330.60	\$ 5,458.72
KAEC	\$ 5,625.35	\$ 4,021.22
Karns Elementary & Annex	\$ 18,191.42	\$ 17,193.88
Karns High & Byington Solway	\$ 18,961.43	\$ 17,997.28
Karns Middle	\$ 14,458.33	\$ 13,272.79
L & N Stem Academy	\$ 3,574.48	\$ 2,527.72
Lincoln Park	\$ 2,800.36	\$ 1,052.04
Lonsdale Elementary	\$ 5,639.94	\$ 4,735.52
Maynard Elementary	\$ 3,422.84	\$ 2,408.66
Mooreland Heights. Elementary	\$ 3,452.43	\$ 2,438.57
Mount Olive Elementary	\$ 3,470.61	\$ 2,456.94
New Hopewell Elementary	\$ 3,461.28	\$ 2,447.51
Northwest Middle	\$ 12,055.94	\$ 10,756.41
Norwood Elementary	\$ 4,875.97	\$ 3,927.63
Pleasant Ridge Elementary	\$ 4,361.33	\$ 3,390.71
Pond Gap Elementary	\$ 3,507.93	\$ 2,494.66
Powell Elementary	\$ 8,727.73	\$ 7,965.31
Powell High	\$ 18,123.60	\$ 17,116.97
Powell Middle	\$ 11,684.38	\$ 10,364.12
Richard Yoakley	\$ 2,792.14	\$ 1,043.73
Ridgedale Alternative Program	\$ 3,859.27	\$ 2,164.73
Rilla Elementary	\$ 6,533.26	\$ 5,669.69
Rocky Hill Elementary	\$ 7,433.94	\$ 6,613.54
Rule Building! Security	\$ 1,899.06	\$ 85.16
Sam E. Hill	\$ 2,806.07	\$ 1,057.80
Sarah Moore Greene Elementary	\$ 10,630.14	\$ 9,971.88
Sarah Simpson Center Prof Develop Center	\$ 5,687.85	\$ 4,084.39
Sequoyah Elementary	\$ 5,455.17	\$ 4,538.17
Shannondale Elementary	\$ 4,177.01	\$ 3,196.05
South Knox Elementary	\$ 3,400.30	\$ 2,385.87
South-Doyle High	\$ 19,641.62	\$ 18,718.26
South-Doyle Middle	\$ 16,447.65	\$ 15,367.19
Spring Hill Elementary	\$ 4,405.76	\$ 3,435.62
Sterchi Elementary	\$ 4,369.70	\$ 3,399.18
Sunnyview Elementary	\$ 4,721.44	\$ 3,771.44
Vine Middle	\$ 7,746.72	\$ 6,946.97
West Haven Elementary	\$ 3,461.22	\$ 2,447.45
West High	\$ 20,981.40	\$ 20,122.66
West Hills Elementary	\$ 8,223.22	\$ 7,438.64
West Valley Middle	\$ 15,145.85	\$ 13,996.72
West View Elementary	\$ 3,695.22	\$ 2,694.57
Whittle Springs Middle	\$ 6,843.80	\$ 5,995.85

School	Monthly Cost	Monthly Cost with KCS Employee per 5.11
Total Cost for School Locations	\$ 775,213.26	\$ 676,202.84
Additional Charges		
	Per Hour Charge	
Cost per hour for extra work pursuant to Section 5.2	\$ 15.00	
Cost per hour for extra work pursuant to Section 5.3	\$ 13.00	
	Per Square Foot Cost	
Cost per square foot for additional carpet cleaning	\$ 0.09	
	Total Price	
Total Cost of Performance and Payment Bond equal to 100 percent of annual contract price less per hour charges.	\$ 158,143.50	



GCA PRICING - BASE BID

Based upon the specifications and requirements of Knox County Bid#956, GCA Pricing includes:

- Market Wages as determined by our existing presence in the area
- 412 Full Time Equivalent positions as compared to KCS current staffing of 365 FTE positions. An increase of 47 FTE positions or 12.9% more labor
- Wage incentive for current Knox County School employees who transition to GCA payroll
- Medical, Dental, Vision, 401k, Short term Disability, Life Insurance Policy and Vacation Pay available for all qualified employees
- Management Team consisting of One District Manager, Two Zone Managers, Nine Area Managers, One Human Resource Manager and One and a Half Administrative Assistants
- Local Corporate Headquarters – National and Regional Support

Annual Base Price for period July 1, 2011 – June 30, 2012:

\$9,302,559

This represents a projected annual savings to the school district of nearly \$2.3 million per year before Workers Compensation savings.

If Knox County Schools will pay by check or electronic transfer, GCA will rebate \$100,000 at the end of each annual term.

** GCA Services Group would like the opportunity to negotiate any portion(s) of the Salary Schedule and Pricing with Knox County Public Schools.*

ALTERNATE BID

School	Monthly Cost	Monthly Cost with KCS Employee per 5.11
A. L. Lotts Elementary	\$ 11,083.09	\$ 9,185.58
Adrian Burnett Elementary	\$ 6,979.56	\$ 5,793.58
Amherst Elementary	\$ 13,074.08	\$ 11,243.91
Austin-East HiQh	\$ 19,304.74	\$ 17,663.29
Ball Camp Elementary	\$ 7,557.09	\$ 6,392.92
Bearden Elementary	\$ 5,015.26	\$ 3,776.04
Bearden High & Vocational	\$ 22,023.76	\$ 20,445.57
Bearden Middle	\$ 15,293.27	\$ 13,526.50
Beaumont Elementary	\$ 7,108.35	\$ 5,929.64
Belle Morris Elementary	\$ 5,595.22	\$ 4,371.72
Blue Grass Elementary	\$ 7,927.30	\$ 6,769.22
Bonny Kate Elementary	\$ 5,074.04	\$ 3,836.01
Brickey McCloud Elementary	\$ 12,749.23	\$ 10,904.52
Carter Elementary	\$ 5,145.74	\$ 3,907.71
Carter High	\$ 15,562.81	\$ 13,805.08
Carter Middle	\$ 10,260.64	\$ 8,343.40
Cedar Bluff Elementary	\$ 14,040.19	\$ 12,229.90
Cedar Bluff Middle	\$ 8,744.50	\$ 7,891.74
Cedar Bluff Preschool	\$ 4,690.59	\$ 3,167.10
Central High	\$ 20,446.79	\$ 18,834.42
Chilhowee Elementary	\$ 5,738.64	\$ 4,522.41
Christenberry Elementary	\$ 8,539.75	\$ 7,404.65
Copper Ridge Elementary	\$ 7,141.00	\$ 5,962.30
Corryton Elementary	\$ 3,121.97	\$ 1,827.13
Dogwood Elementary	\$ 10,790.96	\$ 9,721.27
East Knox County Elementary	\$ 7,582.14	\$ 6,417.97
Eastport Ot/Pt	\$ 3,284.56	\$ 1,719.99
Fair Garden	\$ 4,582.52	\$ 3,060.22
Farragut High & Vocational	\$ 19,056.12	\$ 17,390.71
Farragut Intermediate	\$ 11,322.50	\$ 9,434.33
Farragut Middle School	\$ 15,267.82	\$ 13,495.86
Farragut Primary	\$ 11,936.31	\$ 10,067.87
Fort Sanders	\$ 4,319.86	\$ 2,235.11
Fountain City Elementary	\$ 5,577.37	\$ 4,353.88
Fulton High	\$ 17,517.96	\$ 15,818.38
Gap Creek Elementary	\$ 2,375.63	\$ 781.99
Gibbs Elementary	\$ 10,858.32	\$ 9,788.63
Gibbs High & Vocational	\$ 16,582.58	\$ 14,853.92
General Services Building with annex etc.	\$ 5,462.96	\$ 3,409.66
Green Elementary	\$ 6,262.52	\$ 5,060.83
Gresham Middle	\$ 10,932.74	\$ 9,035.23
Halls Elementary	\$ 7,993.78	\$ 6,836.88
Halls High & North Knox Vocational	\$ 19,262.07	\$ 17,611.20
Halls Middle	\$ 13,316.01	\$ 11,485.99
Hardin Valley Academy	\$ 22,982.61	\$ 21,433.48

