

Custodial Services for Knox County Schools RFP# 956



Southern Management
Presented by Don Toole, Director of Sales – K-12
Trey Brock, K-12 Director of Operations



5751 Uptain Road
Chattanooga, TN 37411
Phone: 800.443.1864
May 18, 2011 2pm

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1. Vendor Information and Pricing 6-1–6.16

SECTION VI VENDOR INFORMATION AND PRICING

6.1 Vendor Name Southern Management, an ABM Company

6.2 Vendor Address 5751 Uptain Road, Suite 408

City Chattanooga State FL Zip 37411

6.3 Telephone Number 423.510.0010 Fax Number 423.510.0775

6.4 Vendor Number As Assigned By the Knox County Purchasing Division 70755

6.5 Contact Person Don Toole

6.6 Authorizing Signature _____

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

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

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

6.9 Will your company accept the Electronic Commerce Card (VISA) as payment?

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.

N/A

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

6.12 Number of Employees: 122,000

6.13 Years in this Business: 100 years

6.14 Total Number of Clients: Over 25,000 clients

6.15 Total K-12 Square Footage under Contract: 97,000,000 K-12 Sq. Ft. under contract Please see page 5-13
(Vendors must attach a list of current K-12 Educational contracts in place. List District Name, number of square feet under contract, personal contact and phone number.)

6.16 List of Equipment: (use additional sheets if necessary) Please see page 42,46,50,54,58,62,66

2. References 6.17

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: Hamilton County Department of Education
Address: 2501 Dodd Avenue Chattanooga, TN 37407
Contact Person: Gary Waters, Assistant Superintendent
Contact Person telephone and fax numbers: 423.209.5609
Nature of contract: Janitorial services and Grounds Maintenance for 80 schools
Square footage: 6,725,891
Dollar amount: \$10.5M/Annually (over the life of the contract)
Contract start date: 2005 Contract end date: 2014

Reference #2

Name of Firm: Santa Rosa County School District
Address: 6544 Firehouse Rd., Milton, FL 32570
Contact Person: Jud Crane, Contract Services Administrator
Contact Person telephone and fax numbers: (850) 983-5130
Nature of contract: Custodial, grounds, pesticide control, bio-hazards for 36 schools
Square footage: 4.6 M
Dollar amount: \$4.4 M/Annually (over the life of the contract)
Contract start date: 2003 Contract end date: 2013

Reference #3

Name of Firm: Harris County School System
Address: 132 Barnes Mill Road, Hamilton, GA 31811
Contact Person: Mike Ward, Assistant Superintendent
Contact Person telephone and fax numbers: 706.628.4220 706.628.5609
Nature of contract: Janitorial services for 10 schools
Square footage: 1.3M
Dollar amount: \$1,419,624 (over the life of the contract)
Contract start date: 2006 Contract end date: 2013

References and Experience

Just Ask Our Customers—We service over 100M Sq. Ft. of campuses nightly.

Below, please find a list of some of Southern Management customers for whom we currently provide services similar in both size and scope to your specific needs. We encourage you to contact these references to hear first-hand about their experiences working with us.

Southern Management, an ABM Company References

Hamilton County Department of Education

2501 Dodd Avenue, Chattanooga, TN 37407

Gary Waters, Assistant Superintendent

423.209.5609

2005 – Present

Santa Rosa County School District

6544 Firehouse Rd., Milton, FL 32570

Jud Crane, Contract Services Administrator

850.983.5130

2003 – Present

Harris County School System

132 Barnes Mill Road, Hamilton, GA 31811

Mike Ward, Assistant Superintendent

706. 628.4220

2006 – Present

Whitfield County School System

1305 Thorton Avenue, Dalton, GA 30720

Randy Jones, Maintenance Director

706.537.3661

2006 – Present



Did you know???

“Customer service has been excellent. The Board of Education is pleased. The schools are cleaner, and staffing levels and employee productivity are higher than we experienced with in-house service.”

- Gary Waters, Assistant Superintendent Auxiliary Services, Hamilton County Board of Education

ABM References

Paradise Valley Unified School District

15002 North 32nd Street

Phoenix, AZ 85032

Tim Kelly, Custodial Contract Coordinator

602-725-7484

2001– Present

Houston Independent School District

4400 West 18th Street

Houston, TX 77092

Leo – Bobadilla – Chief Business Ops Officer

713-556-6150

2009– Present

Baltimore City Public Schools

2200 Robb Street

Baltimore, MD 21218

Jerry Watkins – Facility Manager

410-396-8680

2002– Present

Scottsdale Unified School District

3811 North 44th Street

Phoenix, AZ 85018

David Peterson, Asst. Superintendent

602-228-1239

2001– Present

Evergreen Public Schools

13501 NE 28th Street

Vancouver, WA 98668

Sue Steinbrener, Director of Facilities

360-604-4081

1979– Present



Did you know???

