



October 11, 2011

Matt Myers
Deputy Director of Purchasing
Knox County Purchasing
1000 North Central St
Suite 100
Knoxville, TN 37917

Maintenance and Janitorial Service

Dear Matt:

Enclosed is our housekeeping proposal for the Knox County Schools.

Thank you, for allowing us to participate in the process. Knox-Blount Maintenance, Inc. has earned a strong reputation in terms of providing cost effective quality service. As a locally owned business, managed by the owners, we are able to make a fair profit and provide a quality service without having to add franchise fees or additional overheads (that are sent back to corporate offices and stockholders). Thus allowing us to keeps more money at the job level, enabling us to attract and retain better employees by paying them ten percent (10%) more then our competitor's minimum wage.

Though we are not as large as some of companies you will be considering, we feel we offer a viable alternative. Knox-Blount Maintenance, Inc. uses only the highest quality products and equipment. Where/when available we use only chemicals that have been **Green Seal** certified or that of a similar certification.

Our goal is to provide you, your employees and our clients with, **"A safe and clean environment in which to work."**

As a **small women owned** business we are very aware of the benefits in utilizing small disadvantage companies. Due to time constraints we were unable to establish any formal agreements with other locally owned companies but we have talked with several companies and they are willing to partner with us on some or all the schools. During the award process we will continue to reach out to these and other local companies to formalize our relationship in the event we should make it to the finals.

Thank you, again for letting us participate in the proposal process. We look forward to hearing from you in the near future. If you have any questions please do not hesitate to call.

Sincerely,

Clinton E. Ball
Business Development
knox-blount
MAINTENANCE, INC
P.O. Box 52973
Knoxville, Tennessee 37950
Office: 865-584-0025
Cell: 865-250-7930



cball@knox-blount.com
www.knox-blount.com



knox blount

MAINTENANCE, INC

a true green clean.

Housekeeping Proposal

For

KNOX-COUNTY SCHOOLS

Bid # 956

May 18, 2011

Submitted By:

Clinton Ball

knox  blount
MAINTENANCE, INC

P.O. Box 52973

Knoxville, Tennessee 37950

865-584-0025

CBall@knox-blount.com



TABLE OF CONTENTS

Required Information

Vendor Information	3
References	4
Pricing	5
Affidavit of Compliance (Drug-Free Workplace)	8
Affidavit of Compliance (TN Criminal History).	9
Insurance Check List	10
Insurance Certificate	12
Experience	13

Business Model

Disadvantage Business Program	15
Management Personnel	16
Organization Chart	18
Staffing and Wages	20
Staffing Chart	22
Equipment and Supplies	24
Equipment Chart	25
Quality Control	27
Janitorial Log	28

Personnel Policy Handbook 30

Training and Safety Procedures

Training Procedures	45
Safety Procedures	46
The Safety Program	47



VENDOR INFORMATION

SECTION VI VENDOR INFORMATION AND PRICING

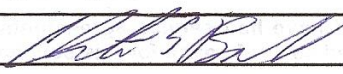
6.1 Vendor Name Knox-Blount Maintenance Inc.

6.2 Vendor Address P.O. Box 52973
Knoxville State Tn Zip 37950-2973

6.3 Telephone Number (865) 584-0025 Fax Number (865) 584-1222

6.4 Vendor Number As Assigned By the Knox County Purchasing Division 11899

6.5 Contact Person Clinton Ball

6.6 Authorizing Signature 

6.7 Vendor's Knox County Business License Number 0222590
(If Applicable) *Attach A Copy Of The License.*

6.8 I Acknowledge the Receipt Of: (Please Write "Yes" If You Received One)
Addendum 1 X Addendum 2 X Addendum 3 X Addendum 4 X

6.9 Will your company accept the Electronic Commerce Card (VISA) as payment?
Yes X No _____

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.
No Exception

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

6.12 Number of Employees: 80

6.13 Years in this Business: 39

6.14 Total Number of Clients: 20

6.15 Total K-12 Square Footage under Contract: _____
(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) See Attachment



REFERENCES

6.17 **References:** References are requested to provide the evaluators with information about the previous work that you have done. Therefore it is important that you provide references that are relevant to this contract. As an example:

Firm: Acme School District
 Address: 1234 Anywhere Street Knoxville, TN 12345 Contact: John Doe
 Contact Phone: 865.555.5555
 Contact Fax: 865.555.9999
 Nature of Contract: Daily custodial services for 75,000 square foot middle school
 Dollar Amount: \$2,000/month
 Contract Start: May 2011
 Contract End: April 2018

List below three (3) references with whom you have had service agreements of this nature and size within the past three years. Knox County shall not be used as a reference for this solicitation.

Reference #1

Name of Firm: <u>Pellissippi State Community College</u> Address: <u>P.O. Box 22990 Knoxville, Tn 37933</u> Contact Person: <u>David Walton</u> Contact Person telephone and fax numbers: <u>(865) 694-6640</u> Nature of contract: <u>5 year Custodial</u> Square footage: <u>600,000</u> Dollar amount: \$ <u>400,000</u> (over the life of the contract) Contract start date: <u>2006</u> Contract end date: <u>2011</u>
--

Reference #2

Name of Firm: <u>Wood Properties</u> Address: <u>900 South Gay Street Knoxville, Tn 37902</u> Contact Person: <u>Sara Sweat</u> Contact Person telephone and fax numbers: <u>(865) 549-7400</u> Nature of contract: <u>Custodial</u> Square footage: <u>200,000</u> Dollar amount: \$ <u>300,000</u> (over the life of the contract) Contract start date: <u>2009</u> Contract end date: <u>Evergreen</u>
--

Reference #3

Name of Firm: <u>R&R Properties</u> Address: <u>575 Oak Ridge Turnpike Suite 201 Oak Ridge, Tn 37830</u> Contact Person: <u>Linda Redman</u> Contact Person telephone and fax numbers: <u>(865) 482-3602 (865) 482-9259</u> Nature of contract: <u>Evergreen</u> Square footage: <u>200,000</u> Dollar amount: \$ <u>500,000</u> (over the life of the contract) <u>Evergreen</u> Contract start date: <u>2010</u> Contract end date: _____
--

PRICING

Section 6.18 Pricing -Revised		
School	Monthly Cost	Monthly Cost with KCS Employee per 5.11
A.L. Lots Elementary	\$9,057	\$7,146
Adrian Burnett Elementary	\$5,732	\$3,821
Amherst Elementary	\$10,551	\$8,640
Austin East High	\$20,250	\$18,339
Ball Camp Elementary	\$6,300	\$4,389
Bearden Elementary	\$4,475	\$2,564
Bearden High	\$20,495	\$18,584
Bearden Middle	\$12,507	\$10,596
Beaumont Elementary	\$5,890	\$3,979
Belle Morris Elementary	\$4,988	\$3,077
Bluegrass Elementary	\$6,316	\$4,405
Bonny Kate Elementary	\$4,386	\$2,475
Brickey-McCloud	\$9,893	\$7,982
Carter Elementary	\$4,354	\$2,443
Carter High	\$14,099	\$12,188
Carter Middle	\$9,301	\$7,390
Cedar Bluff Elementary	\$10,353	\$8,442
Cedar Bluff Middle	\$7,480	\$5,569
Cedar Bluff Pre-K	\$4,496	\$2,585
Central High	\$17,796	\$15,885
Chilhowee Elementary	\$5,404	\$3,493
Christenberry Elementary	\$7,963	\$6,052
Copper Ridge Elementary	\$5,810	\$3,899
Corryton Elementary	\$3,357	\$1,446
Dogwood Elementary	\$9,461	\$7,550
East Knox County	\$6,181	\$4,270
Eastport	\$2,551	\$640
Fair Garden	\$3,341	\$1,430
Farragut High	\$18,615	\$16,704
Farragut Intermediate	\$8,620	\$6,709
Farragut Middle	\$12,689	\$10,778
Farragut Primary	\$8,960	\$7,049
Fort Sanders	\$3,354	\$1,443
Fountain City Elementary	\$4,793	\$2,882
Fulton High	\$16,551	\$14,640
Gap Creek Elementary	\$3,231	\$1,320
Gibbs Elementary	\$9,412	\$7,501
Gibbs High & Vocational	\$14,366	\$12,455
General Services Building	\$5,873	\$3,962
Green Elementary	\$5,420	\$3,509
Gresham Middle	\$9,190	\$7,279
Halls Elementary	\$7,729	\$5,818



Section 6.18 Pricing -Revised

School	Monthly Cost	Monthly Cost with KCS Employee per 5.11
Halls High (Including North Knox Vocat	\$15,416	\$13,505
Halls Middle	\$11,561	\$9,650
Hardin Valley Academy	\$17,791	\$15,880
Hardin Valley Elementary	\$10,225	\$8,314
Historic Knoxville High	\$7,823	\$5,912
Holston Middle	\$13,947	\$12,036
Inskip Elementary	\$5,896	\$3,985
KAEC	\$5,703	\$3,792
Karns Elementary & Annex	\$16,389	\$14,478
Karns High & Byington Solway	\$17,117	\$15,206
Karns Middle	\$12,686	\$10,775
L&N STEM Academy	\$3,908	\$1,997
Lincoln Park	\$4,063	\$2,152
Lonsdale Elementary	\$5,176	\$3,265
Maynard Elementary	\$4,014	\$2,103
Mooreland Heights	\$4,012	\$2,101
Mt. Olive Elementary	\$4,040	\$2,129
New Hopewell	\$3,915	\$2,004
Northwest Middle	\$11,788	\$9,877
Norwood Elementary	\$4,752	\$2,841
Pleasant Ridge Elementary	\$4,339	\$2,428
Pond Gap Elementary	\$3,992	\$2,081
Powell Elementary	\$8,304	\$6,393
Powell High	\$16,614	\$14,703
Powell Middle	\$11,922	\$10,011
Richard Yoakley	\$3,914	\$2,003
Ridgedale Alternative Program	\$4,792	\$2,881
Ritta Elementary	\$5,725	\$3,814
Rocky Hill Elementary	\$6,131	\$4,220
Rule Building /Security	\$2,444	\$533
Sam E. Hill	\$2,683	\$772
Sarah Moore Greene Elementary	\$9,519	\$7,608
Sarah Simpson Professional Develop C	\$7,452	\$5,541
Sequoyah Elementary	\$5,376	\$3,465
Shannondale Elementary	\$4,258	\$2,347
South Knox Elementary	\$4,023	\$2,112
South Doyle High	\$19,683	\$17,772
South Doyle Middle	\$14,530	\$12,619
Springhill Elementary	\$4,571	\$2,660
Sterchi Elementary	\$4,275	\$2,364
Sunnyview Elementary	\$4,648	\$2,737
Vine Middle	\$8,723	\$6,812
West Haven Elementary	\$3,827	\$1,916
West High	\$20,858	\$18,947



Section 6.18 Pricing -Revised		
School	Monthly Cost	Monthly Cost with KCS Employee per 5.11
West Hills Elementary	\$6,721	\$4,810
West Valley Middle	\$13,737	\$11,826
West View Elementary	\$4,112	\$2,201
Whittle Springs Middle	\$5,999	\$4,088
Total cost for all school locations	\$754,986	\$582,996
Additional Charges	Per Hour Charge	
Cost per hour for extra work pursuant to Section 5.2	\$25.00	
Per Square foot Cost		
Cost per square foot for additional carpet cleaning	\$0.25	
	Total Price	
Total Cost of Performance And Payment Bond equal to 100 percent of the annual contract price less per hour charges	\$135,897.47	



AFFIDAVIT OF COMPLIANCE

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, Charlotte SCALF, president or other principal

Officer of Knox Blount Maintenance, 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.