ALTERNATE BID

School	Monthly Cost	Monthly Cost with KCS Employee per 5.11
Hardin Valley Elementary	\$ 13,866.32	\$ 12,056.02
Historic Knoxville High School	\$ 6,493.83	\$ 4,471.97
Holston Middle	\$ 15,576.35	\$ 13,819.01
Inskip Elementary	\$ 7,047.43	\$ 5,868.73
KAEC	\$ 6,284.06	\$ 4,259.83
Karns Elementary & Annex	\$ 20,453.36	\$ 18,840.25
Karns High & Byington Solway	\$ 21,244.60	\$ 19,651.86
Karns Middle	\$ 16,185.31	\$ 14,442.42
L & N Stem Academy	\$ 3,958.51	\$ 2,692.60
Lincoln Park	\$ 3,229.61	\$ 1,111.05
Lonsdale Elementary	\$ 6,273.55	\$ 5,073.04
Maynard Elementary	\$ 3,797.33	\$ 2,522.96
Mooreland Heights. Elementary	\$ 3,827.24	\$ 2,552.87
Mount Olive Elementary	\$ 3,845.61	\$ 2,571.24
New Hopewell Elementary	\$ 3,836.18	\$ 2,561.81
Northwest Middle	\$ 13,456.47	\$ 11,635.79
Norwood Elementary	\$ 5,417.66	\$ 4,186.90
Pleasant Ridge Elementary	\$ 4,846.96	\$ 3,601.66
Pond Gap Elementary	\$ 3,883.33	\$ 2,608.96
Powell Elementary	\$ 9,722.96	\$ 8,616.94
Powell High	\$ 20,296.71	\$ 18,674.90
Powell Middle	\$ 13,030.39	\$ 11,195.18
Richard Yoakley	\$ 3,221.31	\$ 1,102.74
Ridgedale Alternative Program	\$ 4,331.58	\$ 2,246.83
Rilla Elementary	\$ 7,294.87	\$ 6,122.25
Rocky Hill Elementary	\$ 8,306.29	\$ 7,162.74
Rule Building! Security	\$ 2,217.57	\$ 69.93
Sam E. Hill	\$ 3,235.38	\$ 1,116.81
Sarah Moore Greene Elementary	\$ 11,898.47	\$ 10,865.12
Sarah Simpson Center Prof Develop Center	\$ 6,347.24	\$ 4,323.01
Sequoyah Elementary	\$ 6,078.88	\$ 4,869.92
Shannondale Elementary	\$ 4,635.40	\$ 3,382.83
South Knox Elementary	\$ 3,774.54	\$ 2,500.17
South-Doyle High	\$ 22,033.15	\$ 20,469.49
South-Doyle Middle	\$ 18,448.65	\$ 16,778.43
Spring Hill Elementary	\$ 4,891.86	\$ 3,646.56
Sterchi Elementary	\$ 4,855.42	\$ 3,610.12
Sunnyview Elementary	\$ 5,261.47	\$ 4,030.71
Vine Middle	\$ 8,632.24	\$ 7,502.48
West Haven Elementary	\$ 3,836.12	\$ 2,561.75
West High	\$ 23,538.92	\$ 22,018.86
West Hills Elementary	\$ 9,162.50	\$ 8,041.94
West Valley Middle	\$ 16,933.29	\$ 15,214.36
West View Elementary	\$ 4,080.55	\$ 2,814.64
Whittle Springs Middle	\$ 7,576.27	\$ 6,412.25

ALTERNATE BID

School	Monthly Cost	Monthly Cost with KCS Employee per 5.11
Total Cost for School Locations	\$ 866,650.66	\$ 731,627.65
Additional Charges		
	Per Hour Charge	
Cost per hour for extra work pursuant to Section 5.2	\$ 15.75	
Cost per hour for extra work pursuant to Section 5.3	\$ 13.75	
	Per Square Foot Cost	
Cost per square foot for additional carpet cleaning	\$ 0.09	
	Total Price	
Total Cost of Performance and Payment Bond equal to 100 percent of annual contract price less per hour charges.	\$ 176,796.73	



GCA PRICING - ALTERNATE BID

Based upon the specifications and requirements of Knox County Bid#956, GCA Optional Pricing includes:

- Above Market Wages as determined by our existing presence in the area
- 412 Full Time Equivalent positions as compared to KCS current staffing of 365 FTE positions. An increase of 47 FTE positions or 12.9% more labor
- Wage incentive for current Knox County School employees who transition to GCA payroll
- Medical, Dental, Vision, 401k, Short term Disability, Life Insurance Policy and Vacation Pay available for all qualified employees
- Seven paid Holidays and Three paid Sick days for all current KCS employees that transition to GCA
- Management Team consisting of One District Manager, Two Zone Managers, Nine Area Managers, One Human Resource Manager and One and a Half Administrative Assistants
- Local Corporate Headquarters – National and Regional Support

Annual Base Price for period July 1, 2011 – June 30, 2012:

\$10,399,808

This represents a projected annual savings to the school district of nearly \$1.2 million per year before Workers Compensation savings.

If Knox County Schools will pay by check or electronic transfer, GCA will rebate \$100,000 at the end of each annual term.

** GCA Services Group would like the opportunity to negotiate any portion(s) of the Salary Schedule and Pricing with Knox County Public Schools.*



GCA KNOX COUNTY SALARY SCHEDULE

Position	Location	Average Wage Range	Benefits
Day Custodian	ALL	\$8.25/hr.- \$10.25/hr.	Medical, Dental, Vision, 401k, Short Term Disability, Life Insurance, Vacation Pay
Night Custodian	ALL	\$7.75/hr.- \$9.25/hr.	Medical, Dental, Vision, 401k, Short Term Disability, Life Insurance, Vacation Pay
Substitute Custodian	ALL	\$7.50/hr.- \$8.00/hr.	Medical, Dental, Vision, 401k, Short Term Disability, Life Insurance, Vacation Pay
Night Lead	Supervising 3 employees or less	\$9.00/hr.- \$11.00/hr.	Medical, Dental, Vision, 401k, Short Term Disability, Life Insurance, Vacation Pay
Night Lead	Supervising 4-8 employees	\$10.00/hr.- \$12.00/hr.	Medical, Dental, Vision, 401k, Short Term Disability, Life Insurance, Vacation Pay
Night Lead	Supervising 8-12 employees	\$11.00/hr.- \$13.00/hr.	Medical, Dental, Vision, 401k, Short Term Disability, Life Insurance, Vacation Pay
Night Lead	Supervising 12 employees or more	\$12.00/hr.- \$15.00/hr.	Medical, Dental, Vision, 401k, Short Term Disability, Life Insurance, Vacation Pay
Project Technician	Various Locations	\$8.00/hr.- \$11.00/hr.	Medical, Dental, Vision, 401k, Short Term Disability, Life Insurance, Vacation Pay

All current Knox County Schools' employees, upon District recommendation and passing background checks, will start at the highest wage in the range.



PRICING AND TERMS

GCA Services Group, Inc. ("GCA") will furnish all cleaning supplies, equipment, labor and supervision in rendering custodial services five days per week.

CONTRACT TERM:

The contract period is a three (3) year contract term beginning on September 1, 2011 through August 31, 2012 and renewable by Knox County Schools for one (1) additional two (2) year periods.

PAYMENT TERMS:

GCA shall invoice Knox County Schools on the first day of the month for services to be rendered that month. Payments shall be made by Knox County Schools on or before the fifteenth (15th) day of the month following Knox County Schools receipt of GCA invoice. Any adjustments and/or miscellaneous billings will appear on the succeeding month's invoice.

PRICE ADJUSTMENTS:

The price for services provided by GCA shall be adjusted as follows:

- a) Annual CPI Adjustment: At the end of each annual period, the monthly price shall be increased by the lesser of four (4) percent or a percentage equal to the percentage increase in the Consumer Price Index for Civilian Workers, Compensation, 12 Month Percent Change, Seasonally Adjusted, published by the United States Department of Labor over the most recently published twelve (12) month period. Should the applicable Consumer Price over the most recently published twelve (12) month period decrease, the monthly price shall not change from the previous annual period.
- b) Change in Tax Rates or Minimum Wage Rate: In the event of a change in social security taxes or the Federal or State unemployment taxes, imposition of new Federal, State or local payroll taxes, or in the event of a change in the Federal, State or local minimum wage applicable to any of GCA employees, the monthly price shall be changed by the projected change in costs to GCA from the date of such change in such tax rates or the minimum wage rate. Such changes shall take place upon mutual agreement of the parties from the date such cost changes went into effect.
- c) Change in Services: Should Knox County Schools request a change in services for reason of opening new units or buildings or permanent closings of units or buildings or a change in janitorial tasks or frequencies to be performed or a significant change in the activity or use of Knox County Schools premises, and should such change result in a change of costs to GCA, the monthly price shall be changed by the projected change in costs to GCA, such changes taking effect from the date of the change in services.



TERMINATION FOR UNSATISFACTORY PERFORMANCE:

Knox County Schools shall have the right to terminate this agreement for failure of performance by Contractor. If, in the sole reasonable opinion of Knox County Schools, Contractor is not performing services in accordance with the requirement of this agreement, and Knox County Schools desires to terminate the agreement, Owner shall give Contractor sixty (60) days written notice of its intention to cancel the agreement if such service deficiencies are not corrected within that time (the "Cure Period"), which notice shall specify the service areas in default. On or before the end of the sixty (60) days Cure Period, Owner shall reasonably determine that either (i) the service deficiencies have been corrected, in which case the agreement will continue in full force and effect subsequent to the Cure Period, or (ii) the service deficiencies have not been corrected, in which event Owner may, by further written notice, cancel the agreement thirty (30) days from the end of the Cure Period. In the event that Owner does not act pursuant to either (i) or (ii) above, the service deficiencies shall be deemed corrected and the agreement shall continue in full force and effect thereafter.

TERMINATION FOR NON-PAYMENT:

In the event that Knox County Schools does not make payments on or before the due dates under the agreement, GCA may, at its option, terminate the agreement at any time after giving seven (7) days' prior written notice to Knox County Schools unless all overdue amounts are paid on or before the end of the notice period.

LIMITATION OF LIABILITY:

In no event shall either party be liable to the other for loss of profits, injury to business goodwill or other consequential or incidental damages.

JOINT REVIEW COMMITTEE:

A Joint Review Committee shall be formed and comprised of at least three (3) persons from Knox County Schools and three (3) persons from GCA. The purpose of the Committee will be to review the performance by GCA of the Services and facilitate regular communication between Knox County Schools and GCA regarding the Services. This Committee shall hold its first meeting not later than thirty (30) days from the commencement of this Agreement and thereafter shall have regular quarterly meetings.

EMPLOYMENT COMMITMENT:

GCA and Knox County Schools agree that at no time during the term of this Agreement, and for a period of two (2) years immediately following the termination or expiration of this Agreement, will either call upon or solicit any of the other's management personnel for the purpose of employing, hiring, or otherwise interfering with the contractual relationship of the other's management personnel, nor will they in any way directly or indirectly, for themselves or on behalf of, or in conjunction with any other person, firm, partnership, corporation or association, solicit, hire, employ or take away any of the other's management personnel during the term of this Agreement and for two (2) years immediately following the termination or expiration of this Agreement. For purposes of this Section, "management personnel" shall include the following position titles of Knox County



Schools: _____ ; and the following position titles of GCA: Site Manager, Assistant Site Manager, Administrative Assistant, Area Manager, Regional Manager, Regional Vice President and Sales Director.