ABM provides bundled services including custodial, engineering and landscaping for the Houston Independent School District.

Paterson Public Schools

90 Delaware Avenue

Paterson, NJ 07503

Marysol Berrios

Tel: 973-321-1000

2010 – Present

Experience in Education K-12

Similar Customers

ABM provides facility services to hundreds of schools across the country. Below is a sampling of ABM's K-12 customers:

- Cherry Creek School District – Englewood, CO
- Dalton School – New York, NY
- Tolleson Elementary School District – Tolleson, AZ
- Evergreen Public Schools – Vancouver, WA
- Hamilton County Department of Education – Chattanooga, TN
- Houston Independent School District – Houston, TX
- Oak Creek Schools – Oak Creek, WI
- Scottsdale Unified School District – Scottsdale, AZ
- Sacred Heart School – Atherton, CA
- Stratford Public School – Stratford, CT
- Whitfield County Schools – Dalton, GA

Associations

ABM is an active member and participant in the following educational industry professional and trade organizations:

- Association of School Administrators (ASA)
- Association of School Business Officials (ASBO)



Harris County Board Of Education

BOARD MEMBERS

Karen Hopkins, Chairperson
William B Cliatt
Dr. Jack C. Stewart
Dan D. Trotter
Tim P. Edgar
Charles F. Ragsdale
Steve F. Goodnoe

132 Barnes Mill Road
Hamilton, Georgia 31811
(706) 628-4206
Fax (706) 628-5609

SUPERINTENDENT
Dr. Craig G. Dowling

ASSISTANT SUPERINTENDENT
CURRICULUM
Christy Cabezas

ASSISTANT SUPERINTENDENT
BUSINESS SERVICES
Michael H. Ward

DIRECTOR OF FEDERAL PROGRAMS
Dr. Betty Dunlap

April 19, 2010

To Whom It May Concern:

It is without reservation that I recommend Southern Management to your organization. Allow me to state that I do not furnish recommendation letters lightly, but after having worked with Southern Management for three years and just renewing for another three, I find this a privilege.

The list of positives is long in our partnership with Southern Management. First, it is truly a partnership. Not only is the Southern Management staff easy to work with, they are genuinely interested in our total satisfaction. They are extremely proficient in their responsibilities. They are available during the early morning and late at night. You can always find a supervisor or manager. Southern Management will work hard for you. Our Superintendent, school level leaders, staff, and maintenance supervisor are impressed with their work and sing their praises openly and often. Our school board visits one school each month and they are constantly describing the cleanliness of the schools as beautiful.

When we decided to go with Southern Management, the transfer of operational duties went smoothly. Due to the time of year when the program first started and the fact that our custodians were not 12 month employees, Southern Management brought in additional help, at their expense, to make sure our schools were ready for the new school year.

In closing, I would like to reiterate that I would highly recommend Southern Management to anyone looking to contract these services outside their own company. It is well worth it financially in this particular fiscally restrictive environment, and I would not hesitate to go through this process again.

Sincerely,

Michael Ward
Assistant Superintendent
Harris County Board of Education



Whitfield County Schools

Since 1872 *Where Excellence is a Tradition*

Operations Department

Phone 706-876-7265
Randy Cook, Transportation Director
Phone
FAX 706-226-6533
Randy Jones, Maintenance Director
Phone 706-876-7281
FAX 706-272-4618

Richard Schoen, Assistant Superintendent For Operations

FAX 706-281-4357
Iris Graham, School Nutrition Director
Phone 706-876-7264
FAX 706-281-4357

April 27, 2010

Mr. Springfield,

We are now in our third year of our association with Southern Management as the supplier of cleaning services to our school system. The arrangement has been an outstanding one as they have become trusted partners in a business that is very customer oriented towards the students and employees that are being taken care of in a professional and personal manner.

It was hard to migrate from our old in house personnel, but the hard work provided by this organization has really paid dividends in the condition our schools.

Our employees were working during the day but the transition to night services has been very helpful in providing an uninterrupted learning process that used to occur daily as the jobs were being performed.