Charlotte Scalf
President or Principal Officer

For: Knox Blount Maintenance, Inc.
Name of Company

STATE OF TENNESSEE }
COUNTY OF }

Subscribed and sworn before me by Charlotte Scalf

President or principal officer of Knox Blount Maintenance

On this 12th day of May 2011.



Elizabeth Reynolds
Notary Public

My Commission expires: 1-27-2016



AFFIDAVIT OF COMPLIANCE

AFFIDAVIT OF COMPLIANCE

WITH

TENNESSEE CRIMINAL HISTORY RECORDS CHECK

TENNESSEE CODE ANNOTATED, SECTION 49-5-413

(To be submitted with bid by contractor)

I, Charlotte Scalf, president or other principal

Officer of Knox-Blount Maintenance, 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.

Charlotte Scalf
President or Principal Officer

For: Knox-Blount Maintenance, Inc
Name of Company

STATE OF TENNESSEE }
COUNTY OF _____ }

Subscribed and sworn before me by Charlotte Scalf

President or principal officer of Knox-Blount Maintenance

On this 12th day of May, 2011

Elizabeth Reynolds
Notary Public



My Commission expires: 1-27-2016



INSURANCE CHECK LIST

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; width: 100%;"> <tr> <td style="width: 5%; text-align: center;"><input checked="" type="checkbox"/></td> <td style="width: 85%;">ANY AUTO-SYMBOL (1)</td> <td style="width: 10%;"></td> </tr> <tr> <td> </td> <td> </td> <td> </td> </tr> <tr> <td> </td> <td> </td> <td> </td> </tr> <tr> <td> </td> <td> </td> <td> </td> </tr> </table>	<input checked="" type="checkbox"/>	ANY AUTO-SYMBOL (1)											<table border="1" style="width: 100%;"> <tr> <td style="width: 80%;">COMBINE SINGLE LIMIT (Per -Accident)</td> <td style="width: 20%; 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)			
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YES	4.	COMMERCIAL GENERAL LIABILITY <table border="1" style="margin-left: 20px; width: 100%;"> <tr> <td style="width: 30%;">CLAIM MADE</td> <td style="width: 10%; text-align: center;"><input checked="" type="checkbox"/></td> <td style="width: 60%;">OCCUR</td> </tr> </table>	CLAIM MADE	<input checked="" type="checkbox"/>	OCCUR	<table border="1" style="width: 100%;"> <tr> <td style="width: 80%;">EACH OCCURRENCE</td> <td style="width: 20%; text-align: right;">LIMITS \$ 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>GEN'L AGGREGATE LIMITS APPLIES PER</td> <td> </td> </tr> <tr> <td>PERSONAL & ADV INJURY</td> <td style="text-align: right;">\$ 1,000,000</td> </tr> <tr> <td> <table border="1" style="width: 100%;"> <tr> <td style="width: 30%;">POLICY</td> <td style="width: 10%; text-align: center;"><input checked="" type="checkbox"/></td> <td style="width: 60%;">PROJECT</td> </tr> </table> </td> <td> </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	LIMITS \$ 1,000,000	FIRE LEGAL LIABILITY	\$ 100,000	MED EXP (Per person)	\$ 5,000	GEN'L AGGREGATE LIMITS APPLIES PER		PERSONAL & ADV INJURY	\$ 1,000,000	<table border="1" style="width: 100%;"> <tr> <td style="width: 30%;">POLICY</td> <td style="width: 10%; text-align: center;"><input checked="" type="checkbox"/></td> <td style="width: 60%;">PROJECT</td> </tr> </table>	POLICY	<input checked="" type="checkbox"/>	PROJECT		GENERAL AGGREGATE	\$ 2,000,000	PRODUCTS-COMPLETED OPERATIONS/ AGGREGATE	\$ 2,000,000
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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="width: 100%;"> <tr> <td style="width: 5%;"></td> <td style="width: 85%;">ARCHITECTS & ENGINEERS</td> <td style="width: 10%;"></td> </tr> <tr> <td style="text-align: center;"><input type="checkbox"/></td> <td>ASBESTOS & REMOVAL LIABILITY</td> <td> </td> </tr> <tr> <td style="text-align: center;"><input type="checkbox"/></td> <td>MEDICAL MALPRACTICE</td> <td> </td> </tr> <tr> <td style="text-align: center;"><input type="checkbox"/></td> <td>MEDICAL PROFESSIONAL LIABILITY</td> <td> </td> </tr> </table>		ARCHITECTS & ENGINEERS		<input type="checkbox"/>	ASBESTOS & REMOVAL LIABILITY		<input type="checkbox"/>	MEDICAL MALPRACTICE		<input type="checkbox"/>	MEDICAL PROFESSIONAL LIABILITY		<table border="1" style="width: 100%;"> <tr> <td style="width: 80%;">\$1,000,000 PER OCCURRENCE/CLAIM</td> <td style="width: 20%;"></td> </tr> <tr> <td>\$2,000,000 PER OCCURRENCE/CLAIM</td> <td> </td> </tr> <tr> <td>\$1,000,000 PER OCCURRENCE/CLAIM</td> <td> </td> </tr> <tr> <td>\$1,000,000 PER OCCURRENCE/CLAIM</td> <td> </td> </tr> </table>	\$1,000,000 PER OCCURRENCE/CLAIM		\$2,000,000 PER OCCURRENCE/CLAIM		\$1,000,000 PER OCCURRENCE/CLAIM		\$1,000,000 PER OCCURRENCE/CLAIM			
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\$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 _____



INSURANCE CHECKLIST CONTINUED

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.

AGENCY NAME: Wm Blount & Assoc AUTHORIZING SIGNATURE: William Blount

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

BIDDER NAME: KNOX-BLOUNT MAINTENANCE AUTHORIZING SIGNATURE: Cheryl Burt

EXPERIENCE

knox blount MAINTENANCE, INC was founded on the principle of providing quality service at a fair and reasonable cost.

Knox-Blount Maintenance, Inc. has been on the leading edge of the new technologies and best practices in cleaning industry. **Knox-Blount Maintenance, Inc.** was **one of the first** to:

- Implement an automated/phone time keeping system that increases accountability and reduces customer cost
- Utilize a Work Order tracking system to insure all periodic work is completed on time
- Pay a wage rate 15% above the minimum wage to attract and retain qualified team members
- Require all team members to pass a background check to help reduce losses as well as creating a stable and consistent staff
- Promote and provide recycle expendable paper products
- Use best practices for **Green Cleaning** giving the customer and its employees a safer and healthier environment to work
- Require all team members to wear company uniforms so they can be easily identified

Knox-Blount Maintenance, Inc., is not a large corporation trying to satisfy stockholders and investors and make a big bottom line. It is not a franchise that is required to meet certain financial goals in order to hold its franchise therefore sacrificing quality so all the “owners make a little”.

Knox-Blount Maintenance, Inc. is a small privately held, **woman** owned Facility Support Service Company serving the Knoxville and surrounding area for over 36 years.

Knox-Blount Maintenance, Inc. provides service to manufacturing, educational, medical, institutional, commercial, and retail facilities. Services include:

Janitorial	Construction Cleanup
Carpet Cleaning	Floor Care
Plumbing	Light Blub replacement
Handyman Service	Electrical
Grounds	

BUSINESS MODEL

- DISADVANTAGE BUSINESS
- MANAGEMENT PERSONNEL
- STAFFING AND SUPERVISION
- EQUIPMENT
- QUALITY CONTROL



DISADVANTAGE BUSINESS PROGRAM

As a small woman owned business, **Knox-Blount Maintenance, Inc.** understands the importance of utilizing small, locally owned businesses. **Knox-Blount Maintenance, Inc.** has met with several locally owned and disadvantage companies to discuss the possibility of partnering on this contract. Due to the time constraints we were unable to formalize a written agreement but we do have verbal commitments from several companies of their willingness to partner should **Knox-Blount Maintenance, Inc.** be chosen as the successful company.

Knox-Blount Maintenance, Inc. is a woman owned business. Listed below is the breakdown of stock ownership and each owner's classification.

Charlotte Scalf	27%	Female
Jackie Haun	27%	Female
Ken Scalf	43%	Male
Nate Jackson	3%	Minority



MANAGEMENT PERSONNEL

CHARLOTTE SCALF, CEO

Coordinates and guides Company staff in the identification of Company objectives and the preparation of plans and programs. Coordinates the implementation of approved business plan. Monitors Company performance. Coordinates the interpretation and insures the carrying out of established policies, methods and procedures. Coordinates the finance and accounting functions of the Company.

Years of Experience: 26 years with Knox-Blount Maintenance in hands-on experience in both housekeeping duties as well as administrative jobs
16 years with various other administrative jobs

Related Professional Organization: Building Service Contractors Association
Experience / Qualifications: BSCAI – completed workshop on: Bidding and Estimating Procedures, Administration of Accounts, Accounts Payable, Receivable, Payroll and Personnel

MIKE REYNOLDS, PRESIDENT

Coordinates aspects of the contract with General Manager and works closely to make certain the cleaning specifications are being followed. Responsible for reporting the quality of work directly to the CEO. Schedules follow-up inspections to determine if any and all problems have been corrected.

University of Tennessee, B.S., Zoology, 1979

Years of Experience: 5 years with Knox-Blount Maintenance
27 years with large national janitorial services as manager and vice-president

Related Professional Organization: Building Service Contractors Association

CLINTON BALL, VICE PRESIDENT

Solicits new business for the expanding growth of Knox-Blount Maintenance. Responsible for increasing the scope of our janitorial and maintenance services and opening new geographic locations. Worked 34 years for a large national company helping to develop their school division. During my tenure I helped convert over 30 districts from in-house to outsourcing.

University of Tennessee, B.S Business Administration, 1978

Years of Experience: 34 years with large national company
Affiliations: BOMA, IFMA, BSCA



NATE JACKSON, GENERAL MANAGER

Solicits new business for expanding growth of Knox-Blount Maintenance in conjunction with controlled management expansion. Continuous client visitation with new sales and existing accounts to assist operations with quality control. Coordinates all aspects of operations.