UNIONIZATION:

In the event of any increases in wages for GCA's employees providing the services as a result of the unionization of such employees, the monthly price shall be changed by the projected change in costs to GCA from the date of such change in wages.

This Agreement incorporates GCA's proposal to **Knox County Schools** dated **May 18, 2011**.

COMPENSATION:

Custodial Services: *Please see attached pricing pages*

APPROVED:

Knox County Schools

BY: _____

GCA EDUCATION SERVICES, INC.

BY: _____

DATE SIGNED: _____

DATE EFFECTIVE: _____

Metro Nashville Public Schools
Quarterly Joint Review Meeting
January 20th 2011



Introductions

GCA Services Group	Metro Nashville Public Schools
Buddy Helton, Division President, Education	Dr. Jesse Register, Director of Schools
David Helton, Regional Vice President, Middle Tennessee	Chris Henson, Chief Financial Officer
Don Clark, District Manager	Joe Edgens, Executive Director of Facilities and Operations
Eric Richardson, Zone 1 Manager	Gary Appenfelder, Director of Purchasing
Kris Thomas, Zone 4 Manager	Thomas Hatfield, Director of Maintenance
	Timothy McLaughlin, Maintenance Supervisor



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The Purpose of the Quarterly Joint Review

The purpose of the Joint Review is to encourage open and formal communication of operational performance in the previous quarter, in an effort to further enhance the quality of service provided by GCA Services Group

The JRC is a tool that enables us to fulfill our Mission and Goals

Our Mission

To be the premier national provider of facility services to educational facilities and industrial markets by providing the highest quality of service

Our Goals

To be the best in quality of work and service

To act with integrity

Exceed commitments to employees and clients

To enable our people to grow in skills and achievement

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Committee Agenda- Items for Discussion

- ◆ **Previous JRC Goals and Resolutions**
- ◆ **GCA-LSI-DBE Operations Management Team**
- ◆ **2010 Winter Cleanup Review**
- ◆ **Quality Control**
 - **Principal Surveys**
 - **GCAware Inspection Results**
- ◆ **Human Resources**
 - **Training and Safety**
 - **Employee Recognition**
- ◆ **GCA Partnerships**
- ◆ **Community Involvement**
- ◆ **Future Initiatives**
 - **Goals for next JRC**

Previous JRC Goals and Resolutions



Previous JRC Goals and Resolutions

- ◆ Smooth Transition of DBE Schools from GCA to Reynolds and Reynolds and Best Way - [Continuation](#)
- ◆ Continue Relationships with Various City Certified DBE's - [Continuation](#)
- ◆ Monitor Cutting and Edging in Courtyards - [Resolved](#)
- ◆ Develop Data and Monitor GCAware Inspections - [Continuation](#)
- ◆ Monitor and Avoid Injuries Utilizing Methods Training and Safety Inspections - [Continuation](#)
- ◆ Continue High Principal Report Card Responses and Candid Feedback of GCA Custodial and Grounds Program - [Continuation](#)
- ◆ Develop New Training Modules that Partner with MNPS on Collaborative Training Sessions for Custodial and Grounds Employees - [Sustainability and Recycling](#)
- ◆ Interact Closely with the Community involvement - [Hands on Nashville and Book 'em Nashville](#)

Past Custodial and Grounds Challenges

- ◆ Changing and Monitoring of Ceiling Tiles and Light Bulbs - **Need Improvement in this area**
- ◆ Coordination of Kitchen Cleaning and Working Relationships with Food Service Personnel in all Schools - **Building good working relationships and moving forward**
- ◆ Cutting of Drainage Areas and Courtyards
 - Learning and Coordinating where GCA or Metro cut (Gray Areas) - **Working together as a team, gray areas are no longer an issue**
- ◆ Buy in from Former Metro Employees on “How” and “When” to Clean
 - The True Role of the Lead Custodian -
 - Accountability - **Moving in the right direction through training and ownership**
- ◆ DBE Relationships During the Start up Phase - **Transition going very smoothly**
- ◆ Construction Projects - **Always challenging, getting better**
- ◆ Supply distribution and levels- **Resolved**

GCA-LSI-DBE Operations Management Team



GCA-LSI-DBE Management Team



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GCA-LSI-DBE Management Team (Cont'd)



QUALITY ● MEASURED. MANAGED. GUARANTEED.

2010 Winter Clean up Review



Winter Clean Review

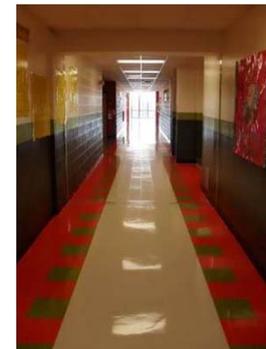
- ◆ Excellent Execution of the Winter Cleanup
 - Schools refreshed and Ready to open in January.
- ◆ Full Staff and Minimal Absences During the break
 - Proper Job Slotting and Efficient use of Resources
 - Abundance of Supplies and Training
 - High Quality Product Despite High Stress/Quick Turnaround Environment
- ◆ Completion of Schools with Renovation/Construction and moves



Antioch Middle



Glenview Elementary



Una Elementary

Winter Clean Review (Cont'd)



GCA Supply Warehouse



Antioch Middle



Glenview Elementary



Una Elementary

QUALITY • MEASURED. MANAGED. GUARANTEED.

Winter Clean Review (Cont'd)



JFK



Julia Green ES



Croft MS



Antioch HS

QUALITY • MEASURED. MANAGED. GUARANTEED.

Winter Clean Review (cont'd)



Croft MS



Madison MS



Granbury ES



JFK

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Quality Control

-Principal Report Cards

-Inspection Results



Some Feedback....

- ◆ “Excellent! Outstanding holiday work. GCA is First Class – No competition!”
-R. Woodard, Principal, Apollo Middle
- ◆ “The staff worked diligently during the winter break. Everything looks excellent, thank you. Great job!” – Dr. Finch, Principal, Gra-Mar Middle
- ◆ “Cleaning over break was over and above what we usually got over breaks.” – L. Smith, Principal, Glengarry Elementary
- ◆ “This relationship with GCA continues to be very good!” – Ronald Powe, Ed.D, Principal, Thomas Edison Elementary
- ◆ “I am thankful that we have Mr. Lancaster and his team to help, assist and work with our Pennington family.” – Carolyn Wood, Principal, Pennington Elementary
- ◆ “I appreciate Scott’s responsiveness to issues and hi positive attitude about personnel relationship concerns. The halls are gorgeous. Thank You.” – Steven Cagle, Principal, Gower Elementary
- ◆ “Great Job! Floors have never looked better. A special thanks to Mrs. Young. She is great.” – Dr. Eugene Sewell, Assistant Principal, Maplewood High

Quality Control- Principal Surveys



Report Card for Custodial Services

August 2010

Please Return by September 10th

(Please rate- A, B, C, D, F)

School Name _____

Hallways Clean (Vacuumed if Applicable) and Floors Shiny

❖ Components- General Appearance, Shine, Corners and Edges Clean and Free of Debris _____

Cafeteria Clean and Floors Shiny

❖ Components- Café Floors Clean and Free of Debris in the Morning and Properly Maintained During the Day (Walls, Tables, Floors, Trash Cans) _____

Classrooms Cleaned Nightly

❖ Components- Trash Emptied, Floor Dust and Spot Mopped, Dusted, Horizontal Surfaces Clean _____

Restrooms Cleaned and Stocked Nightly

❖ Components- Floors Disinfected, Bright Work Cleaned, Walls Cleaned, Sinks Cleaned, Toilets Cleaned, All Areas Disinfected _____

Grounds Services

❖ Components- Mowing, Edging, String Trimming and Sidewalk Blowing _____

Management Responsiveness to Issues

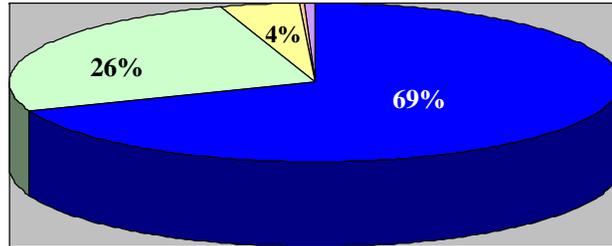
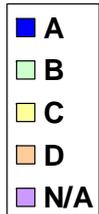
❖ Components- When you Have an Issue, does the Area Manager Respond Quickly And Provide Resolution to Your Concern? _____

Comments, Upcoming Events, Employee of the Month And School (Crew) of the Month Recommendations

Signature of Principal/District Representative

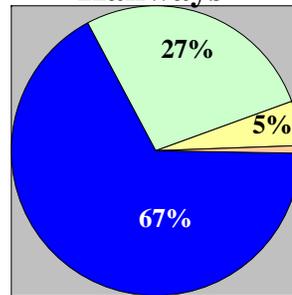
QUALITY ● MEASURED. MANAGED. GUARANTEED.