The liability side of our exposure to this segment of our work force is not missed since this company provides equipment, chemicals, supplies and supervisory staff to make this undertaking not and undertaking at all.

We hope to never be in the janitorial business again. I am sure we avoid this and leave it to the specialists.

If you would like to invite a representative to look at some of our facilities, feel free to contact me and I will be happy to oblige.

Thanks

Randall S. Jones
Director of Maintenance
Whitfield Co. Schools
Dalton, Ga. 30721
Office 706-876-7281
randyjones@whitfield.k12.ga.us

cc: Butch Cordele
Randall Steele

1030 Hill Road

□

Dalton, Georgia 30721

The Whitfield County Schools do not discriminate on the basis of sex, race religion, creed, age, national origin, marital status, or handicapping conditions.

**Santa Rosa County
School District**



"A Tradition of Excellence"

Judson C. Crane
CPPO, CPPB
Director of Purchasing and Contract Administration
6544 Firehouse Road, Milton, Florida 32570-3411

Phone: 850/983-5130
Suncom: 689-5130
Facsimile: 850/983-5133
E-mail: cranej@mail.santarosa.k12.fl.us
Website: www.santarosa.k12.fl.us/purchasing

October 10, 2010

To Whom It May Concern:

Southern Management was awarded RFP 03-01, Management of Custodial Services, effective July 1, 2003. The district renewed the contract on July 1, 2008 for an additional five years. The current contract with Southern Management exceeds \$4,800,000 annually, with services covering 29 schools, three administrative complexes, all non-athletic grounds, playground inspections and pest control. The district is extremely satisfied with the level of service received, and highly recommends Southern Management to any organization needing the services offered.

For any further information, feel free to contact me directly.

Sincerely,



Judson C Crane

DISTRICT 1
Diane Scott

DISTRICT 2
E. Hugh Winkles

DISTRICT 3
Diane Coleman

DISTRICT 4
JoAnn J. Simpson

DISTRICT 5
Ed Gray III

Technology, individualized

Hamilton County Board of Education, Tennessee

School district benefits from well-rounded management approach



Southern Management staff pictured (from left) at the Orchard Knob School: Bruce Swann, Ana Aleman, Orchard Knob principal Ms. Young, Nick Siebenthal, Anthony Sanders and Shirley Harris.

As cities, schools, and other public and private institutions struggle with the relative economies of meeting their facility services needs with in-house staff or through outsourcing, one thing becomes clear: When it comes to outsourcing, the quality of the vendor is everything.

So, when the Hamilton County Board of Education, which incorporates the city of Chattanooga, Tennessee, contemplated outsourcing the custodial needs for its schools, it didn't have to look far for an answer. The Hamilton schools serve

40,000 pre-kindergarten through 12th-grade students. The board chose to outsource through Southern Management Company, now a subsidiary of ABM Janitorial Services.

Since the board's decision in 2005, Southern Management has completed the initial four-year contract and recently began the first of two, two-year options.

Challenge The board had to find an effective alternative to existing in-house custodial service challenges that included high overhead and employee turnover, inadequate supervision, increasing benefit costs and a diminishing level of service for a school system that encompasses 85 sites and approximately 7 million square feet of facility floor space.

Solution The board chose to outsource all custodial services to Southern Management, whose reputation for quality service and budgetary acumen was well supported.

"Our company worked with the county schools at one time and had established a good reputation for quality service, and the

company president, W. Randall Steele, was, and still is, well respected for his management skills," said Edris Pledger, Northwest Division Vice President for Southern Management.

With a team of 313 full-time employees, including custodians, lead personnel, area managers, administrative staff and additional managerial staff, Southern Management performs all of the standard custodial functions, plus grounds maintenance, as well as construction cleanup as new schools are built.

Benefit Besides the day-to-day efficiency the client has come to expect, the school district also benefits by having a single contact to address needs as they develop, a Southern Management liaison who interfaces with them on a regular basis, Pledger said.

"Customer service has been excellent," Gary Waters, Assistant Superintendent Auxiliary Services, said. "The Board of Education is pleased. The schools are cleaner, and staffing levels and employee productivity are higher than we experienced with in-house service. The quality of our management remains high after more than four years of service, which is why we recently extended the contract with ABM Janitorial Services/Southern Management," Waters added.