Years of Experience:	17 years with Knox-Blount Maintenance 7 years with other firms
Related Professional Organization:	Building Service Contractors Association
Experience / Qualifications:	District Manager for Garex Building Services Area Manager for Knox-Blount Maintenance Operations Manager for Knox-Blount Maintenance Daniels Associates Southeast – completed supervision workshop on Quality Control Technique, Labor Production, Labor Relations, Customer Relations, Safety and Inspections

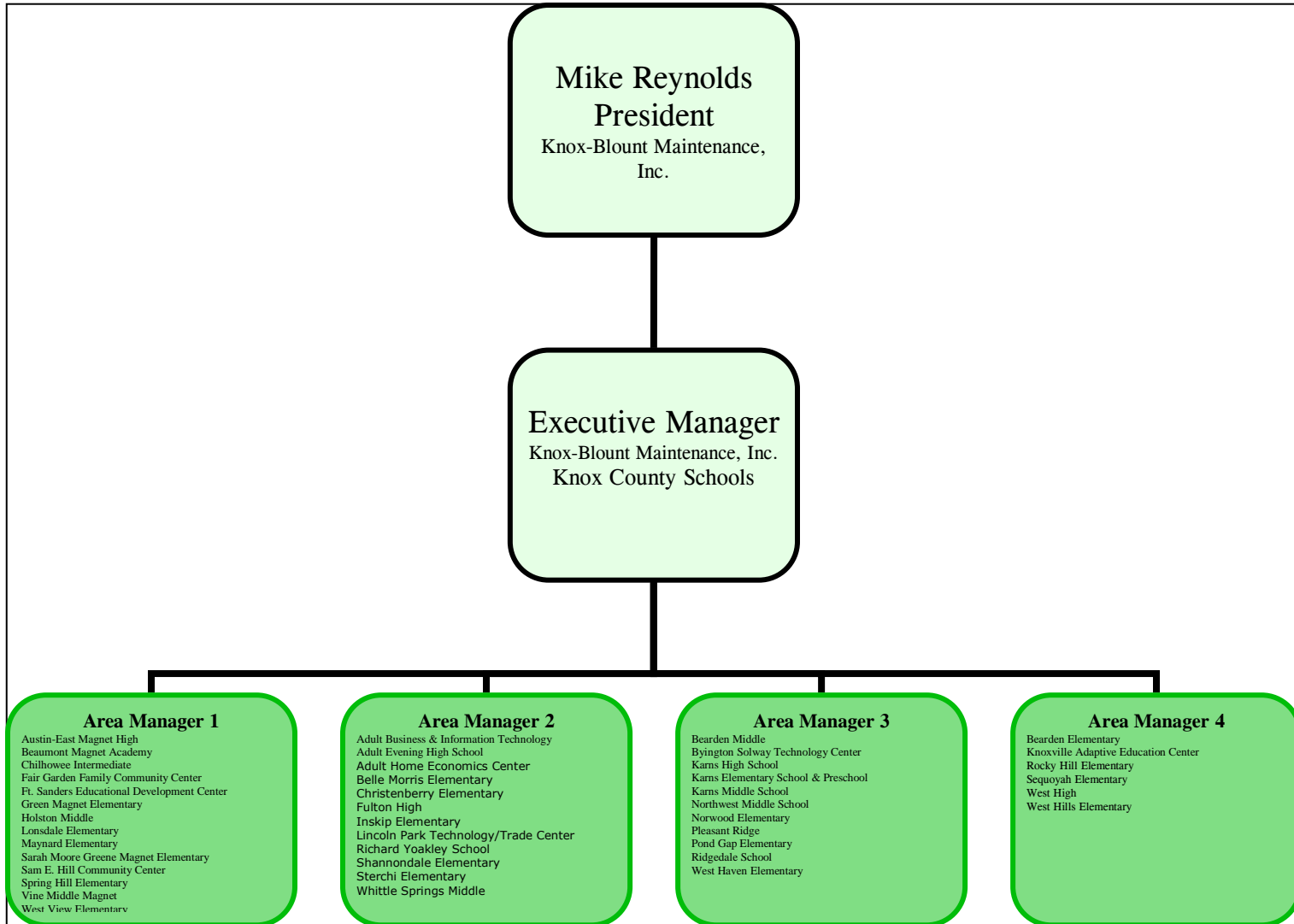
NANCY MULLINS, SUPERVISOR

Oversees single location, performs supervisory tasks, supply inventories, quality control inspections. First line of communications for customers and employees

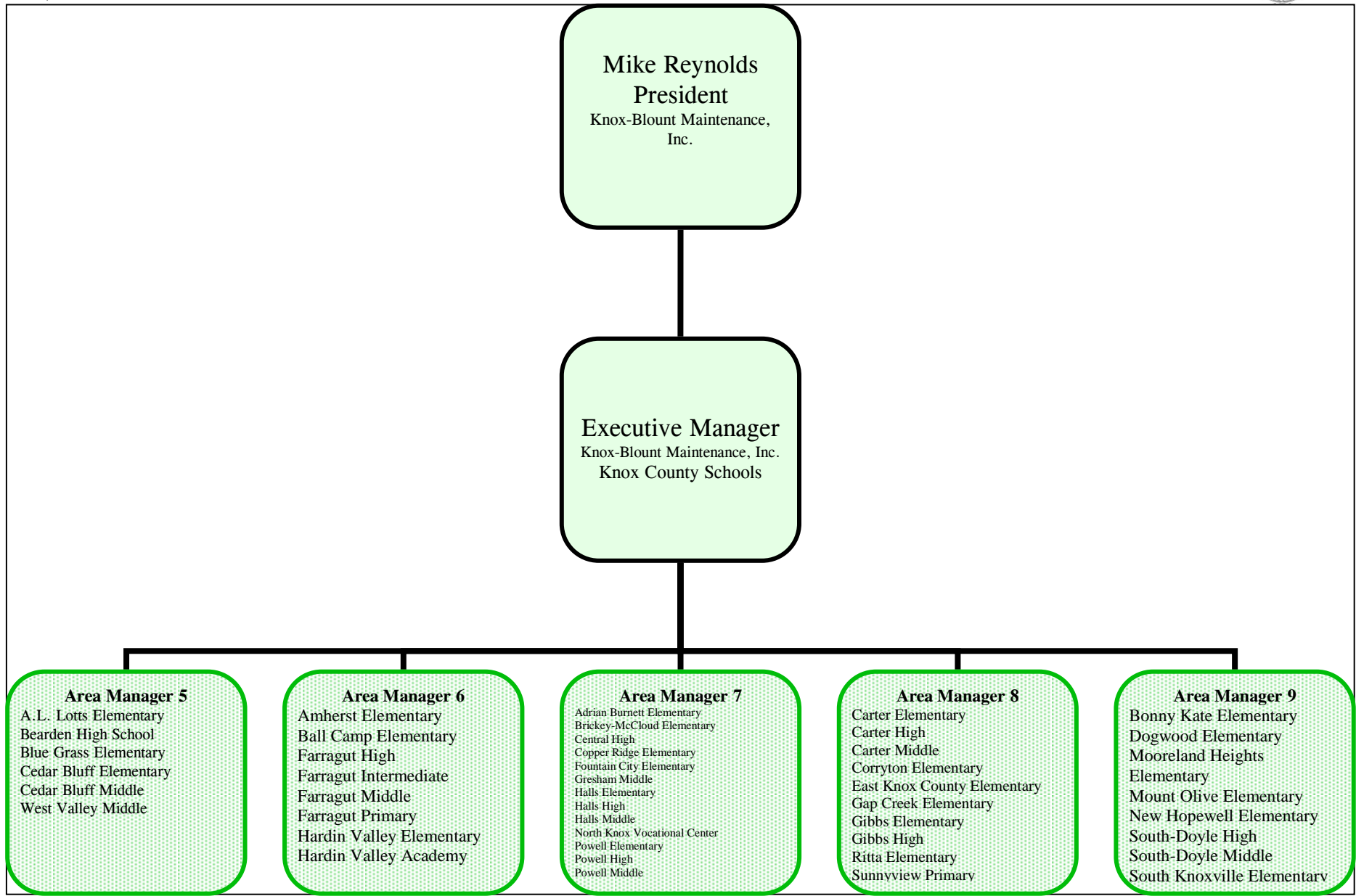
Years of experience	4 years with previous contractors 3 years with Knox-Blount Maintenance, Inc.
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ORGANIZATIONAL CHART

Area Managers 1 thru 4







STAFFING AND WAGES

All current Knox County School employees who qualify will be given first right of refusal for their job at their current school location. Where possible Knox-Blount Maintenance, Inc. will schedule the employees shift times to coincide to a time similar to their current shift time.

To be eligible, each employee must meet the requirements outlined in Bid 956, be able to pass a drug test and meet Knox-Blount Maintenance, Inc., requirements. In addition, they must have a recommendation of their existing principal and supervisor.

The following wages will be offered:

General Cleaners	\$7.50-\$8.50
Day Custodians	\$8.50-\$10.00
Supervisors	\$9.50-\$15.50
Area Managers	\$30,000 up

All employees will be entitled to one week vacation after the first year

Supervision

To be effective, a supervisor must have not only have a thorough understanding of the industry in which he/she manages but must also understand the people that work for him/her and the customers they serve.

1. Qualifications

Knox-Blount Maintenance, Inc. selects only those individuals who have been either working in the facility support industry or have prior supervisory experience. All supervisors will be trained in the following: workplace safety, best practices in cleaning and it's affect on the environment, proper chemical usage and safety, proper equipment usage and maintenance, quality control and customer service

2. Experience of Supervisor

Knox-Blount Maintenance, Inc. will assign as supervisor(s) only those individuals who have at least one year in the facility support industry similar experience.



3. Amount of Supervisors Committed To This Project

Knox-Blount Maintenance, Inc. will provide a supervisor to any location where there is more than one person on the housekeeping staff. Supervisor(s) are required to be present until all work is completed. In some cases, one supervisor may be assigned to multiple locations.

In addition, **Knox-Blount Maintenance, Inc.** will provide eight full-time Contract Manager(s) and one Executive Manager subject to the number of buildings awarded (see staffing chart).