August 2010 District Wide Report Card Results



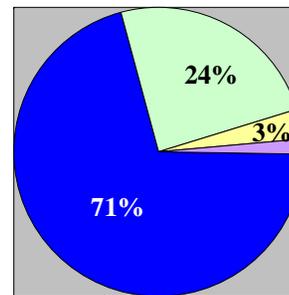
AUGUST 2010 SURVEYS	A	B	C	D	F	N/A
HALLWAYS	79	32	6	1	0	0
CAFETERIA	84	29	4	0	0	2
CLASSROOMS	67	46	6	0	0	1
RESTROOMS	61	47	12	0	0	0
OUTSIDE	98	18	3	0	0	1
MANAGERS	107	14	0	0	0	0
TOTAL	496	186	31	1	0	4

Hallways



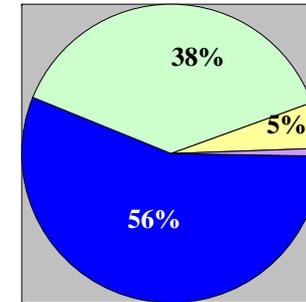
■ A ■ B ■ C ■ D

Cafeteria



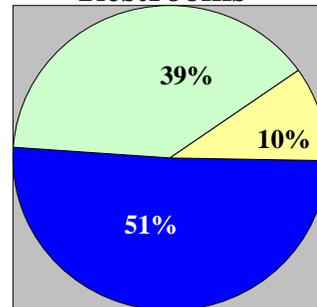
■ A ■ B ■ C ■ N/A

Classrooms



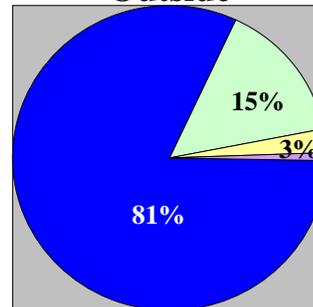
■ A ■ B ■ C ■ N/A

Restrooms



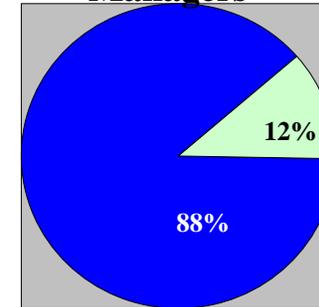
■ A ■ B ■ C

Outside



■ A ■ B ■ C ■ N/A

Managers

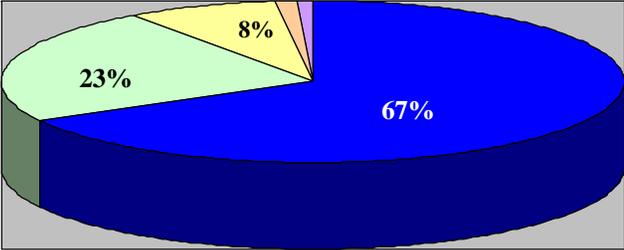


■ A ■ B

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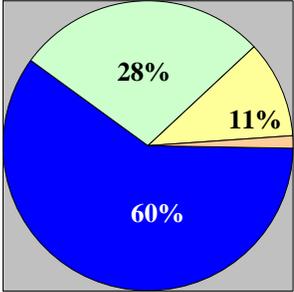
September 2010 District Wide Report Card Results

- A
- B
- C
- D
- N/A



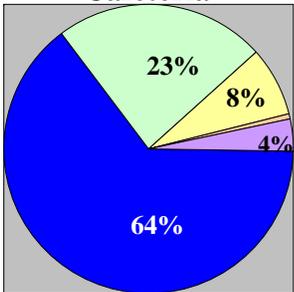
SEPTEMBER 2010 SURVEYS	A	B	C	D	F	N/A
HALLWAYS	83	39	15	2	0	0
CAFETERIA	91	33	11	1	0	5
CLASSROOMS	78	44	18	0	0	1
RESTROOMS	74	47	14	5	0	0
GROUNDS	119	15	5	0	0	2
MANAGERS	119	20	3	0	0	0
TOTAL	564	198	66	8	0	8

Hallways



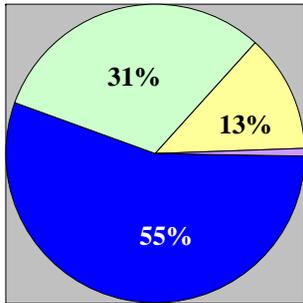
- A
- B
- C
- D

Cafeteria



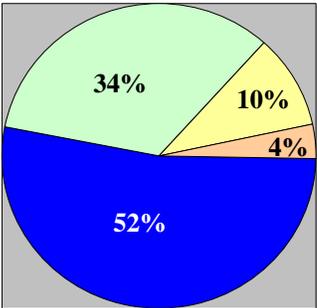
- A
- B
- C
- D
- N/A

Classrooms



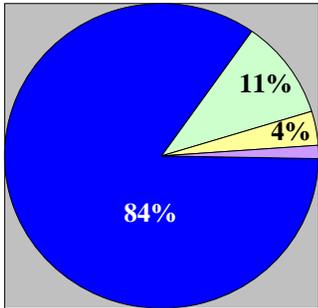
- A
- B
- C
- N/A

Restrooms



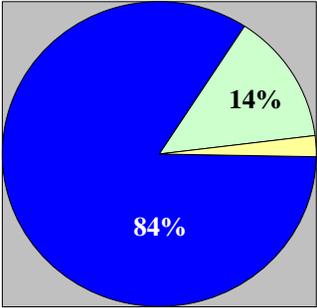
- A
- B
- C
- D

Grounds



- A
- B
- C
- N/A

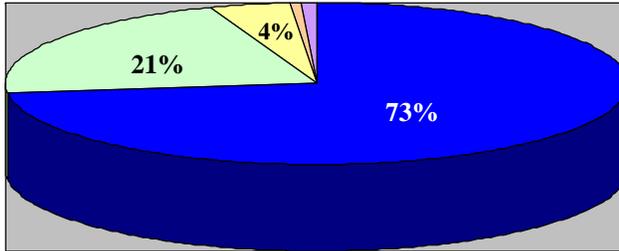
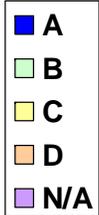
Managers



- A
- B
- C

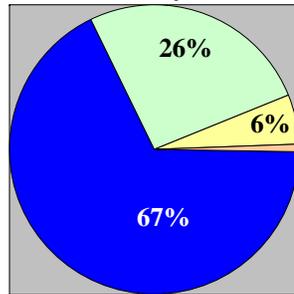
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October 2010 District Wide Report Card Results

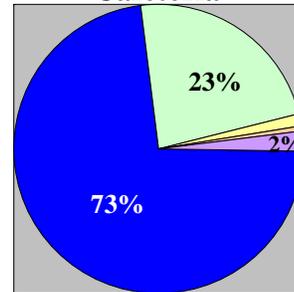


OCTOBER 2010 SURVEYS	A	B	C	D	F	N/A
HALLWAYS	95	37	8	1	0	0
CAFETERIA	102	32	2	1	0	3
CLASSROOMS	87	45	8	0	0	0
RESTROOMS	79	48	13	1	0	0
GROUND	123	13	3	0	0	1
MANAGERS	130	6	1	2	0	2
TOTAL	616	181	35	5	0	6

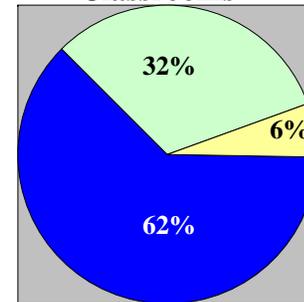
Hallways



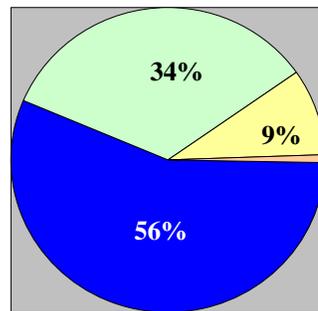
Cafeteria



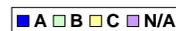
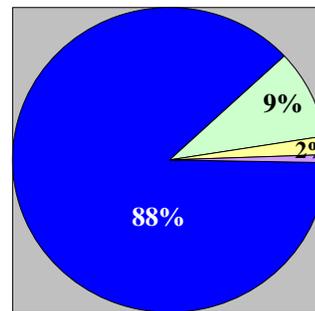
Classrooms



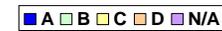
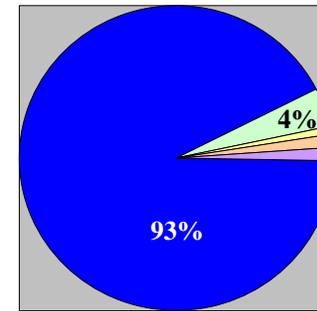
Restrooms



Grounds

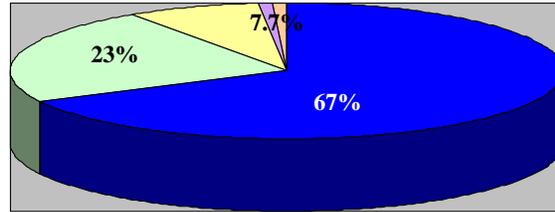
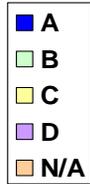


Managers



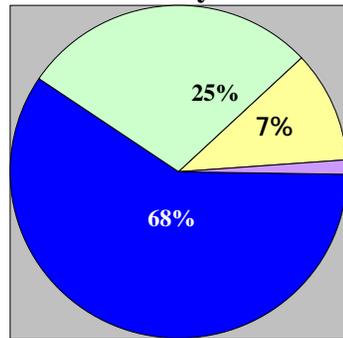
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November 2010 District Wide Report Card Results

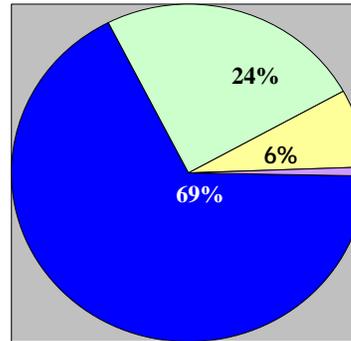


NOVEMBER 2010 SURVEYS	A	B	C	D	F	N/A
HALLWAYS	83	40	15	2	0	0
CAFETERIA	90	33	10	1	0	4
CLASSROOMS	78	44	18	0	0	0
RESTROOMS	74	47	14	3	0	0
OUTSIDE	120	13	5	1	0	3
MANAGERS	120	17	3	0	0	0
TOTAL	565	194	65	7	0	7