“ The end result is exactly what school administrators had been looking for, decreased costs and an increase in the satisfaction of the principals. ”

Edris Pledger, Northwest Division Vice President, Southern Management Company



HAMILTON COUNTY DEPARTMENT OF EDUCATION

3074 Hickory Valley Road
Chattanooga, Tennessee 37421
423.209.8600 • Fax 423.209.8601

Jim Scales, Ph.D.
Superintendent

May 16, 2011

To Whom It May Concern:

As Superintendent of the Hamilton County Department of Education, I am pleased to provide this letter of recommendation for Southern Management Company, our custodial services provider.

Southern Management was awarded the Custodial and Grounds Management Services Contract on July 1, 2005, for an initial 4-year term with an option for two 2-year extensions which were recently approved by the Board.

Southern Management handled the initial transition of these services very smoothly and has since provided daily services that have increased the satisfaction of our school administrators regarding school cleanliness. Through periodic surveys completed by the school administrators, we are aware that there is a high level of approval for the cleanliness of the facilities and upkeep of the surrounding grounds.

Southern Management has also assisted in emergency situations, such as the recent severe weather that left debris scattered across the system. Over the years, they have become part of the Hamilton County family as we work together to provide clean and attractive facilities for our students' learning environment.

Southern Management receives my full endorsement as a reliable, quality company to provide custodial and grounds services. If you have any questions, please feel free to call me.

Sincerely,

A handwritten signature in black ink that reads "Jim Scales".

Jim Scales, Ph.D.
Superintendent

"Investing In Our Future"

We Understand Your Environment

Creating a healthy, high performance environment for your school

Southern Management, an ABM Company has been servicing the K-12 Education market for over 40 years. We understand your interests lie in what is best for your students and faculty. Maintaining a clean, safe learning environment promotes healthier students and employees and creates a positive school image.

Southern Management, an ABM Company leverages its team of educational specialists located throughout the United States to enhance our capabilities to best support your school's needs. The requirements and culture of a K-12 school differ greatly from other environments, such as college campuses. We recognize these differences and build our program to support your unique needs. You will experience a partnership based on cooperation and focused on your goals and objectives through a professional, well designed service plan.

The unique nature of educational institutions presents administrators and supervisors with a number of distinct challenges. To provide a consistent, quality service with measurable results at Knox County Schools we'll put our industry leading methods to work. These consistent standards apply to chemical and equipment selection and use, employee training, safety, security and quality control.

From specialized restroom cleaning and playground certification to building security and athletic field maintenance, we have the experience and knowledge to meet your needs.



Addressing Your Needs

School Image

A large part of a school's prestige comes from a positive, professional image. The effects of poor cleaning can easily contribute to increased complaints, the diminished appearance of the campus and the increased potential for accidents. Alternatively, a clean and well-maintained school helps attract families and retain teachers, while enhancing the working environment for faculty and staff.

Building Security and Turnover

High turnover of cleaning staff negatively affects students, faculty and staff. It can create fluctuations in cleaning quality and a reduced sense of building security. Southern Management, an ABM Company understands the importance of maintaining a stable cleaning staff and we have several processes and programs in place to screen, select, train and retain employees.

The Southern Management, an ABM Company Selection Process ensures quality employees who meet your security procedures and requirements are placed at your schools. Employees will undergo background checks and fingerprinting in accordance with your requirements and wear uniforms and badges to be easily recognizable at your schools. In addition, Southern Management, an ABM Company retains our employees through a comprehensive benefits program, providing training and encouraging professional growth.

Your Time Spent on Service Issues

We understand your time is best spent on matters that enhance academic excellence and campus initiatives, not worrying about facility management problems. When you're confident that your needs are addressed, you are able to focus on other priorities. Southern Management, an ABM Company will be at your service to design a customized program for Knox County Schools that combines all of your needs, costs and expectations into one integrated plan.

We'll stay on top of your needs through technologically advanced communication, tracking, reporting and data analysis. That's why our satisfied customers have made us one of the largest facility services contractors on the New York Stock Exchange.

Keeping Costs Down

The cost of facility services can be one of the largest monthly operating expenses. To enhance the value of your school, you must receive the best value for the dollars spent. The challenge is to balance this budget with your level of expectation. We will create a customized facility services program per your requirements.

We have substantial local and national expertise staffing campuses similar to yours. Our staffing levels and supervision are designed specifically for your schools. In addition, our technology solutions ensure that labor costs are within your budget and service quality meets your expectations.