Staffing Knox County Schools						
SCHOOL	Knox County Day Custodian *	Day Porters	Day Porters	General Cleaners	On-Site Supervisors	Area Managers
	6:00am-3:00pm	8:00am-3:00pm	11:00am-3:00pm	3:30pm-11:00pm	3:30pm-11:00pm	as needed
A.L. Lots Elementary	1	1		2.00	1	8
Adrian Burnett Elementary	1			1.00		8
Amherst Elementary	1	1		2.00	1	8
Ball Camp Elementary	1			1.09	1	8
Bearden Elementary	1			1.00		8
Beaumont Elementary	1			1.00	1	8
Belle Morris Elementary	1			1.50		8
Bluegrass Elementary	1			1.00	1	8
Bonny Kate Elementary	1			1.00		8
Brickey-McCloud	1	1		2.50	1	8
Carter Elementary	1			1.00		8
Cedar Bluff Elementary	1	1		2.50	1	8
Cedar Bluff Pre-K	1			1.50		8
Chilhowee Elementary	1			1.50		8
Christenberry Elementary	1	1		1.50	1	8
Copper Ridge Elementary	1			1.00	1	8
Corryton Elementary	1			0.50		8
Dogwood Elementary	1	1		2.00	1	8
East Knox County	1			1.00	1	8
Farragut Intermediate	1			1.50	1	8
Farragut Primary	1	1		2.00	1	8
Fountain City Elementary	1			1.50		8
Gap Creek Elementary	1			0.50		8
Gibbs Elementary	1	1		2.00	1	8
Green Elementary	1			1.50		8
Halls Elementary	1	1		1.00	1	8
Hardin Valley Elementary	1	1		2.50	1	8
Inskip Elementary	1			1.00	1	8
Karns Elementary & Annex	1		1	5.00	1	8
Lonsdale Elementary	1			1.50		8
Maynard Elementary	1			1.00		8
Mooreland Heights	1			1.00		8
Mt. Olive Elementary	1			1.00		8
New Hopewell	1			1.00		8
Norwood Elementary	1			1.00		8
Pleasant Ridge Elementary	1			1.00		8
Pond Gap Elementary	1			1.00		8
Powell Elementary	1	1		1.50	1	8
Ritta Elementary	1			1.50		8
Rocky Hill Elementary	1			1.00	1	8
Sarah Moore Greene Elementary	1	1		2.00	1	8
Sequoyah Elementary	1			1.50		8
Shannondale Elementary	1			1.00		8
South Knox Elementary	1			1.00		8
Springhill Elementary	1			1.00		8
Sterchi Elementary	1			1.00		8
Sunnyview Elementary	1			1.50		8
West Haven Elementary	1			1.00		8
West Hills Elementary	1			1.00	1	8
West View Elementary	1			1.00		8
Bearden Middle	1	1	1	3.00	1	8
Carter Middle	1	1	1	1.50	1	8
Cedar Bluff Middle	1	1		1.00	1	8
Farragut Middle	1	1	1	3.00	1	8
Gresham Middle	1	1		2.00	1	8
Halls Middle	1		1	2.50	1	8
Holston Middle	1		1	4.00	1	8
Karns Middle	1		1	3.00	1	8
Northwest Middle	1		1	3.00	1	8
Powell Middle	1		1	3.00	1	8
South Doyle Middle	1		1	4.00	1	8
Vine Middle	1	1		2.00	1	8
West Valley Middle	1		1	4.00	1	8
Whittle Springs Middle	1			1.00	1	8
Austin East High	1		2	6.00	1	8
Bearden High	1		2	5.50	1	8
Carter High	1		1	4.00	1	8
Central High	1		1	6.00	1	8
Farragut High	1		2	5.00	1	8
Fulton High	1		1	5.00	1	8
Gibbs High & Vocational	1		1	4.00	1	8
Halls High (Including North Knox Vocational)	1		1	4.00	1	8
Hardin Valley Academy	1		1	5.50	1	8
Karns High & Byington Solway	1		1	5.50	1	8
L&N STEM Academy	1			1.00		8
Powell High	1		1	5.00	1	8
South Doyle High	1		2	6.00	1	8
West High	1		2	6.00	1	8



Staffing Knox County Schools						
SCHOOL	Knox County Day Custodian *	Day Porters	Day Porters	General Cleaners	On-Site Supervisors	Area Managers
	6:00am-3:00pm	8:00am-3:00pm	11:00am-3:00pm	3:30pm-11:00pm	3:30pm-11:00pm	as needed
Eastport	1					8
Fair Garden	1			0.50		8
Fort Sanders	1			0.50		8
General Services Building	1			1.00	1	8
Historic Knoxville High	1			2.00	1	8
KAEC	1			1.00	1	8
Lincoln Park	1			1.00		8
Richard Yoakley	1			1.00		8
Ridgedale Alternative Program	1			1.00		8
Rule Building /Security	1					8
Sam E. Hill	1					8
Sarah Simpson Professional Develop Center	1			2.00	1	8
	90	12	29	185	53	8

* If KCS day porter option not selected this person will be on Knox-Blount's payroll



EQUIPMENT & SUPPLIES

Knox-Blount Maintenance, Inc. will work closely with the Knox County Schools to insure that **Green Cleaning** products will be used, where possible. Our program will have the following components in place:

1. A High-Performance Cleaning Program
2. Custodial Effectiveness Assessment Plan
3. Purchase of Sustainable Cleaning Products and Materials
4. Sustainable Cleaning Equipment

A partial listing of major equipment and supplies utilized by **Knox-Blount Maintenance, Inc.**, is shown on the following charts.

MSDS Sheets

A booklet containing all MSDS sheets will be placed on-site before any work is started.



Equipment List Knox County Schools							
	Vacuum	44 Gallon Brute	Mop Bucket & Wringer	Dustmop &Broom	Maid's Cart	Burnisher	Wet Dry Vac
A.L. Lots Elementary	8	8	8	8	1	1	1
Adrian Burnett Elementary	5	5	5	5	1	1	1
Amherst Elementary	11	11	11	11	1	1	1
Ball Camp Elementary	6	6	6	6	1	1	1
Bearden Elementary	3	3	3	3	1	1	1
Beaumont Elementary	5	5	5	5	1	1	1
Belle Morris Elementary	4	4	4	4	1	1	1
Bluegrass Elementary	6	6	6	6	1	1	1
Bonny Kate Elementary	3	3	3	3	1	1	1
Brickey-McCloud	10	10	10	10	1	1	1
Carter Elementary	3	3	3	3	1	1	1
Cedar Bluff Elementary	10	10	10	10	1	1	1
Cedar Bluff Pre-K	3	3	3	3	1	1	1
Chilhowee Elementary	5	5	5	5	1	1	1
Christenberry Elementary	7	7	7	7	1	1	1
Copper Ridge Elementary	5	5	5	5	1	1	1
Corryton Elementary	2	2	2	2	1	1	1
Dogwood Elementary	9	9	9	9	1	1	1
East Knox County	6	6	6	6	1	1	1
Farragut Intermediate	8	8	8	8	1	1	1
Farragut Primary	8	8	8	8	1	1	1
Fountain City Elementary	4	4	4	4	1	1	1
Gap Creek Elementary	1	1	1	1	1	1	1
Gibbs Elementary	9	9	9	9	1	1	1
Green Elementary	5	5	5	5	1	1	1
Halls Elementary	6	6	6	6	1	1	1
Hardin Valley Elementary	10	10	10	10	1	1	1
Inskip Elementary	5	5	5	5	1	1	1
Karns Elementary & Annex	18	18	18	18	2	2	2
Lonsdale Elementary	4	4	4	4	1	1	1
Maynard Elementary	3	3	3	3	1	1	1
Mooreland Heights	3	3	3	3	1	1	1
Mt. Olive Elementary	3	3	3	3	1	1	1
New Hopewell	2	2	2	2	1	1	1
Norwood Elementary	4	4	4	4	1	1	1
Pleasant Ridge Elementary	3	3	3	3	1	1	1
Pond Gap Elementary	3	3	3	3	1	1	1
Powell Elementary	7	7	7	7	1	1	1
Ritta Elementary	5	5	5	5	1	1	1
Rocky Hill Elementary	6	6	6	6	1	1	1
Sarah Moore Greene Elementary	9	9	9	9	1	1	1
Sequoyah Elementary	5	5	5	5	1	1	1
Shannondale Elementary	3	3	3	3	1	1	1
South Knox Elementary	3	3	3	3	1	1	1
Springhill Elementary	3	3	3	3	1	1	1
Sterchi Elementary	3	3	3	3	1	1	1
Sunnyview Elementary	4	4	4	4	1	1	1
West Haven Elementary	2	2	2	2	1	1	1
West Hills Elementary	6	6	6	6	1	1	1
West View Elementary	3	3	3	3	1	1	1
Total Elementary	0	0	0	0	0	0	0
Bearden Middle	12	12	12	12	1	1	1
Carter Middle	7	7	7	7	1	1	1
Cedar Bluff Middle	6	6	6	6	1	1	1
Farragut Middle	12	12	12	12	1	1	1
Gresham Middle	8	8	8	8	1	1	1
Halls Middle	10	10	10	10	1	1	1
Holston Middle	14	14	14	14	2	2	2
Karns Middle	12	12	12	12	1	1	1
Northwest Middle	11	11	11	11	1	1	1



Equipment List Knox County Schools							
	Vacuum	44 Gallon Brute	Mop Bucket & Wringer	Dustmop &Broom	Maids Cart	Burnisher	Wet Dry Vac
Powell Middle	11	11	11	11	1	1	1
South Doyle Middle	15	15	15	15	2	2	2
Vine Middle	8	8	8	8	1	1	1
West Valley Middle	14	14	14	14	2	2	2
Whittle Springs Middle	6	6	6	6	1	1	1
Austin East High	20	20	20	20	2	2	2
Bearden High	19	19	19	19	2	2	2
Carter High	14	14	14	14	2	2	2
Central High	19	19	19	19	2	2	2
Farragut High	16	16	16	16	2	2	2
Fulton High	17	17	17	17	2	2	2
Gibbs High & Vocational	14	14	14	14	2	2	2
Halls High (Including North Knox Vocational)	15	15	15	15	2	2	2
Hardin Valley Academy	19	19	19	19	2	2	2
Karns High & Byington Solway	19	19	19	19	2	2	2
L&N STEM Academy	2	2	2	2	1	1	1
Powell High	17	17	17	17	2	2	2
South Doyle High	20	20	20	20	2	2	2
West High	20	20	20	20	2	2	2
Eastport	1	1	1	1	1	1	1
Fair Garden	1	1	1	1	1	1	1
Fort Sanders	1	1	1	1	1	1	1
General Services Building	5	5	5	5	1	1	1
Historic Knoxville High	8	8	8	8	1	1	1
KAEC	5	5	5	5	1	1	1
Lincoln Park	3	3	3	3	1	1	1
Richard Yoakley	2	2	2	2	1	1	1
Ridgedale Alternative Program	4	4	4	4	1	1	1
Rule Building /Security	1	1	1	1	1	1	1
Sam E. Hill	1	1	1	1	1	1	1
Sarah Simpson Professional Develop Center	8	8	8	8	1	1	1

QUALITY CONTROL

Quality is measured three ways:

- **Weekly Inspections** – reflects **Knox-Blount Maintenance, Inc.** view of work quality
- **Janitorial Log Book** – customer’s standpoint
- **Janitorial Satisfaction Survey** – customer’s standpoint

Customer satisfaction is key to the success of **Knox-Blount Maintenance, Inc.** We believe in the establishment and maintenance of multiple communications channels with all of our customers. Only through these communications efforts can an effective client-contractor relationship be instituted and daily problems be kept to a minimum.