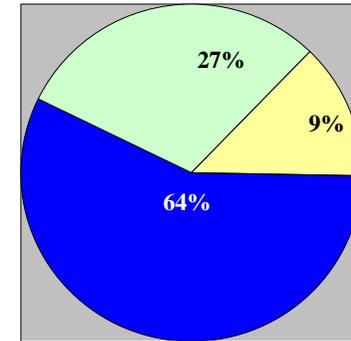
Hallways



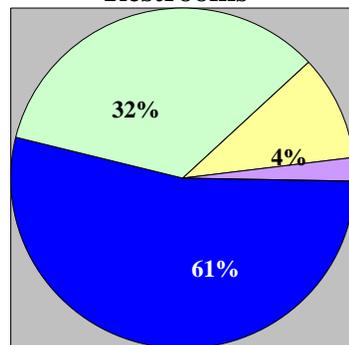
Cafeteria



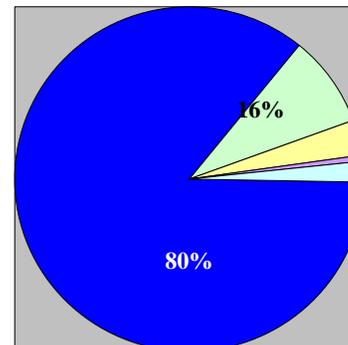
Classrooms



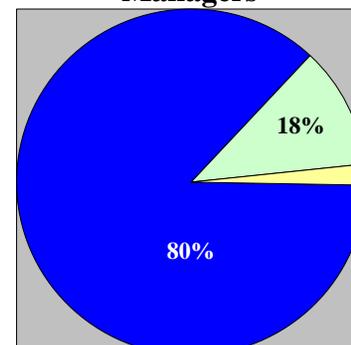
Restrooms



Outside

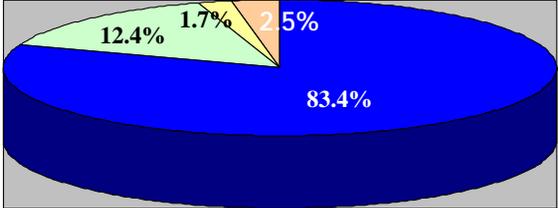
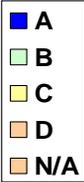


Managers



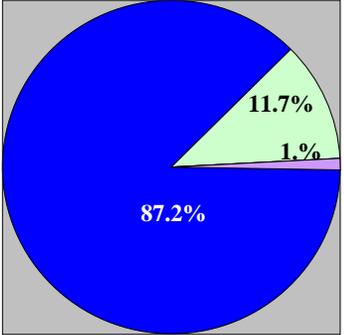
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December 2010 District Wide Report Card Results

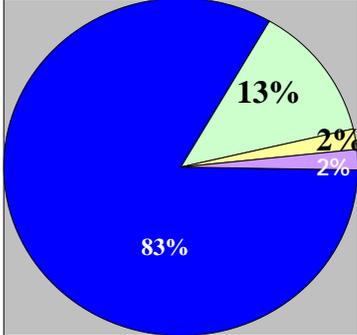


DECEMBER 2010 SURVEYS	A	B	C	D	F	N/A
HALLWAYS	82	11	0	0	0	1
CAFETERIA	83	13	2	0	0	2
CLASSROOMS	76	22	3	0	0	0
RESTROOMS	72	19	3	0	0	0
OUTSIDE	77	8	1	0	0	12
MANAGERS	113	2	1	0	0	0
TOTAL	503	75	10	0	0	15

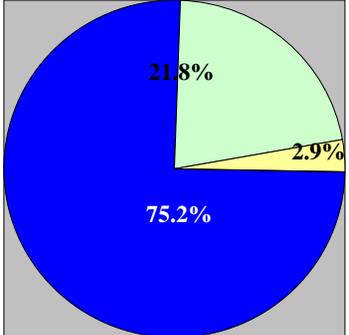
Hallways



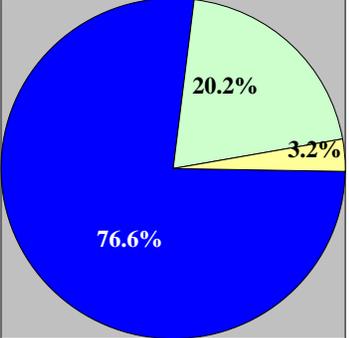
Cafeteria



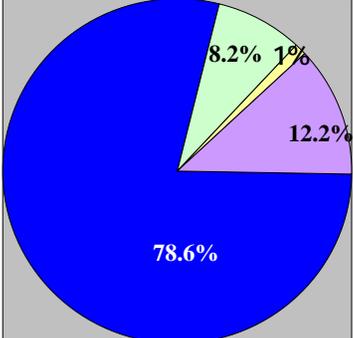
Classrooms



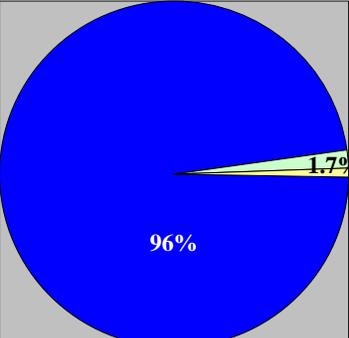
Restrooms



Outside



Managers

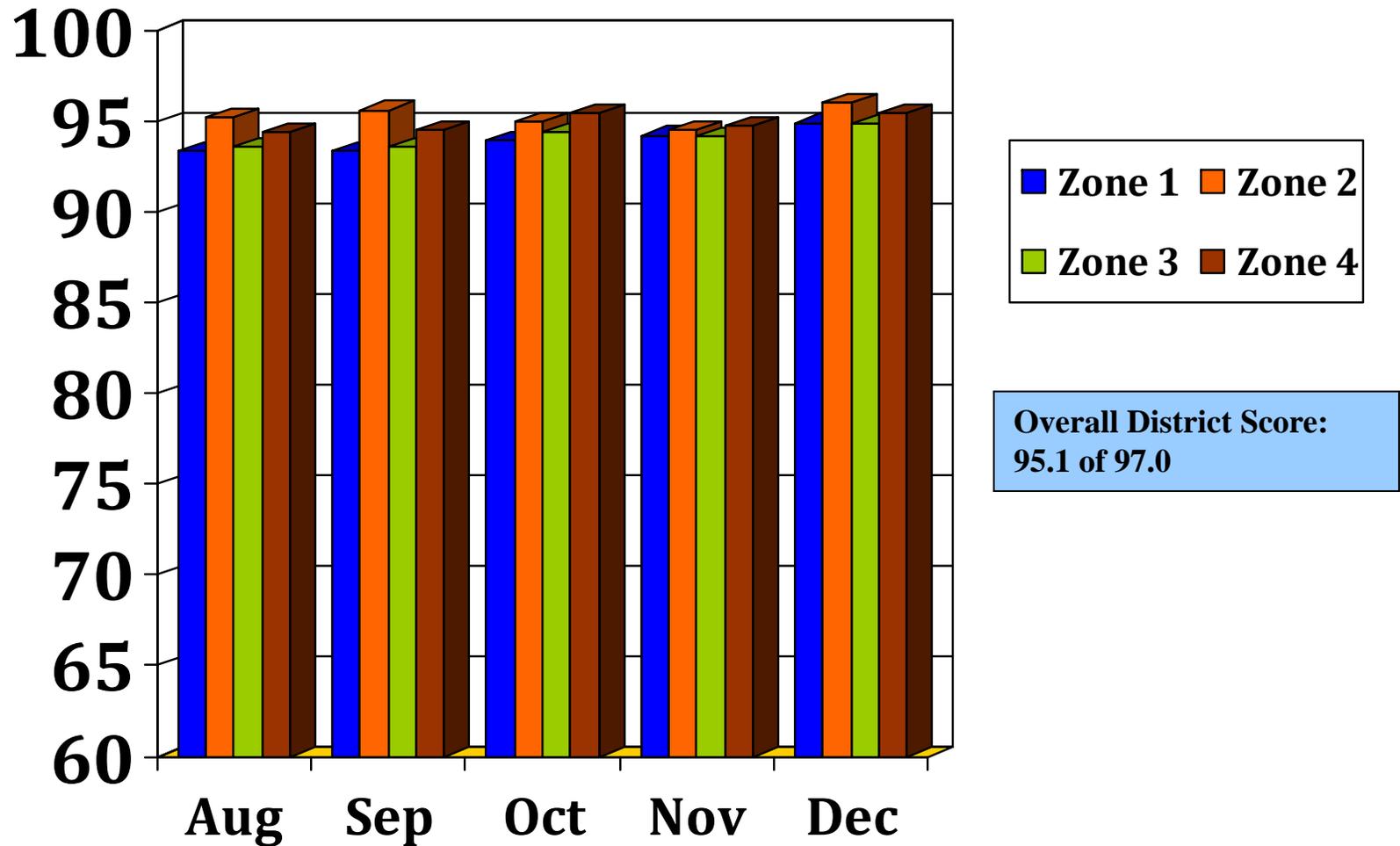


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Zone Report Score Trend Analysis