3. Pricing 6.18

School	Monthly Cost	Monthly Cost with KCS Employee per 5.11
A. L. Lotts Elementary	\$8,396.55	\$7,897.04
Adrian Burnett Elementary	\$5,112.66	\$4,808.51
Amherst Elementary	\$10,898.06	\$10,249.74
Austin-East High	\$20,790.56	\$19,553.74
Ball Camp Elementary	\$6,111.71	\$5,748.13
Bearden Elementary	\$3,338.56	\$3,139.95
Bearden High & Vocational	\$20,153.44	\$18,954.52
Bearden Middle	\$12,122.15	\$11,401.01
Beaumont Elementary	\$5,451.62	\$5,127.31
Belle Morris Elementary	\$4,102.72	\$3,858.65
Blue Grass Elementary	\$5,971.56	\$5,616.31
Bonny Kate Elementary	\$3,164.34	\$2,976.09
Brickey Mcleod Elementary	\$9,763.53	\$9,182.70
Carter Elementary	\$3,061.37	\$2,879.25
Carter High	\$14,467.29	\$13,606.64
Carter Middle	\$7,277.13	\$6,844.22
Cedar Bluff Elementary	\$10,256.13	\$9,646.00
Cedar Bluff Middle	\$6,214.89	\$5,845.17
Cedar Bluff Preschool	\$3,540.79	\$3,330.15
Central High	\$20,062.25	\$18,868.76
Chilhowee Elementary	\$4,822.36	\$4,535.48
Christenberry Elementary	\$7,032.68	\$6,614.31
Copper Ridge Elementary	\$5,281.77	\$4,967.56
Corryton Elementary	\$1,663.95	\$1,564.96
Dogwood Elementary	\$9,265.30	\$8,714.12
East Knox County Elementary	\$5,893.41	\$5,542.81
Eastport Ot/Pt	\$2,407.07	\$2,263.87
Fair Garden	\$3,485.01	\$3,277.69
Farragut High & Vocational	\$17,363.03	\$16,330.12
Farragut Intermediate	\$7,752.91	\$7,291.70
Farragut Middle School	\$12,222.38	\$11,495.28
Farragut Primary	\$8,336.99	\$7,841.03
Fort Sanders	\$3,581.60	\$3,368.53
Fountain City Elementary	\$3,791.53	\$3,565.97
Fulton High	\$17,481.70	\$16,441.73
Gap Creek Elementary	\$1,511.50	\$1,421.58
Gibbs Elementary	\$5,525.40	\$5,196.70
Gibbs High & Vocational	\$9,140.19	\$8,596.45
General Services Building with Annex. Etc.	\$14,848.11	\$13,964.81
Green Elementary	\$4,808.13	\$4,522.10

School	Monthly Cost	Monthly Cost with KCS Employee per 5.11
Gresham Middle	\$8,584.70	\$8,074.00
Halls Elementary	\$6,508.38	\$6,121.20
Halls High & North Knox Vocational	\$16,148.87	\$15,188.18
Halls Middle	\$10,597.17	\$9,966.75
Hardin Valley Academy	\$19,992.32	\$18,803.00
Hardin Valley Elementary	\$10,228.35	\$9,619.87
Historic Knoxville High School	\$8,614.33	\$8,101.87
Holston Middle	\$14,397.44	\$13,540.95
Inskip Elementary	\$5,513.55	\$5,185.55
KAEC	\$5,259.33	\$4,946.45
Karns Elementary & Annex	\$17,992.82	\$16,922.44
Karns High & Byington Solway	\$19,053.57	\$17,920.09
Karns Middle	\$12,272.38	\$11,542.30
L & N Stem Academy	\$2,518.55	\$2,368.72
Lincoln Park	\$2,733.37	\$2,570.76
Lonsdale Elementary	\$4,446.06	\$4,181.56
Maynard Elementary	\$2,691.89	\$2,531.75
Mooreland Heights. Elementary	\$2,643.74	\$2,486.46
Mount Olive Elementary	\$2,688.48	\$2,528.54
New Hopewell Elementary	\$2,488.85	\$2,340.79
Northwest Middle	\$11,111.25	\$10,450.25
Norwood Elementary	\$3,657.68	\$3,440.08
Pleasant Ridge Elementary	\$3,098.48	\$2,914.16
Pond Gap Elementary	\$2,582.18	\$2,428.57
Powell Elementary	\$ 7,323.65	\$6,887.97
Powell High	\$18,085.26	\$17,009.38
Powell Middle	\$11,251.84	\$10,582.48
Richard Yoakley	\$2,474.40	\$2,327.20
Ridgedale Alternate Program	\$3,947.01	\$3,712.21
Ritta Elementary	\$5,185.25	\$4,876.78
Rocky Hill Elementary	\$5,720.59	\$5,380.28
Rule Building/ Security	\$1,481.50	\$1,393.37
Sam E. Hill	\$2,913.07	\$2,739.78
Sarah Moore Greene Elementary	\$9,365.30	\$8,808.17
Sarah Simpson Center/Prof Develop Center	\$7,982.84	\$7,507.95
Sequoyah Elementary	\$4,682.43	\$4,403.87
Shannondale Elementary	\$2,951.00	\$2,775.45
South Knox Elementary	\$20,957.74	\$19,710.98
South-Doyle High	\$15,185.38	\$14,282.01
South-Doyle Middle	\$2,735.74	\$2,572.99