Through its established quality assurance programs, **Knox-Blount Maintenance, Inc.**, will ensure continual working relations of site personnel and personnel. These programs will also ensure that both **Knox-Blount Maintenance, Inc.**, and Knox-County Schools have an overview of the status of operations as applicable to contract compliance.

1. The **Knox-Blount Maintenance, Inc** supervisor/lead person will conduct a thorough weekly inspection.
2. Specific requests or complaints will be recorded on the “**Janitorial Log Book.**”
3. Upon reporting to work each day, the **Knox-Blount Maintenance, Inc.**, supervisor/lead person will check the logbook for entries. Corrections of complaints and compliance to requests will be performed as soon as possible and so noted in the logbook. At the end of the shift, the supervisor/lead person will initial the logbook to indicate that the tasks were completed.
4. The **Knox-Blount Maintenance, Inc.**, Contract Manager will conduct inspections, training sessions, and supply distributions throughout the week.
5. The **Knox-Blount Maintenance, Inc.**, Contract Manager/Assistant Contract Manager will conduct a minimum weekly walk-through inspection. **Knox-Blount Maintenance, Inc.**, will make a copy of this inspection available to Knox-County Schools.
6. The **Knox-Blount Maintenance, Inc.**, Contract Manager, Operations Manager, and a representative of Knox-County Schools will conduct a monthly walk-through inspection. The “**Janitorial Satisfaction Survey**” form will document this inspection. A copy of the result of any inspection will be available to Knox-County Schools upon request.
7. Once per quarter, the **Knox-Blount Maintenance, Inc.**, Operation’s Vice President will meet with the Knox-County Schools Administration to discuss all areas of the facility(s) which may be of concern.

PERSONNEL POLICY HANDBOOK



**PERSONNEL POLICY
HANDBOOK
May 1, 2011**

WELCOME TO OUR FIRM

We are pleased that you have decided to join us. Our company has a history of more than 35 years of service to our Customers. It has grown because of the efforts of each employee. Our future looks bright. However, the future will present challenges, and we are counting on your help in meeting those challenges.

Because we want you to feel comfortable in your job and be able to perform it well, we have prepared this manual to help you understand your job and its requirements. This will acquaint you with the aims and policies of our Company, the benefits of employment here, and job rules and regulations. The manual is intended to be a guide for information purposes only and does not constitute a contract of employment.

The Company reviews the policies, procedures, and benefits described in the Manual on a regular basis, and reserve the right at any time, to make revisions based on need and desirability. Any policy, procedure or benefit in this handbook may be modified, increased or decreased at any time. New policies may be instituted by the Company at any time and will be communicated to you by the Company. Your continued employment will constitute acceptance of all such changes, additions or deletions. Additional work rules and procedures may be contained in other manuals specific for certain jobs or learned through on-the-job training. In addition to our work rules, all employees are expected to obey local, state and federal laws.

Please call on any of us to help you become established in you new job. And again, thank you for joining us.

THIS IS OUR BUSINESS

Knox-Blount is in the contract cleaning business. We provide building maintenance and janitorial services to our Customers on a contractual basis. We provide a wide range of services including general office cleaning, carpet care, floor care, window cleaning, exterior building maintenance, grounds maintenance, and preventative maintenance. We are considered professionals, and our Customers expect us to perform our services as experts. We know you will take the same pride in a "job well done."

Our Company is a member of the Building Service Contractors Association International and International Facility Management Association. Through the Associations publications, conventions, and seminars, we are able to keep current on the latest techniques, supplies, equipment, and cleaning methods. In addition, the Associations help us improve our management skills.

We have developed into a strong Company with a solid base. We hope you are as proud to be a member of our Company as we are to have you with us.

YOU AND YOUR FUTURE

The greatest asset of our business is the potential of our employees. To encourage the employee's sense of responsibility, spirit of confidence, and attitude of cooperation is a goal of our personnel policy.

KBM IS AN EQUAL OPPORTUNITY EMPLOYER

All employment decisions regarding hiring, pay, and promotion are made without regard to race, disability, color, sex, sexual orientation, creed or national origin. It is the Company's policy to comply with applicable laws that require equal opportunity in employment for all persons and prohibit unlawful discrimination in employment.

Implementation of and compliance with the Company's Equal Employment Opportunity Policy is the responsibility of all Company employees. Employees will be evaluated on their adherence to the policy as part of their annual performance appraisal.

HARRASSMENT

KBM STRONGLY DISAPPROVES OF ANY FORM OF SEXUAL HARASSMENT AT THE WORK PLACE, INCLUDING ACTS OF NON-EMPLOYEES. DISCIPLINARY ACTION WILL BE TAKEN PROMPTLY AGAINST ANY EMPLOYEE OR SUPERVISOR ENGAGING IN UNLAWFUL, SEXUAL HARASSMENT, OR HARASSMENT OF ANY KIND.

It is the Company's policy to provide its employees with a pleasant environment that will encourage efficient, productive, and creative work. The Company will not tolerate verbal, written, visual, or physical acts or conduct by any employee that harasses, disrupts, or interferes with another's work performance, or who creates an intimidating, offensive or hostile work environment. The use of derogatory statements about one's race, sex, national origin, age, or disability constitutes unacceptable conduct.

While all forms of harassment are prohibited, it is the Company's policy to emphasize that sexual harassment is specifically prohibited. Each supervisor or manager has a responsibility to maintain the work place free of any form of sexual harassment. No supervisor shall threaten or insinuate, either explicitly or implicitly, that an employee's refusal to submit to sexual advances will affect the employee's employment.

Other sexually harassment conduct in the work place, whether committed by supervisors, area managers, or non-supervisory personnel, is also prohibited. Such conduct includes:

- Sexual flirtations, touching, advances, or propositions
- Verbal abuse of a sexual nature
- Graphic or suggestive comments about an individual's body
- Use of sexually degrading words to describe an individual
- Text messages with sexual comments
- Any and all pictures with sexual connotations sent to phones

If any employee believes that the actions or words of a supervisor, manager, or fellow employee constitute unwelcome harassment, the employee has a responsibility to report or complain as soon as possible to the appropriate supervisor or area manager. If a complaint involves a supervisor or manager, the employee should report the complaint to the President of the Company at 865-584-0025.

All complaints of harassment will be investigated promptly and in an impartial and confidential manner by the supervisor, manager, or President. If any employee is not satisfied with a complaint or the action taken by the supervisor or manager, then the employee should bring the complaint to the attention of the President. In all cases, the supervisor, manager, or President will take appropriate measures to investigate, resolve, or correct the situation in an expedient manner. The Company will endeavor to keep all matters confidential, to the extent possible under the circumstances. The employee will be advised of the supervisor's, manager's or President's findings and conclusions. Any employee, supervisor, or manager who is found to have engaged in harassment of another employee will be subject to appropriate disciplinary action up to and including information.

The Company's compensation program is designed to provide a fair and equitable salary structure that provides employees with a clear and objective appraisal of the quality of their performance. Employees are eligible for consideration for salary adjustments annually based upon seniority and the overall quality of their performance. Performance reviews are performed annually. Salary increases are based on merit and performance criteria and are not granted automatically.

The Company encourages promotion of current employees whenever possible. We wish to encourage management development from within the body of our employees.

PROBATIONARY PERIOD

All new employees are on a probationary status during their first 90 days of employment. During this probationary period, an employee may be terminated for any reason. The probationary period will automatically be extended by the number of days the employee is absent from scheduled work while on probationary status. The period may also be extended for an additional 30 days upon the suggestion of the employee's supervisor.

EMPLOYMENT AT WILL

We work hard to treat employees fairly. Sometimes employees leave despite our best efforts, or employees leave because they want to leave – they move, find themselves in different circumstances, or simply want a change of employment. As an employee of KBM, you have the right to terminate your employment at any time. Likewise, KBM retains the right to enlarge, reduce, or make changes in, or terminations from its staff. Employment with KBM, therefore, has always been considered "at will," permitting either party to elect to end the relationship at any time. Only the President of the Company has the authority to provide an employment contract for any individual and it must have a definite duration and be in writing. If you should resign, we would appreciate as much advance notice as possible, preferably two weeks. This will allow us time to find and train your replacement before you leave our organization.

RECOGNIZED GROUNDS FOR IMMEDIATE DISMISSAL

It is the policy of KBM that any conduct which, in the Company's view, interferes with or adversely affects employment is sufficient grounds for discipline, including dismissal. Examples of conduct for which employment may be terminated include, but are not limited to, unsatisfactory performance, unacceptable tardiness or absenteeism, violations of Company conduct policies, conduct unbecoming employees, such as dishonesty, insubordination, or any other reason not prohibited by law. KBM reserves the right to terminate employment immediately, if it believes circumstances warrant.

KBM issues warning notices in case of poor performance or violation of most Company rules. However, in order that there is no misunderstanding about the general conduct expected of every employee of the Company, the following constitute grounds for immediate dismissal:

1. Drinking alcoholic beverages on Company or Customer premises, having liquor on your breath while working, or reporting to work in an inebriated condition.
2. Theft of any kind.
3. Allowing unauthorized persons (including family and friends) to enter any building in which you are performing services.
4. Habitual tardiness.
5. Excessive absenteeism.
6. Absence without proper and timely notice. It is the employee's (not family members or friends) responsibility to notify the office with reason for absence.
7. Gambling on the job.
8. Having illegal drugs in your body or in possession while working.
9. In direct competition with KBM.
10. Failure to perform job duties in timely manner.
11. Failure to complete job to Company specifications.
12. Insubordination.
13. Failure to act in a professional manner.
14. Unauthorized use of Company or Customer property.
15. Falsification of time for/on anyone.

This list is not intended to be exclusive, but is only illustrative of the grounds considered for immediate dismissal.

DISCIPLINARY PROCEDURES

While a serious rule's infraction may be grounds for immediate termination, generally disciplinary procedures after your 90 day probationary period for rule infractions are as follows:

- First Offense: Verbal Warning
- Second Offense: Written Warning (30 day probation)
- Third Offense: Termination

Employees will be subject to 30-day probation after written warning has been given. Employees may submit in writing statements concerning any verbal or written warning given them. Employee statements must be dated, signed and returned to the office within five working days after a warning is received.