Quality Scores Monthly Comparison By Zone

Metro Nashville Schools From Aug 2010 - Dec 2010

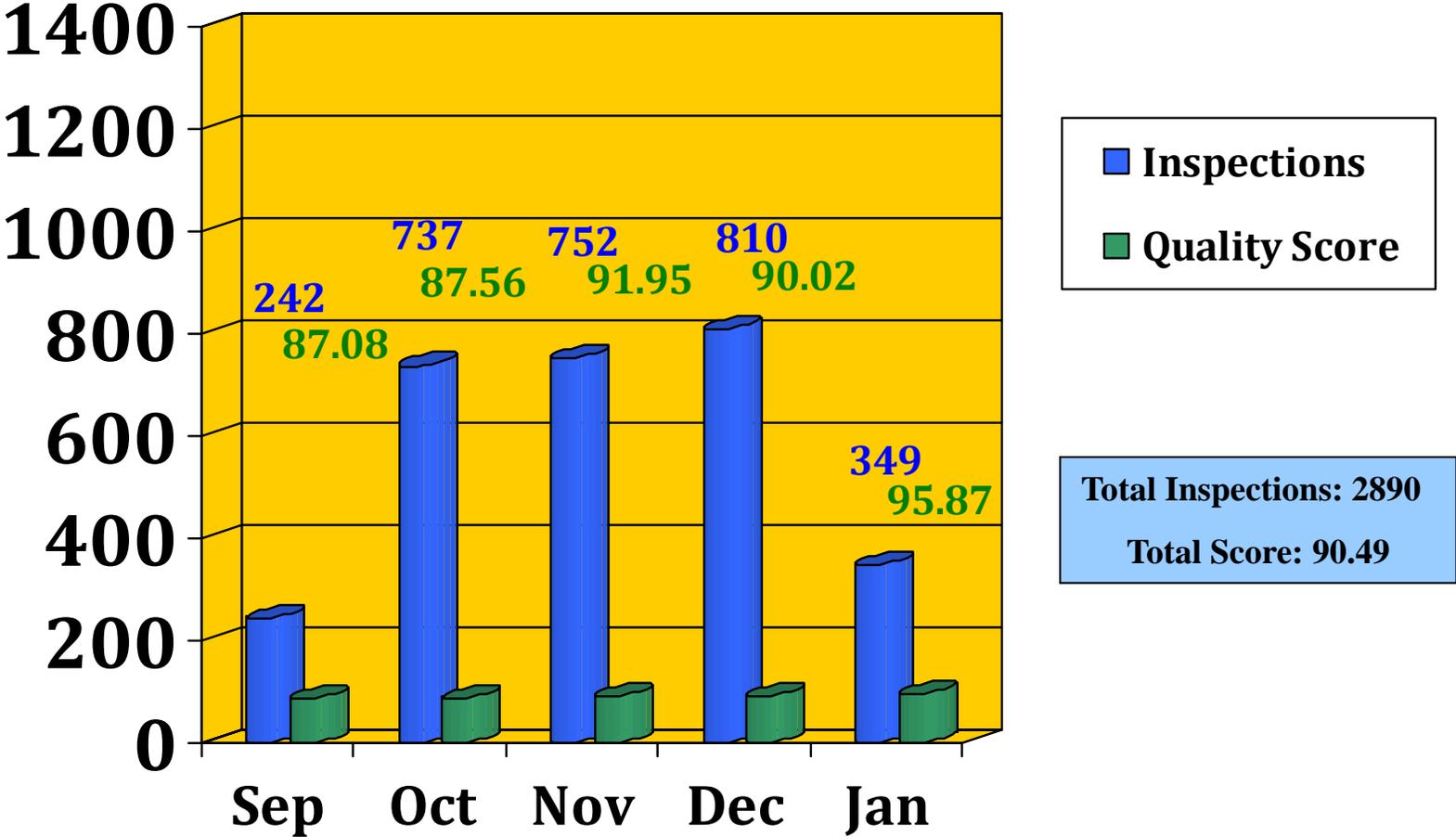


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GCAware Inspection Results

Quality Scores Monthly Trend Analysis

Metro Nashville Schools From Sep 2010 - January 2011



Human Resources

- Training and Safety
- Employee Recognition



Training and Safety Update

◆ Completed/Ongoing

- Checklist of training topics before someone starts the job
- In-Service Training Completed at for a second time at 13 Sites including Sustainability and Recycling

◆ On-going Methods Training- Completed/Ongoing

- Training DVD's and color coded checklists Completed at In-Service
- Easy access training
- Method of the Week- In Process each month
- Handouts and Posters
- Additional Safety and Recycling training planned for Spring Break

◆ MSDS Books Located in Main Office or Clinic at Every School

◆ Annual In-Service Training- Completed



METHOD OF THE WEEK 2011

Week of	JANUARY	Week of	JULY
3	GCA Safety Work Rules Review - S	4	Emergency Evacuation - S *
10	Spot and Dust Mopping w/Flat mops	11	Stairways and Landings
17	Wall Spotting	18	Stainless Steel Cleaning
24	Furniture Polishing	25	Shower Cleaning
31	Dusting		AUGUST
	FEBRUARY	1	Hazard Communication - S *
7	Bloodborne Pathogens - S *	8	Janitor's Closet Organization
14	Break Room Cleaning	15	Cleaning Chemicals
21	Cabinet Cleaning	22	Janitor's Cart Organization
28	Drinking Fountains	29	Trash Removal
			SEPTEMBER
	MARCH	5	Asbestos Awareness - S *
7	Work Zones - S	12	Sweeping
14	Counter Top Cleaning	19	Glass Cleaning
21	Damp Mopping	26	Toilet Cleaning
28	Restroom Cleaning & Closing Procedures		OCTOBER
	APRIL	3	Fire Prevention - S
4	Personal Protective Equipment - S *	10	Sink Cleaning
11	Window Washing/Sills and Ledges	17	Bloodborne Pathogens - S *
18	Working Around Moving Equipment	24	Urinal Cleaning
25	Carpet Spotting	31	Upholstery Spotting
	MAY		NOVEMBER
2	Back Safety/Proper Lifting - S *	7	Customer/Client Safety Rules - S
9	Slip and Fall Prevention - S	14	Vacuuming - Upright
16	Ladder Safety - S *	21	Classroom Cleaning
23	Wall Washing	28	Doors Frames and Latches
30	Baseboard Cleaning		
	JUNE		DECEMBER
6	Injury Reporting - S *	5	Electrical Safety - S
13	Vent Cleaning	12	Refrigerator Cleaning/Defrosting
20	Workplace Violence Prevention - HR	19	Harassment Free Workplace - HR
27	Graffiti Removal	26	Vacuuming - Back Packs

*Assessment Test available in front cover.



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RECYCLING PROGRAM



ALLIED WASTE NASHVILLE
Proudly Serving Nashville and Middle Tennessee



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Nashville
PUBLIC SCHOOLS



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Training and Safety Update- In Service Review

◆ Operational Items Reviewed:

- Recycling Training
- Restroom Cleaning
- Office Cleaning
- Classroom Cleaning
- Entrance Cleaning
- Urinal Cleaning
- Ladder Safety
- Toilet Cleaning
- H1N1 Cleaning
- MRSA Cleaning

◆ HR/Safety Items Reviewed:

- Sensitivity/Diversity
- Hazard Communication
- Blood Borne Awareness
- Asbestos Awareness
- Reporting Injuries
- Back/Lifting Safety
- Harassment Free Workplace
- Workplace Violence Prevention
- Work Rules Review
- Handbook/Policies
- New Employee Learning Assessment



Training and Safety Update- Regional Safety

- ◆ Inspections and Training by Regional Safety Manager- Mike Hazelwood
 - Safety Training Sessions Already Conducted
 - Management and Employee Classes
 - Additional Support in Safety Monitoring via Safety Audits
 - Support/Investigation of Injuries, Damages, Breakages, and Losses
 - District Safety Inspection and Audit Scheduled for Week of 24 January 2011