School	Monthly Cost	Monthly Cost with KCS Employee per 5.11
Spring Hill Elementary	\$3,404.78	\$3,202.24
Sterchi Elementary	\$2,985.22	\$2,807.63
Sunnyview Elementary	\$3,634.42	\$3,418.21
Vine Middle	\$8,296.40	\$7,802.85
West Haven Elementary	\$2,354.92	\$2,214.83
West High	\$21,235.52	\$19,972.24
West Hills Elementary	\$6,593.64	\$6,201.39
West Valley Middle	\$13,920.17	\$13,092.07
West View Elementary	\$2,840.33	\$2,671.36
Whittle Springs Middle	\$5,617.11	\$5,282.95
Total Cost for School Locations	\$715,421.54	\$672,861.64
Additional Charges Per Hour Charge		
	Per Hour Charge	
Cost per hour for extra work pursuant to Section 5.2*	\$12.75	*No Charge For Weekday On Call Requirement
Cost per hour for extra work pursuant to Section 5.3	\$12.75	
Annual Per Square Foot Cost*	\$.8889	.83602
Cost per square foot for additional carpet cleaning.	\$0.045	
Total Cost for Performance and Payment Bond equal to 100 percent of annual contract price less per hour charges**	\$54,610.00	**Annual Performance Bond Cost (not included in Monthly Cost for School Locations)

Quick Reference Guide with Day Porters

Quick Reference Guide with Day Porters				
Day Custodians		\$ 8.00		96 FTE
Lead Night Custodians		\$ 7.75		70.00 FTE
Night Custodians		\$ 7.50		184.43 FTE
Floor Crews		\$ 10.00		6.00 FTE
Event/Utility Staff		\$ 10.00		6.00 FTE
Delivery		\$ 10.00		1.00 FTE
Warehouse/Repair		\$ 10.00		1.00 FTE
Management Staff				8.00 FTE
Breakdown:				
1.00 Project Manager		\$ 60,008.00		
1.00 Operations Manager		\$ 40,040.00		
6.00 Area Manager		\$ 30,160.00		
Admin Staff		\$ 11.00		2 FTE
Combined FTE Count				374.43 FTE
Site Expense				
Office Rent and Exp			\$3,200.00	
		Total Mthly Site Exp	\$	23,217.33
Vehicles				
Delivery Truck	1			
Vehicles	11			
		Total Monthly Vehicle Cost	\$	14,894.17
		Total Vehicle Initial Investment	\$	321,000.00
Equipment				
		Total Equipment Investment	\$	1,391,746.77
		Monthly Equipment Depreciation	\$	28,994.72
Materials and Supplies		Total Monthly	\$	38,229.86
Paper, Plastic, and Soap		Total Monthly	\$	46,278.25
Total Monthly Price			\$	715,410.88
Total Annual Price			\$	8,584,930.61
Total Price Per Sq/FT (Gross)			\$	0.8889

Quick Reference Guide without Day Porters

Quick Reference Guide without Day Porters					
Day Custodians		\$ 8.00		47	FTE
Lead Night Custodians		\$ 7.75		70.00	FTE
Night Custodians		\$ 7.50		208.00	FTE
Floor Crews		\$ 10.00		6.00	FTE
Event/Utility Staff		\$ 10.00		6.00	FTE
Delivery		\$ 10.00		1.00	FTE
Warehouse/Repair		\$ 10.00		1.00	FTE
Management Staff				8.00	FTE
Breakdown:					
1.00 Project Manager		\$ 60,008.00			
1.00 Operations Manager		\$ 40,040.00			
6.00 Area Manager		\$ 30,160.00			
Admin Staff		\$ 11.00		2	FTE
Combined FTE Count				349.00	FTE
Site Expense					
Office Rent and Exp			\$3,200.00		
			Total Mthly Site Exp	\$ 23,217.33	
Vehicles					
Delivery Truck	1				
Vehicles	11				
			Total Monthly Vehicle Cost	\$ 13,694.17	
			Total Vehicle Initial Investment	\$ 321,000.00	
Equipment					
			Total Equipment Investment	\$ 1,513,849.43	
			Monthly Equipment Depreciation	\$ 31,538.53	
Materials and Supplies			Total Monthly	\$ 38,229.86	
Paper, Plastic, and Soap			Total Monthly	\$ 46,278.25	
Total Monthly Price				\$ 672,855.15	
Total Annual Price				\$ 8,074,261.85	
Total Price Per Sq/FT (Gross)				\$ 0.8360	
OVERALL NIGHT PRODUCTION RATE				3748.02	