SUBSTANCE ABUSE POLICY

KBM has a strong commitment to its employees to provide a safe, healthy and secure work environment. The Company also expects its employees to maintain a high level of safety, productivity and efficiency. The presence of drugs or alcohol in the workplace and the influence of these substances on employees during work hours are inconsistent with Company objectives and violate employee Standards of Conduct. While the Company has no intent to intrude into the private lives of its employees, the Company expects all employees to report for work in a condition to perform their duties in a safe and productive manner. Employees are expected to report to work with no illegal or non-prescribed drugs in their bodies and may not be under the influence of alcohol. Compliance with this requirement is to be considered an essential job qualification for all job assignments. Violation of this policy will subject an employee to disciplinary action up to and including termination. An employee, who appears to be unfit for duty due to the suspected influence of drugs or alcohol, may be required to submit to a urinalysis or blood test. Any employee involved in, or contributing to an accident, whether or not it involves actual or potential injury, may be required to submit to drug or alcohol testing. Any employees that have indicated in any way that they are unable to perform their assigned job duties, or have given the Company cause to suspect drug or alcohol use affecting their jobs, may be required to submit to drug or alcohol testing. In the event an employee refuses to undergo a drug or alcohol test requested by the Company, this refusal would be considered insubordination and failure to obey a direct order. Such refusal will alone be sufficient grounds for termination. Excessive or unusual absenteeism may give rise to suspect drug or alcohol usage such that an employee may be required to submit to testing. KBM has the right of access to all of its property, desks, drawers, vehicles, lockers, etc. Such items are provided by the Company solely for the convenience of employees and may be searched at any time at the discretion of the Company.

TELEPHONE POLICY

Do not use telephones in the building in which you are working for personal calls. You may, however, use these telephones to check in (clock in/out) with the office or in case of emergency.

Cell phone usage is prohibited unless authorized by the Company for use.

Cellular phones are utilized by our Management staff. Cellular phones are the personal property of our staff and they are reimbursed for their usage for company business.

SALARY/WAGES

Employee pay is confidential between employee and Knox-Blount. Pay scales are based on job account, the employee's quality of work, and length of service. These can and will differ for each employee.

COMPUTER CHECK-IN TIMEKEEPING SYSTEM

It is mandatory all employees clock in and out by a computerized phone system. Employee numbers and building numbers will be assigned. Instructions and training on use of this system will be given to each new employee. We cannot pay for incomplete times (either missing a clock-in or clock-out). It is your responsibility to tell us your hours worked, we will not “track” you down. If you miss a clock-in or clock-out, do not hesitate to call the office during open hours to tell us your time. Remember, if we do not have your missing time, we cannot pay you.

TRANSPORTATION

Employees are responsible for their own transportation to and from work. Lack of transportation is not an acceptable excuse for absenteeism and can result in termination.

WORK HOURS

In accepting this job, you are obligating yourself to be on the job each and every night/day as scheduled. Failure to report on the job as scheduled is sufficient grounds for dismissal. We realize emergencies do occur, but we expect the employee to report to his/her supervisor/manager in sufficient time to enable a replacement to be obtained. Employees will only be paid for actual time work.

UNDER NO CIRCUMSTANCES WILL ANY WORK BE DONE ON ANY OTHER DAY BESIDES SCHEDULED WORKDAY WITHOUT PRIOR APPROVAL BY GENERAL MANAGER.

PAY PERIOD

Pay periods are scheduled as follows:

- (1) Hourly employees will be paid on a weekly basis (for previous week’s work). These checks will be released on Friday. You have the option of picking your check up at the office on Fridays, having it delivered/given to you Thursday nights, or having it mailed. Terminated employees must pick their last check up at the office.
- (2) Management/salaried personnel will be paid on a semi-monthly basis. (Work performed from the 1st-15th will be paid on the 25th and work performed from the 16th – 31st will be paid on the 10th.) These checks will be released on the 10th and 25th of each month.
EXCEPTION: When payday falls on Saturday, checks will be released on Friday; and when payday falls on Sunday, checks will be released on Monday.

Every effort is made for the checks to arrive on the actual payday. The Company has no control over any checks that are mailed. If a check is not received on actual payday, there is a two-day waiting period. If not received within these two days, notify the office. A stop payment will be issued on the original check and another one written. This process takes approximately five days. Once a stop payment is issued on an employee’s check, KBM will no longer mail their check. If you wish for us to keep mailing your check afterwards, and your check gets lost again, it is your responsibility to pay for the stop payment. Office hours are 8:00 a.m. to 5:00 p.m. **ALL EMPLOYEES MUST PICK UP FINAL CHECKS AT THE OFFICE.**

EMPLOYEE RECORDS

The Company maintains a personnel file for each employee. It contains confidential records such as references obtained and given, notices of employment, attendance records, salary increases, and evaluations. Giving false information to KBM on personnel records will be grounds for dismissal. Accurate and complete employment records are important to assure all benefits and to comply with government regulations. Help keep our records up to date by notifying the personnel office promptly of:

- Change of address and phone number
- Change of persons to be notified in case of accident
- Change in legal name
- Change in marital status
- Change in number of income tax exemptions
- Change in insurance beneficiary

COMMUNICATION

Employees are to communicate directly with the supervisors/managers concerning any questions or problems about the job. It will be the supervisor's/manager's responsibility to report any problems and/or questions to the general manager. **FAILURE TO COMMUNICATE THROUGH PROPER CHANNELS CAUSES MISTAKES.**

If any problems are encountered on the job, notify your supervisor/manager at the office (584-0025), do not contact the Customer. If Answering Service picks up, specify your supervisor/manager by name, state the nature of the problem and have your supervisor/manager paged. Please be sure to give the person paged enough time to reach you before you leave the building where the problem exists. If a call has not been returned by the time you are ready to exit and secure the building, recall the office and leave specific details concerning the nature and importance of the problem. **REMEMBER: IT IS YOUR RESPONSIBILITY TO LET US KNOW ABOUT ANY PROBLEM.**

UNIFORMS

Where building requirements necessitate, uniforms or nametags will be supplied by the Company and must be worn on the job at all times. While on the job sites, employees will always dress and groom themselves in a neat manner and conduct themselves in a professional and business-like manner.

Wearing of uniforms when not on Knox-Blount business is prohibited.

All KBM uniforms, badges, vests, etc. must be returned to the office upon termination. Any missing items will be deducted from final check. Badges cost \$10.00 and are taken out of your check after paperwork is signed. Once the badge is returned when employment is terminated, you will be reimbursed the \$10.00.

While on job site, employees are to dress and groom themselves professionally (such as jeans/slacks without holes, Capri pants, short-sleeve t-shirts). Long shirts must be tucked in. Shorts are not acceptable. All employees must wear a slip resistant work shoe while on the job site (slip resistant tennis shoe or work boot). Under no circumstances are employees to wear any open toe or heel shoe (sandals, flip-flops, slides, etc.). Failure to comply with KBM dress code will result in termination.

SUPPLIES/EQUIPMENT

Check your supplies weekly. If you run low on any supplies during the month, call your supervisor for additional supplies. Do NOT wait for supplies to run out. Employees are responsible for keeping the equipment clean and vacuum bags emptied. Equipment not working properly (because of mechanical problems) should be reported to your supervisor for repair or replacement. Equipment or supplies are not to be removed from the building.

CONTROL SHEETS

Control sheets will be posted in each building at designated locations. These must be checked daily with problems corrected and sheets completed. Notify your supervisor when problems are noted. If supervisor determines it is your assigned duty, correct the problem. If complaint is called into office, employees will be notified the next work shift and will be expected to correct the problem. If a complaint is called into the office during business hours, employee at specified building will be contacted and must call upon completion to the office.

INSPECTIONS

Inspections will be made to determine quality of work. An inspection form will be used listing all problem areas and details of problems. The form will be left for employees to review, correct problems, and sign. This form will be retained for comparison of future inspection reports. A continued decline or lack of improvement in quality can result in disciplinary action being taken up to and including termination of employment.

NO SOLICITATION

The Company forbids requests for money and all types of solicitation on Company or Customer property.

The distribution of any literature, pamphlets, or materials unrelated to the Company's operation is not allowed during working time or at any time in working areas or customer premises.

EMERGENCY PROCEDURES

Call the Police Department or Fire Department in case of criminal activity or fire. Keep these and other emergency telephone numbers in supply room areas and in the janitorial closets.

EMPLOYEE COMPLAINTS, PROBLEMS, AND MISUNDERSTANDINGS

In any work situation, employee problems, misunderstandings or complaints may arise. At KBM, we believe that if you have a problem or gripe regarding your pay, seniority status, or any other matter concerning your employment, it should receive prompt consideration from all concerned. If you have a question or complaint, do not keep it to yourself. Get it off your chest. Remember, we cannot straighten things out unless we know about them.

It is our sincere desire to know what your work-related problems are. To insure that your complaints are handled in a fair and satisfactory manner, a formal complaint procedure has been established. It provides an effective and acceptable means for you to bring problems concerning your well being at work to the attention of management. Its purpose is to allow you to discuss your problems or complaints frankly and without embarrassment or stress.

Procedure in filing a complaint:

- Speak with your Supervisor regarding the issue
- Speak with the Area Manager if issue is not taken care of within a timely manner
- Speak with the General Manager if you feel the complaint has not been taken care of properly
- Speak with the President of the Company if you feel your complaint was neglected or have issues on how the complaint was taken care of

BREAKAGE POLICY

Accidents occur during the normal course of work. You will not be expected to pay for damages. However, if you accidentally break or damage any property belonging to a customer, leave a note reporting the damage on the desk of the proper party. Also, report to your supervisor any breakage or damage.

CUSTOMER RELATIONS

Employees will conduct themselves in a professional and courteous manner while on the job site. Communications between customers and employees concerning any problems or requests for additional work will be passed on to the supervisor before the end of that shift. Do not contact the Customer yourself.

CUSTOMER PROPERTY

Do not handle or use property belonging to a Customer. Correspondence and other papers left on desks are not to be read or disturbed. If you find any material on the floor, place it on the nearest desk unless the customer has left written instructions stating otherwise. When in doubt, SAVE.

Items belonging to a Customer that you do NOT handle (including but not limited to):

- Computer
- Phone
- Any type of food or beverage
- Money

Do NOT under any circumstance look through a Customer's desk/personal properties. Termination of employment will be taken when caught.

VOLUNTARY TERMINATION

An employee is requested to provide a notice of employee voluntary termination at least one week before the desired termination date.

COMPANY VEHICLES

Employees driving Company vehicles will be responsible for the following:

- Always wear seatbelt
- Check oil daily – add oil if needed out of our supply
- Check water level, power steering fluid, brake fluid, and condition of fan belt
- Keep correct air pressure in tires
- Let Management know of any defects or problems with vehicles
- Keep vehicle free of trash
- Do not smoke in the vehicles
- Notify Management if you are involved in any kind of accident or receive a citation for a moving violation
- Drive defensively – watch out for the other driver
- For the safety of yourself and others on the road do not text or talk while driving
- Make sure all equipment and supplies are secured and will not slide around before driving

ONE ACCIDENT CAN CONSTITUTE GROUNDS FOR DISMISSAL. ANY EMPLOYEE OBSERVED DRIVING IN A RECKLESS MANNER WILL BE DISCIPLINED AS REQUIRED UP TO AND INCLUDING DISMISSAL.