Hillsboro HS

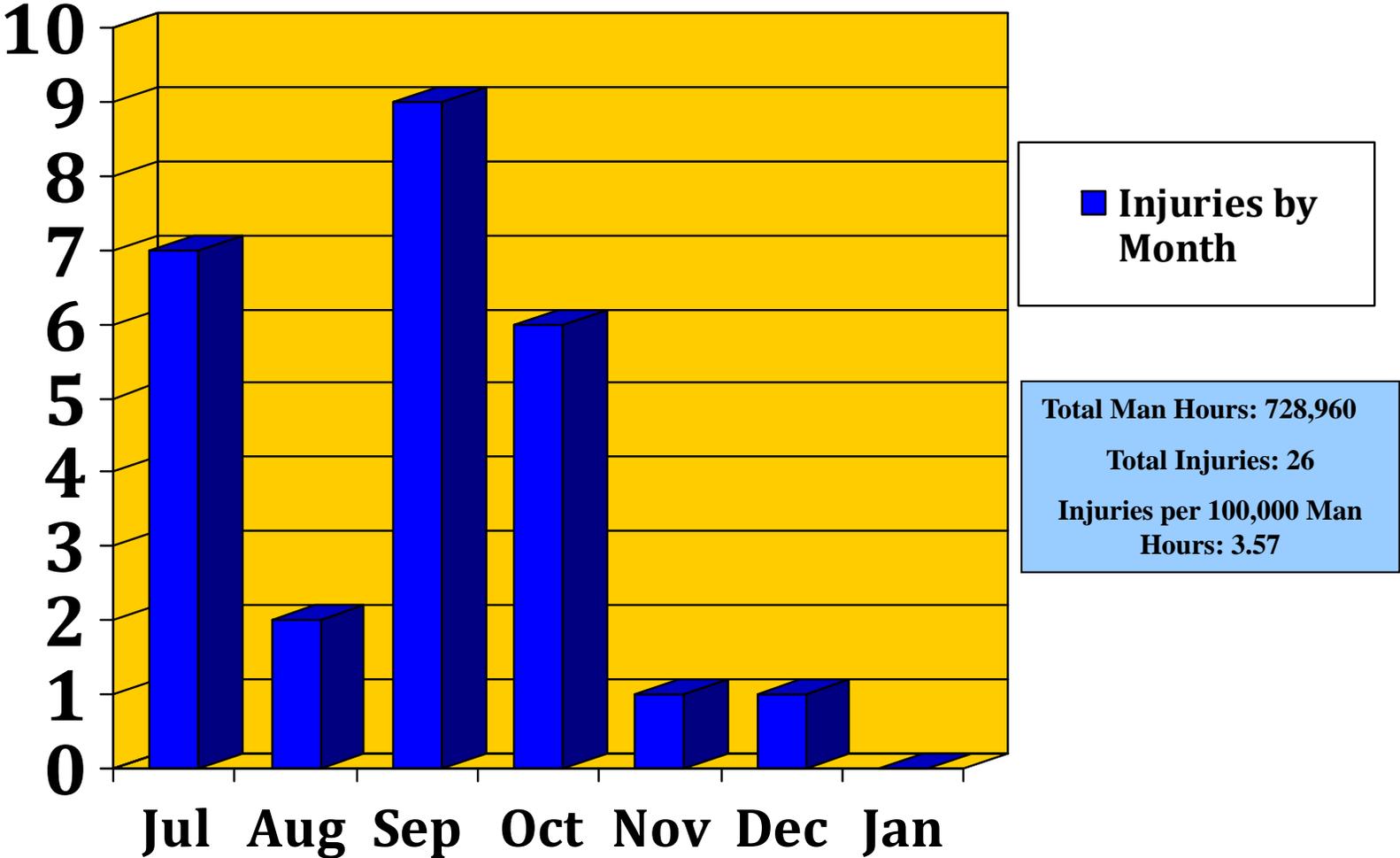


Hunters Lane HS

Injury Trend Analysis

Employee Injury Trend

Metro Nashville Schools From July 2010 - January 2011



Employee Recognition

- ◆ **Employee of the Month Award**
 - Includes Recognition Among Peers and Gift Card to Wal-Mart
- ◆ **School of the Month Award**
 - Includes Recognition Among Peers and Lunch/Dinner
- ◆ **Monthly Newsletter**
 - Includes the Employee Names to Promote Friendly Competition



GCA
SERVICES GROUP™

METROPOLITAN
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PUBLIC SCHOOLS

December

Employee of the Month

Terry Mitchell
Brick Church Middle School

*GCA and MNPS would like to commend and honor you for
your commitment to excellence and teamwork*

Don Clark
District Manager

Thomas Hatfield, MNPS
*MNPS Director, Plant
and Maintenance Services*

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Employees of the Month



Employees of the Month

Sep-Luz Alvarango, Paragon Mills

Oct-Tony Thompson, Kirkpatrick Elementary

Nov-Carmelina Cabrejo, JFK

Dec-Terry Mitchell, Brick Church MS



Employee of the Week as recognized
by her school!

October 2010

Mrs. Anita Conaway

Hunters Lane HS

Schools of the Month



Glenview Elementary

Schools of the Month

Caldwell-Sep

Bass-Oct

Glenview-Nov

Andrew Jackson-Dec



Caldwell Elementary

GCA Monthly Newsletter



Nashville Metro Public Schools Custodial Newsletter

Information for GCA Custodial Employees

Office Location: 1865 Airline Drive, Suite 14A, Nashville TN 37210 – Phone: (615) 232-7375

January 2011

January 14, 2011

GCA is proud to recognize the school below as "School of the Month." These are teams that have excelled beyond expectations for the Month of December. They will be rewarded with lunch at their discretion. We thank them and praise their hard work and dedication. It was a tough decision but the WINNER is:

Andrew Jackson Elementary

SCHOOL OF THE MONTH - December 2010



GCA Services is proud to announce the winners of Employee of the Month. These are employees who have gone above and beyond the call of duty. We commend their dedication and acknowledge them by an Employee of the Month Award and a \$35 gift card! Congratulations to:

EMPLOYEES OF THE MONTH - December

Terry Mitchell - Brick Church Middle

Carlos Martinez - Oliver Middle

MONTHLY SAFETY REMINDERS:

- Always remember to put out Wet Floor Signs near entrances
- Spread Ice Melt at entrances to prevent slip and falls

Reminders

1. W-2's will be going out at the end of the month. Do not call the office asking where they are.
2. Please verify your current address with your manager. This address is where your w-2 will be sent.
3. When school is cancelled, stay home unless otherwise instructed by your manager.
4. Flags are to be put up before school starts and taken down after the kids leave by the day custodian.
5. Employment verifications need to be given to your manager and take 3 business days to complete.
6. MLK day is a paid holiday for all eligible full time GCA employees. All GCA employees are off.

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GCA Partners

-LSI

-Reynolds & Reynolds

-BestWay



DBE Partners Doing it Right

- ◆ All Backgrounds checked and re-checked by MNPS, DBE's and GCA to ensure only Qualified employees are placed in our schools
 - **Background checks Conducted per MNPS protocol**
 - Criminal Court Clerk of Metro Nashville
<http://ccc.nashville.gov/portal/page/portal/ccc/caseSearch/caseSearchPublic/caseSearchPublicForms/>
 - Liberty Screening: <http://www.libertyscreening.com/clientlogin.htm>
 - Asurint: www.Asurint.com
 - Cogent Fingerprinting by Metro Nashville
 - Excellent Support from MNPS Human Resources!

- ◆ **NO ONE WAS, OR IS, ABLE TO START WITHOUT DISTRICT APPROVAL VIA COGENT BACKGROUND CHECK**



LSI Cut Schedule



204 River Hills Drive • Nashville, TN 37210
Phone: 615.391.3434 Fax: 615.391.0922
landscape@LSIpros.net www.landscapeservicesinc.com

GCA Services, Inc.
Mr. Don Clark
1865 Air Lane Drive
Nashville, TN 37210

October 27th, 2010

Re: 2011 Mowing Schedule for Metro Nashville Public Schools

Mr. Clark,

LSI is scheduled to mow the Metro Nashville Public Schools up to 30 times in 2011. The following outlines our mowing frequency plan for 2011, which shows you the amount of mows that you can expect each Month.

March -	2
April -	4
May -	5
June -	4
Subtotal	15

July -	4
August -	5
September -	4
October -	2
Subtotal	15

Total 30 mows per year

This schedule is subject to change due to weather conditions, special events, and other factors that may be out of LSI's control.

We look forward to a great 2011 mowing season.

Thank you!

Douglas R. Stacey, CLP
LSI Operations Manager/ Co-Owner

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DBE Update

- ◆ GCA Currently has Business Partnerships with 5 DBE's Certified by the City of Nashville
 - Devmar- Custodial Supplies
 - Building Maintenance-Custodial Supplies
 - Diversified- Custodial Supplies
 - Reynolds and Reynolds- Custodial Services
 - BestWay Janitorial- Custodial Services

- ◆ Custodial Services Rollout was 3 January 2011 with an outstanding transition!



Reynolds and Reynolds	Sq. Ft.
Amqui Elementary	79,708
Bailey Middle	97,000
Bordeaux Elementary	63,744
Maplewood High	224,749
Total	465,201

Bestway Janitorial	Sq. Ft.
Buena Vista Elementary	65,470
Kirkpatrick Elementary	64,495
Total	129,965

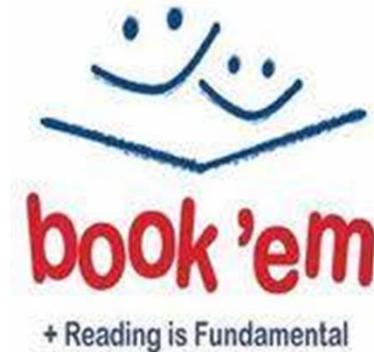
GCA Community Involvement & Value Added Services



Value added and community Involvement

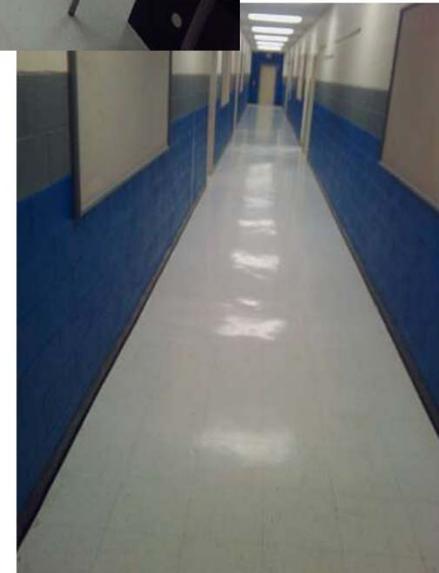
◆ Some fun, some not so much:

- Hands On Nashville
- Book 'em Nashville
- MLK Fire
- Snow removal



MLK Fire over Thanksgiving Holidays

Value added and community Involvement (Cont'd)



MLK Fire over Thanksgiving Holidays

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Value added and community Involvement (Cont'd)



HON Day at Glengarry Elementary

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Future Initiatives

- Goals for the Next JRC



Goals for next JRC

- ◆ Improve on Changing and Monitoring of Changed Ceiling Tiles and Light Bulbs
- ◆ Construction Projects-Increased communications with project managers for improved service scheduling
- ◆ Schedules of events and better coordination between GCA Services and outside building users
- ◆ Improved monitoring and reduction in recycling contamination
- ◆ Assist MNPS with starting a “Green Champion” program at each school to promote recycling within the community
- ◆ Summer Clean schedule

Next Scheduled Joint Review
Committee
May 19, 2011 1:00pm





Cleaning Program Policy



The GCA CUSTOMGREEN program offers a holistic approach to develop the most effective cleaning methods that protect human health and safety while reducing harmful impacts on the environment.