Alternate Pricing

ALTERNATE PRICING

As an Alternative Bid offering, Southern Management, An ABM Company, is proposing to offer all current Knox County School Board employees an additional \$1.50 per hour for a salary and benefits differential. This alternative is being made to show our willingness to negotiate terms and conditions favorable for current Knox County School employees and Knox County Schools.

School	Monthly Cost	Monthly Cost with KCS Employee per 5.11
A. L. Lotts Elementary	\$9,551.80	\$8,961.42
Adrian Burnett Elementary	\$5,816.09	\$ 5,456.61
Amherst Elementary	\$12,397.48	\$11,631.22
Austin-East High	\$23,651.04	\$22,189.22
Ball Camp Elementary	\$6,952.59	\$6,522.87
Bearden Elementary	\$3,797.90	\$3,563.16
Bearden High & Vocational	\$22,926.26	\$21,509.24
Bearden Middle	\$13,789.99	\$12,937.66
Beaumont Elementary	\$6,201.69	\$5,818.38
Belle Morris Elementary	\$4,667.19	\$4,378.72
Blue Grass Elementary	\$6,793.16	\$6,373.29
Bonny Kate Elementary	\$3,599.70	\$3,377.21
Brickey Mcleod Elementary	\$11,106.85	\$10,420.36
Carter Elementary	\$3,482.57	\$3,267.32
Carter High	\$16,457.79	\$15,440.57
Carter Middle	\$8,278.36	\$7,766.69
Cedar Bluff Elementary	\$11,667.23	\$10,946.10
Cedar Bluff Middle	\$7,069.97	\$6,632.99
Cedar Bluff Preschool	\$4,027.95	\$3,778.99
Central High	\$22,822.53	\$21,411.92
Chilhowee Elementary	\$5,485.84	\$5,146.78
Christenberry Elementary	\$8,000.28	\$7,505.80
Copper Ridge Elementary	\$6,008.47	\$5,637.10
Corryton Elementary	\$1,892.88	\$1,775.89
Dogwood Elementary	\$10,540.07	\$9,888.62
East Knox County Elementary	\$6,704.26	\$6,289.88
Eastport Ot/Pt	\$2,738.25	\$2,569.00
Fair Garden	\$3,964.49	\$3,719.46
Farragut High & Vocational	\$19,751.94	\$18,531.12
Farragut Intermediate	\$8,819.60	\$8,274.48
Farragut Middle School	\$13,904.00	\$13,044.63

School	Monthly Cost	Monthly Cost with KCS Employee per 5.11
Farragut Primary	\$9,484.04	\$8,897.86
Fort Sanders	\$4,074.38	\$3,822.55
Fountain City Elementary	\$4,313.19	\$4,046.60
Fulton High	\$19,886.93	\$18,657.77
Gap Creek Elementary	\$1,719.46	\$1,613.19
Gibbs Elementary	\$6,285.62	\$5,897.12
Gibbs High & Vocational	\$10,397.75	\$9,755.09
General Services Building with Annex. Etc.	\$16,891.00	\$15,847.01
Green Elementary	\$5,469.67	\$5,131.60
Gresham Middle	\$9,765.83	\$9,162.23
Halls Elementary	\$7,403.84	\$ 6,946.22
Halls High & North Knox Vocational	\$18,370.72	\$17,235.27
Halls Middle	\$12,055.19	\$11,310.09
Hardin Valley Academy	\$22,742.98	\$21,337.29
Hardin Valley Elementary	\$11,635.63	\$10,916.45
Historic Knoxville High School	\$9,799.54	\$9,193.85
Holston Middle	\$16,378.32	\$ 15,366.01
Inskip Elementary	\$6,272.14	\$5,884.47
KAEC	\$5,982.93	\$5,613.14
Karns Elementary & Annex	\$20,468.37	\$19,203.27
Karns High & Byington Solway	\$21,675.07	\$20,335.38
Karns Middle	\$13,960.88	\$13,097.99
L & N Stem Academy	\$2,865.07	\$2,687.98
Lincoln Park	\$3,109.44	\$2,917.25
Lonsdale Elementary	\$5,057.77	\$4,745.16
Maynard Elementary	\$3,062.25	\$2,872.98
Mooreland Heights. Elementary	\$3,007.48	\$2,821.59
Mount Olive Elementary	\$3,058.37	\$2,869.34
New Hopewell Elementary	\$2,831.28	\$2,656.28
Northwest Middle	\$12,640.00	\$11,858.75
Norwood Elementary	\$4,160.92	\$3,903.74
Pleasant Ridge Elementary	\$3,524.79	\$3,306.93
Pond Gap Elementary	\$2,937.45	\$2,755.89
Powell Elementary	\$8,331.28	\$7,816.34
Powell High	\$20,573.54	\$19,301.93
Powell Middle	\$12,799.94	\$12,008.80
Richard Yoakley	\$2,814.84	\$2,640.86
Ridgedale Alternate Program	\$4,490.07	\$4,212.54
Ritta Elementary	\$5,898.67	\$5,534.08