WORKER'S COMPENSATION

Employees are covered for work-related injuries through worker's compensation. The Company's management will be responsible for contacting this State's Worker's Compensation Bureau in the event of a work-related injury.



INJURIES

If you are hurt in any way while engaged in your employment duties, notify your supervisor immediately. He/she will take the proper action according to the nature of the injury. It is imperative that you come to our office the next working day and fill out an accident report unless physically unable to do so. You will be tested for illegal drug use immediately following your accident. If the results of this test are positive, you may be held personally liable for all the medical expenses you incurred. By law, a late notice may bar a claim for worker’s compensation benefits. The Company has identified a list of authorized medical groups for any of these claims. As a condition of your continued employment, you must consent to submit to a drug screen following a lost time accident.

THEFT

The Company has the right to take measures to protect against employee theft. These measures may include, but are not limited to, investigations, the interview of other employees, review of video film, polygraph tests, etc.

COMPANY BENEFITS

VACATIONS

Non-salaried employees are entitled to one week’s paid vacation, based on regular part-time hours scheduled per week, after one year of employment. Vacation hours must be requested in writing and approved by the supervisor no later than one month in advance.

Management/Office Support Personnel (working 40 hours per week) are entitled to paid vacations in accordance with the following schedule:

<u>Length of Service</u>	<u>Vacation Time</u>
1 year	1 week
3 years	2 weeks
6 years	3 weeks

Vacation time should be arranged as far in advance as possible and require supervisory approval. Whenever a conflict exists in choice of vacation time, preference is based on seniority.

Any time taken because of sickness or incapacitating injury or for medical, dental or optical examinations will be counted as annual leave (salaried employees only).

Upon termination, unused vacation time will not be paid. Unused vacation time benefits are not considered accrued wages for work.

JURY SERVICE

If you are a regular employee and are called upon for jury service, you must advise your supervisor upon receipt of such a call. If taken from your work for such service, you shall be paid the difference between the regular straight time earnings for the actual time lost (but not to exceed eight [8] hours per day or forty [40] hours per week) and the pay you receive as a juror. Employees are paid for time actually spent in service to the court when such service is less than three (3) hours in any one day. A full day’s wages (less compensation received for jury service) will be paid when jury service is three (3) hours or more in any one day. This will apply only when you are called for jury duty and will not apply if you voluntarily offer your services as a juror.

LEAVE POLICIES

FUNERAL LEAVE

In the event of a death of a member of the immediate family of a regular employee (immediate family being mother, father, grandmother, grandfather, mother-in-law, father-in-law, sister, brother, spouse, or child), up to three (3) working day's leave of absence based on an eight (8) hour day may be approved without pay for the specific purpose of attending the funeral.

MILITARY SERVICE LEAVE FOR ACTIVE DUTY

An employee inducted into the armed services will be expected to show such order to his or her supervisor. Employees must present themselves for re-employment within the time provided under the appropriate sections of the University Military Training and Service Act.

SICK LEAVE

Anyone out for two sick days or more must have a doctor's excuse as a condition to return to work. If going to be absent please contact the office before 4 p.m. or your supervisor no later than 6 p.m.

MANAGEMENT SAFETY POLICY

The effectiveness of any operation can be measured directly by its ability to control losses. Accidents resulting in personal injury and damage to property and equipment represent needless suffering and waste. It is the responsibility of every employee to maintain the safest of conditions and equipment at all times. A material safety data booklet is located in all buildings in the communication folder. This contains information on any and all materials used in the cleaning of the facility.

Company policy on safety is:

- The safety of the employee, the public, and the operation is paramount and every attempt must be made to reduce the possibility of accidents.
- Safety should take precedence over expediency or shortcuts at all times.
- The Company intends to comply with all safety laws and regulations.

Every employee is expected to demonstrate an attitude which reflects this policy and promotes safe work habits.

Knox-Blount Maintenance is always committed to the safety of our employees. Studies have shown the risk involved in talking on cell phones and/or two-ways while driving. With this in mind, we would like to implement the following policy immediately:

- Before initiating or receiving calls on the cell phones and/or two-way phones, you must pull over to the side of the road (in well-lighted areas). If this is not possible, wait until you reach your next building location.

MATERNITY LEAVE

A female employee who has been employed for at least 12 months (1,820 hours during this 12 month period) as a full-time employee may be absent from such employment for a period not to exceed 12 weeks for pregnancy, childbirth and nursing the infant. A female employee who gives at least three (3) months advance notice of Maternity Leave, and her intention to return to full-time employment after Maternity Leave, shall be restored to her previous or a similar position with the same status, pay, length of service credit and seniority, whereas applicable, as of the date of her leave. A female employee who is prevented from giving three (3) months advance notice because of a medical emergency which necessitates that Maternity Leave begins earlier than originally anticipated shall not forfeit her rights and benefits under this section solely because of her failure to give three (3) months advance notice. Maternity Leave shall be without pay, except that an employee may take Medical Leave or Leave of Absence during that time and receive pay pursuant to the Medical Leave or Leave of Absence policy.

Maternity Leave does not affect the employee's Vacation Leave time, advancement, seniority, length of service credit, benefits, plans or programs for which she was eligible at the date of her leave, and any other benefits or rights of her employment incident to her employment position. An employee's job position is protected for 12 weeks. The purpose of this policy is to provide time off for pregnancy, childbirth, and nursing of the infant. Therefore, if an employee has utilized the period of Maternity Leave to actively pursue other employment opportunities without the written permission of the Company or if the employee has worked part-time or full-time for another employer during the period of Maternity Leave, then the employee shall not be reinstated at the end of her Maternity Leave. Whenever the employee shall not be reinstated at the end of her Maternity Leave because she has used Maternity Leave to pursue employment opportunities or to work for another employer, the Company shall so notify the employee.

NOTE: Pregnancy is automatic qualifying for Family and Medical Leave. The Company must be notified as soon as possible of pregnancy.

FAMILY AND MEDICAL LEAVES OF ABSENCE POLICY

KBM recognizes that our employees and their families are important to the overall success of our operations. Accordingly, KBM understands that an employee may need a leave of absence for his or her own serious health conditions or to care for seriously ill children, spouse or a parent. In order to make this time available for you the employee, KBM has adopted the following policy outlining the conditions under which an employee may request time off without pay for a limited period with job protection and no loss of accumulated service, provided the employees return to work.

DEFINITION

A family and/or medical leave of absence shall be defined as an approved absence available to eligible employees for up to 12 weeks of unpaid leave per year under particular circumstances that are critical to the life of a family. Leave may be taken: for the birth and care of an employee's newborn child; for the placement of a child with the employee for adoption or foster care; when the employee is needed to care for a child, spouse, or parent who has a serious health condition; or when the employee is unable to perform the functions of his or her position because of a serious health conditions.

SCOPE:

The provisions of this policy shall apply to all family and medical leaves of absence except to the extent that such leaves are covered under other paid employment benefit plans or policies for any part of the 12 weeks of leave to which the employee may be entitled under this policy. In other words, if any employee is entitled to paid leave under another benefit plan or policy, the employee must take the paid leave first.

ELIGIBILITY:

To be eligible for leave under this policy an employee must have been employed for at least 12 months in total, and must have worked at least 1,820 hours during this 12 month period preceding the commencement of the leave.

EXCEPTION:

If the employee on leave is a salaried employee and is among the highest paid ten percent of Company employees within 75 miles, and keeping the job open for the employee would result in substantial economic injury to the Company, reinstatement to the employee on leave can be denied. In this situation, however, the employee will be given an opportunity to return to work. The following procedures will be followed by KBM: (1) Employee will be notified of his/her status as a "key" employee in response to the employee's notice of intent to take FMLA leave; (2) Employee will be notified as soon as the employer decides it will deny job restoration, and explain the reasons for this decision; (3) Employee will be offered a reasonable opportunity to return to work from FMLA leave after giving this notice; (4) Employer will make a final determination as to whether reinstatement will be denied at the end of the leave period if the employee then requests restoration.

BASIC REGULATIONS AND CONDITIONS OF LEAVE

The Company will require medical certification to support a claim for leave for an employee's own serious health condition or to care for a seriously ill child, spouse or parent. For the employee's own medical leave, the certification must include a statement that the employee is unable to perform any one of the essential functions of his/her position. For leave to care for a seriously ill child, spouse or parent, the certification must include an estimate of the amount of time the employee is needed to provide care. In its discretion, the Company may require the binding opinion and periodic re-certification at its own expense may require the binding opinion of a third health provider, approved jointly by the Company and the employee.

If medically necessary for a serious health condition of the employee or his/her spouse, child or parent, leave may be taken on an intermittent or reduced leave schedule. If leave is requested on this bases, however, the Company may require the employee to transfer temporarily to an alternative position which better accommodates recurring periods of absence or a part-time schedule, provided that the position has equivalent pay and benefits.

Spouses who are both employed by the Company are entitled to a combined total of 12 weeks of leave (rather than 12 weeks each) for the birth and care of the newborn child, for placement of a child for adoption or foster care, and to care for a parent who has a serious health condition.

Leave for birth and care, or placement for adoption or foster care must conclude within 12 months of the birth or placement.

Employees may take FMLA leave intermittently – which means taking leave in blocks of time, or by reducing their normal weekly or daily work schedule. If FMLA leave is for birth and care of placement for adoption or foster care, use of intermittent leave is subject to the employer's approval. FMLA leave may be taken intermittently whenever medically necessary to care for a seriously ill family member, or because the employee is seriously ill and unable to work.

Subject to certain conditions, employees or employers may choose to use accrued paid leave (such as sick or vacation leave) to cover some or all of the FMLA leave. The employer is responsible for designating if an employee's use of paid leave counts as FMLA leave based on information from the employee.

“Serious health condition” mean an illness, injury, impairment, or physical or mental condition that involves either: any period of incapacity or treatment connected with inpatient care (overnight stay) in a hospital, hospice, or residential medical care facility, and any period of incapacity or subsequent treatment in connection with such inpatient care; or continuing treatment by a health care provider which includes any period of incapacity (inability to work) due to (1) a health condition (including treatment therefore, or recovery therefrom) lasting more than three consecutive days, and any subsequent treatment or period of incapacity relating to the same condition, that also includes treatment two or more times by or under the supervision of a health care provider or one treatment by a health care provider with a continuing regimen of treatment; (2) pregnancy or prenatal care (visit to the health care provider is not necessary for each absence); (3) a chronic serious health condition which continues over an extended period of time, requires periodic visits to a health care provider, and may involve occasional episodes of incapacity (visit to a health care provider is not necessary for each absence); (4) a permanent or long-term condition for which a treatment may not be effective, such as Alzheimer's, severe stroke, or terminal cancer (only supervision by a health care provider is required rather than active treatment); (5) any absences to receive multiple treatments for restorative surgery or for a condition which would likely result in a period of incapacity of more than three days if not treated (chemotherapy or radiation treatments for cancer).