GCA Custom Green Cleaning Policy

- I. GCA Custom Green Cleaning Program to include corporate *Standardized Operating Procedures*:**
 - a. Cleaning procedures
 - b. Chemical handling
 - c. Tracking requirements
 - d. Equipment maintenance
 - e. Operations procedures
 - f. Communication protocols and requirements
 - g. Training and inspection programs
 - h. Record keeping and reporting procedures
 - i. Must be reviewed on an annual basis for possible revisions

- II. GCA Site Specific Custom Green Cleaning Program includes:**
 - a. Comprehensive communications plan (as established with the client) along with periodic effectiveness audit to protect human health and the environment.
 - b. Procedures for cleaning personnel to communicate with building management and occupants
 - c. Provide a system for feedback from building management and occupants
 - d. Floor maintenance plan to extend the life of flooring
 - e. Schedules of routine cleaning operations, periodical cleaning, equipment maintenance and operation, cleaning inspections, and accident preparedness plans (reviewed bi-annually)
 - f. Detailed description of how Custom Green cleaning procedures address high traffic and food preparation areas
 - g. Storage and chemical use, security of chemicals, and proper management of storage area
 - h. Proper ventilation concerning chemicals and recharging equipment
 - i. Address vulnerable populations (children, asthmatics, etc)
 - j. Address any sources of indoor contamination and pollutants
 - k. Special requirements of potentially hazardous materials including asbestos, and bloodborne pathogen standards
 - l. Cleaning of areas that have special concerns (inadequate ventilation, lighting, or restricted access)

- m. Seasonal or periodic of increased or decreased use
 - n. Detailed description of the Integrated Pest Management program
 - o. Any cleaning procedure that may affect frequency of cleaning or negatively impact human health or the environment
 - p. Provide a detailed Bloodborne Pathogen Standard (OSHA Approved)
- III. All powered equipment (scrubbers, burnishers, extractors, power washers, etc) must maximize the effective reduction of building contaminants with minimal environmental impact**
- a. Vacuum cleaners meet Carpet and Rug Institute (CRI) Green Program requirements and operate at less than 70 dBA
 - b. Carpet extractors must meet minimum CRI Bronze Seal Award
 - c. Powered floor maintenance equipment must be equipped to collect and capture particulates while operating at a sound level of less than 70 dBA
 - d. Propane floor equipment must have low emission engines certified by the California Air Resources Board under SORE program and equipped with catalytic and exhaust systems; may only be used while building is unoccupied
 - e. Powered scrubbing machines must be able to dispense a variable rate of cleaning fluids to optimize the use of cleaning chemicals
 - f. Quarterly maintenance program that inspects and maintains the performance of all janitorial equipment documented on a maintenance log
- IV. GCA Custom Green Cleaning Program to use only *environmentally preferable products** (where applicable)
- a. GS-37 = GP cleaners, floor, bathroom, glass, and carpet cleaners
 - b. GS-40 = Floor finishes and floor strippers
 - c. GS 41 = Liquid hand soap
 - d. GS 1 = Toilet and facial tissue
 - e. GS 9 = Paper towels and napkins
 - f. Plastic trash liners may contain a minimum of 10% post-consumer recycled content
- * A disinfectant is currently not eligible for Green Seal approval*
- V. GCA Custom Green Cleaning Program will reduce chemical waste resulting in more efficient use of chemicals**
- a. Provide written directions for cleaning staff in appropriate written or graphic languages for dilution of chemical cleaning products
 - b. Track quantities of chemical use on at least a quarterly basis
 - c. Use a chemical measuring and dilution control system
 - d. Train all workers on effective use of cleaning chemical products

- e. Use appropriate technology for applying chemical product that does not waste nor result in overuse
- f. Provide directions for proper rinsing and disposal of used or empty chemical solutions
- g. Prevent other building areas from being adversely affected
- h. Reduce, minimize, or eliminate the need for using cleaning chemicals when possible

VI. GCA Custom Green Cleaning Program will help reduce solid waste

- a. Purchase products and supplies in quantities to minimize the amount of packaging and container waste generated
- b. When possible, use reusable or microfiber technology in lieu of paper products (must only be used for two consecutive hours)
- c. Reusable or microfiber materials must be placed in a sealable container and washed prior to reuse
- d. Segregate & recycle all waste items (equipment) from cleaning operations

VII. Proper use and periodic maintenance of vacuums

- a. All vacuums must have filter or bag and changed or cleaned during manufacturers recommendations
- b. Vacuum bags must be inspected at least every two hours and changed or replaced when half-full
- c. Precautions taken to limit worker exposure to dust and particulate matter when cleaning and/or replacing bags and filters

VIII. GCA Custom Green Cleaning Program will keep all entryways free of debris and matting systems properly maintained

- a. Walk-off matting both inside and outside building entryways are 10-20 feet in length (6-10 feet of scraper/wiper matting and 6-10 feet of wiper matting) emergency exits excluded
- b. Matting is in accordance with appropriate daily maintenance schedule

IX. Hard Surface Floor Care

- a. Vacuum to remove and contain particulate matter from floor surface or use mops equipped with reusable or cleanable collection heads
- b. Heavy traffic areas (entrances, corridors, break areas, or primary work spaces) must be performed daily
- c. Provide reasonable notice to building management prior to performing any non-routine floor cleaning operations
- d. Apply restoration chemicals with mop or auto scrubber (NO SPRAY)
- e. Burnishers and buffers must have particulate collection or capture devices

- f. Restoration may only be performed on a “as needed” basis (no predetermined schedule)
 - g. Ensure proper ventilation during scrubbing and recoating operations
 - h. Minimum occupancy during floor stripping and refinishing
- X. Carpet Maintenance shall be vacuumed on a predetermined schedule to help extend the life span of soft surfaces**
- a. Heavy traffic areas may be vacuumed daily
 - b. Light traffic areas may be vacuumed periodically
 - c. Provide reasonable notice to building management prior to periodic light carpet cleaning and restorative cleaning
 - d. Carpet extraction on a as-needed basis (not on a regular schedule)
 - e. Carpets must dry in less than 12 hours after cleaning or extraction
 - f. Extraction must be scheduled during minimum building occupancy
 - g. Recommended to provide a interim maintenance (encapsulation) carpet cleaning program in lieu of carpet extraction
- XI. May use disinfectants in areas or surfaces where pathogens can collect and breed**
- a. Disinfectants and devices must be EPA registered
 - b. Dilution rate and dwell time according to product labels must be followed
- XII. All restroom care must be cleaned from high to low, toward the doorway with dry cleaning tasks performed prior to wet cleaning operations**
- a. Surfaces touched by hands must be cleaned and disinfected DAILY
 - b. Standing water or moisture on floor must be controlled and removed in a timely manner
 - c. Restroom cleaning equipment may only be used specifically for restrooms
 - d. Trash receptacles must be disinfected and liners pulled daily
 - e. Fill all drain traps on a regular basis
- XIII. Break Rooms & Dining Areas**
- a. All food preparation and consumption areas may be cleaned daily to protect human health
 - b. All surfaces that are touched by hands must be cleaned and sanitized DAILY
 - c. Waste containers likely to collect food waste must be covered, emptied when full, and cleaned/sanitized daily

XIV. Trash Collection and Recycling

- a. Remove general (office) trash and replace liners only when soiled from wet trash or prior to weekends or holidays
- b. Dispose of trash in external, covered containers away from the immediate exterior of the building
- c. Must mark recycling stations clearly and be accessible to building occupants
- d. Food related recyclables must be collected and removed from the building prior to weekends and holidays
- e. Must inspect and clean recycling areas and containers daily
- f. Procedures for rinsing, separation, and locations of recyclable content must be communicated through building management
- g. It is highly recommended to eliminate the use of trash liners if/where deemed appropriate

XV. Collect and dispose of all indoor plant debris such as fallen leaves and flower petals

(plants may not touch the carpet and may not be near HVAC vents)

XVI. Schedule cleaning activities to avoid exposure to vulnerable populations

- a. Adopt alternative cleaning practices that minimize chemical use
- b. Chemicals must be used in well ventilated areas (blowers may be used to increase the rate of chemical dissipation)
- c. Prevent the transfer of impacts from cleaning to other areas of building

XVII. Communications must be in conjunction with building owners, facility managers, and building occupants

- a. Provide a system for employees to provide comments and suggestions about workplace issues or improvements of the service
- b. Provide communication of pest or maintenance issues within facility
- c. Provide building occupants feedback to reduce the need of more intensive cleaning processes (reduce clutter or reporting of spills)
- d. Provide a product list and contact person for facility (MSDS)

XVIII. Proper care and maintenance of microfiber products

- a. Microfiber may only be used for up to two hours of use prior to mandatory laundering
- b. Microfiber must be laundered after two hours of use or when soiled
- c. It is recommended to launder microfiber with warm to cool water temperatures, no bleach, and dry at a low setting (or air dry).

XIX. Training to employees

- a. New hires must receive 12 hours of initial training followed by 24 hours of in-service training on an annual basis.
- b. All cleaning personnel must be properly trained in handling of chemicals, P.P.E., equipment, and cleaning procedures prior to beginning independent work.
- c. Safety training must be provided initially to all personnel to reduce and prevent ergonomic injuries and exposure to hazardous materials.
- d. Site specific training must also be documented and retained at the facility for all current employees and one year for former employees.

***** GCA Services Group may conduct corporate on-site effectiveness audits and periodic monitoring to verify compliance**