“Health care provider” mean (1) doctors of medicine or osteopathy authorized to practice medicine or surgery by the state in which the doctors practice; (2) podiatrists, dentists, clinical psychologists, optometrists and chiropractors (limited to manual manipulation of the spine to correct a sublimation as demonstrated by X-ray to exist) authorized to practice and performing within the scope of their practice under state law; (3) nurse practitioners, nurse-midwives and clinical social workers authorized to practice

and performing within the scope of their practice as defined by state law; (4) Christian Science practitioners listed with the First Church of Christ, Scientist in Boston, Massachusetts; (5) any health care provider recognized by the employer or the employer's group health plan benefits manager.

NOTIFICATION AND REPORTING REQUIREMENTS

When the need for leave is foreseeable, such as the birth or adoption of a child, or planned medical treatment, the employee must provide reasonable prior notice, and make efforts to schedule leave so as not to disrupt Company operations. In cases of illness, the employee will be required to report periodically on his or her leave status and intention to return to work.

STATUS OF EMPLOYEE BENEFITS DURING LEAVE OF ABSENCE

Any employee who is granted an approved leave of absence under this policy is advised to provide for the retention of his/her group insurance coverage by arranging to pay the premium contributions (employee's share) during the period of unpaid absence. Any employee's use of FMLA leave will not result in the loss of any employment benefit that the employee earned or was entitled to before using FMLA leave, nor be counted against the employee under a "no fault" attendance policy.

PROCEDURES: Completion of Request for Family and Medical Leave Absence Form

A request for Family and Medical Leave Absence must be originated by the employee. A written request should be completed in detail, signed by the employee, submitted to the immediate supervisor for proper approvals, forwarded to the Personnel Office. If possible, the request should be submitted 30 days in advance of the effective date of the leave.

All requests for FMLA due to illness will include the following information attached to a completed Request for Family and Medical Leave of Absence: Sufficient medical certification stating (1) the date on which the serious health condition commenced, (2) the probable duration of the condition, and (3) the appropriate medical facts within the knowledge of the health care provider regarding the condition. In addition, for purposes of leave to care for a child, spouse or parent, the certificate should give an estimate of the amount of time that the employee is needed to provide such care. For purposes of leave for an employee's illness, the certificate must state that the employee is unable to perform any one of the essential functions of his/her position. In the case of certification for intermittent leave or leave on a reduced leave schedule for planned medical treatment, the dates on which treatment is expected to be given and the duration of such treatment must be stated. When intermittent leave is needed to care for an immediate family member or the employee's own illness, and is for planned medical treatment, the employee must try to schedule treatment so as not to unduly disrupt the employer's operation.



TRAINING AND SAFTEY PROCEDURES

Knox-Blount Maintenance, Inc.

TRAINING PROCEDURES

Supervisor to orient Employees with Company policies.

Thoroughly orient person with building:

1. Outline specific duties
2. Be specific as to procedures
 - (a) What chemicals are
 - (b) How they are used
 - (c) Safety precautions to use
 - (d) How to maintain equipment
 - (e) Lights and trash removal
3. Specifications
 - (a) What to clean
 - (b) Outline cleaning procedures and frequency

Explain forms: How to use and reason for

1. Communication Folders—All forms to be kept within
2. Timekeeping—How to clock in and out nightly
3. Daily Detail Cleaning Schedules—How to work nightly and sign off
4. Inspection Forms—Used for quality control company wide
5. Safety Data Log Books—What to do if emergency arises

Supervisor to work with Housekeeper on cleaning the building until entire building is completed

on first week of work.

1. Work with Housekeepers on all aspects of cleaning
2. Show Housekeeper proper procedures on how to clean

Supervisor to return to the building before the person leaves to tour the building with Employee on second week of work

1. Check for any areas missed
2. Answer any questions
3. Work with Housekeeper if still running over budget

Keep close contact with new Employee to make sure duties are understood and being completed

Stress communication:

1. Notifying office in advance if unable to clean
2. Notifying office if problem occurs while in building
3. Be specific as to procedures to use after hours when Answering Service covers phone
4. Procedures to follow if Customer has a complaint
5. Check Control Sheet nightly
6. Timekeeping
7. Work daily detail cleaning schedule nightly
8. Inspection Forms

SAFETY PROCEDURES

The Company's policy on safety is as follows:

- (1) The safety of the employee, the public, and the operation is paramount and every attempt must be made to reduce the possibility of accident.
- (2) Safety should take precedence over expediency or shortcuts at all times.
- (3) The Company intends to comply with all safety laws and regulations.

Every employee is expected to demonstrate an attitude that reflects this policy and promote safe work habits.

- 1) Employees should report all unsafe conditions encountered in their work to the supervisor
- 2) All injuries are to be reported immediately to the supervisor
- 3) Damaged or unsafe equipment is not to be used
- 4) No employee will use any equipment or supplies for which they have not been trained
- 5) Employees are not to attempt to repair equipment, tamper with equipment or remove parts from any equipment
- 6) All equipment is to be kept clean
- 7) All janitor closets must be kept neat and clean
- 8) Mixing cleaning chemicals and preparations are done by supervisors
- 9) Frayed cords and worn plugs must be reported to the supervisor
- 10) Only extension cords approved or supplied by the supervisor can be used
- 11) All floor machines are to be unplugged, turned off, and laid down when not in use
- 12) Floor machines are never to be left unattended with the plug still in the wall
- 13) Wet or slippery floor conditions must always be posted by signs
- 14) Spills are to be cleaned up immediately
- 15) Ammonia and bleach or bleach and toilet bowl cleaner are never to be mixed
- 16) Back support belts are required to be used when lifting is involved
- 17) Safe lifting procedures must be followed at all times
- 18) Use rubber gloves when any harmful chemicals are being used to clean – rust remover, bowl acid, etc.
- 19) Use ladder when cleaning anything over hand height
- 20) Wear rubber non-slip shoes when working
- 21) Never abandon a plugged in vacuum cleaner
- 22) Always be looking for safety violations and correct them immediately

The effectiveness of any operation is measured directly by its ability to control losses. Accidents resulting in personal injury and damage to property and equipment represent needless suffering and waste. It is the responsibility of every employee to maintain the safest of conditions and equipment at all times. A Material Safety Data Booklet is located in all buildings in the communication folder. This contains information on all materials used in the cleaning of the facility.

THE SAFETY PROGRAM

Preventing accidents and having a viable program does not mean that production must be neglected. On the contrary, safety and production go hand in hand and safety must be built into production. The emphasis of a safety program is prevention.

Successful safety programs depend on: leadership from management, safe and healthful working conditions, safe work practices by employees, and training.

To be effective, an accident control program must be actively supported and directed by top management. Management must believe in the program and back up this belief with concrete actions on a continuing basis. If management sincerely believes and actively supports the safety program, then there will be an effective safety program.

Management should make clear that the responsibility for the control of accidents rests primarily upon the supervisor as the person that is closest to the problem. The workers who have the accidents are under their personal supervision and the hazardous conditions or practices which exist are there because the supervisor did not correct them. The supervision, then, is the key link in the safety chain.

SAFETY ORGANIZATION

The Safety Committee is easily adaptable to small companies and functions well in large companies. The Committee's function is to assist the supervisor in efforts to prevent accidents and injuries. The on-the-job experience of the Committee members is valuable in determining hazardous conditions and methods of work, suggesting corrective measures, and obtaining the participation of all personnel. By its observations, discussions, and suggestions, the Committee provides the stimulation necessary to maintain safe and healthful conditions and safe, healthy workers. The Safety Committee is a group of employees appointed to aid and advise management on matters of worker safety. It is composed of management, supervisors, and employees. The Committee holds regular meetings to discuss recommendations, accidents, records, and program plans.

Functions of the Safety Committee

- (1) Establish procedures for handling suggestions and recommendations of the Committee.
- (2) Inspect a selected area or building on a periodic basis to detect hazards.
- (3) Conduct regularly scheduled meetings to discuss accident prevention methods, safety promotion, hazards noted on inspections, injury records, etc.
- (4) Investigate accidents as a basis for recommending means to prevent recurrence.
- (5) Provide information on safe practices to supervisors.
- (6) Recommend changes to protective clothing and equipment.
- (7) Develop or revise Company rules to comply with current safety and health standards.
- (8) Promote safety, first aid training, and health programs for Company employees.
- (9) Keep records of minutes of meetings.

Supervisor's Role

The supervisor is the key person in establishing safe working practices and a safe working environment and maintaining a good safety record. Safety should be an integral part of the supervisor's production thinking. The safety roles of the supervisor include:

- (1) Safety committee meetings
- (2) Accident investigation and reports
- (3) Safety inspections
- (4) Individual safety counseling
- (5) Personal example
- (6) Training

Employee Safety Training

Safety training begins with the orientation process. New employees are introduced to Company rules and practices that include rules and practice which insure every employee's safety on the job.

The next step is job training. This is the responsibility of the supervisor. The supervisor demonstrates to the employee how to perform the job safely and points out job safety hazards such as frayed electrical cords, sharp objects in trash containers, the proper way to lift, etc. During the training process, the supervisor impresses upon the employee the need for constant awareness – even during automatically controlled operations. They explain how and when to use personal protective equipment if it is needed. Use of warning signs is also explained.

As part of the first aid and safety training, employees are informed where the company first aid kits are kept and how and when they should use the materials included in them. Procedures are established for the handling of accidents. This training includes evaluating the accident situation, who should be notified, and what established procedures should be followed.

After the employee is trained, safety reinforcement begins. This constant reinforcement of safety-conscious attitudes is done in several ways. First, the supervisor is alert to any unsafe work habits or methods that the employee might develop on the job and corrects them before they become ingrained. Next, any findings, decisions, or information discussed in safety committee meetings is communicated to all employees. Periodic "safety talks" are given to the employees by the supervisor.

Safety Inspections

A comprehensive safety program must include inspections to detect unsafe conditions and practices. Inspections are at regularly scheduled times by the supervisor or other managerial personnel. All work areas are inspected. The purpose of this inspection is to uncover physical hazards and note unsafe working practices.

Accident Investigations

The primary purpose of an accident investigation is to discover the principal cause and the important contributing causes of the accident. Once this is done, it is possible to recommend specific corrective measures.

Accidents are investigated as soon as possible after they occur by the supervisor. The details of the accident are still fresh in the minds of the accident victim and witnesses and the physical surroundings of the accident are much the same as when the accident occurred. The person who is conducting the investigation takes an impersonal, fact-finding attitude. The purpose of the investigation is corrective, not disciplinary, and there is no attempt to fix blame or responsibility. Accident report forms are completed at this time and turned into the office for follow-up.