School	Monthly Cost	Monthly Cost with KCS Employee per 5.11
Rocky Hill Elementary	\$6,507.66	\$6,105.44
Rule Building/ Security	\$1,685.33	\$1,581.17
Sam E. Hill	\$3,313.87	\$3,109.05
Sarah Moore Greene Elementary	\$10,653.83	\$9,995.35
Sarah Simpson Center/Prof Develop Center	\$9,081.17	\$8,519.88
Sequoyah Elementary	\$5,326.66	\$4,997.44
Shannondale Elementary	\$3,357.02	\$3,149.53
South Knox Elementary	\$23,841.23	\$22,367.66
South-Doyle High	\$17,274.67	\$16,206.96
South-Doyle Middle	\$3,112.14	\$2,919.78
Spring Hill Elementary	\$3,873.23	\$3,633.84
Sterchi Elementary	\$3,395.95	\$3,186.05
Sunnyview Elementary	\$4,134.46	\$3,878.92
Vine Middle	\$9,437.87	\$8,854.53
West Haven Elementary	\$2,678.92	\$2,513.34
West High	\$24,157.23	\$22,664.13
West Hills Elementary	\$7,500.83	\$7,037.22
West Valley Middle	\$15,835.39	\$14,856.64
West View Elementary	\$3,231.12	\$3,031.41
Whittle Springs Middle	\$6,389.94	\$5,994.99
Total Cost for School Locations	\$813,853.37	\$763,550.92
Additional Charges Per Hour Charge		
	Per Hour Charge	
Cost per hour for extra work pursuant to Section 5.2*	\$13.75	*No Charge For Weekday On Call Requirement
Cost per hour for extra work pursuant to Section 5.3	\$13.75	
Annual Per Square Foot Cost	\$1.0112	\$0.94870
Cost per square foot for additional carpet cleaning.	\$0.045	
Total Cost for Performance and Payment Bond equal to 100 percent of annual contract price less per hour charges**	\$69,922.00	** Annual Performance Bond Cost (not included in Monthly Cost for School Locations)

Quick Reference Guide with Pay Differential with Day Porters

Quick Reference Guide with Pay Differential with Day Porters					
Day Custodians	\$	9.50		47	FTE
Lead Night Custodians	\$	9.25		70.00	FTE
Night Custodians	\$	9.00		208.00	FTE
Floor Crews	\$	10.00		6.00	FTE
Event/Utility Staff	\$	11.50		6.00	FTE
Delivery	\$	11.50		1.00	FTE
Warehouse/Repair	\$	11.50		1.00	FTE
Management Staff				8.00	FTE
Breakdown:					
1.00 Project Manager	\$	60,008.00			
1.00 Operations Manager	\$	40,040.00			
6.00 Area Manager	\$	30,160.00			
Admin Staff	\$	11.00		2	FTE
Combined FTE Count				349.00	FTE
Site Expense					
Office Rent and Exp			\$3,200.00		
		Total Mthly Site Exp	\$	23,217.33	
Vehicles					
Delivery Truck	1				
Vehicles	11				
		Total Monthly Vehicle Cost	\$	13,694.17	
		Total Vehicle Initial Investment	\$	321,000.00	
Equipment					
		Total Equipment Investment	\$	1,513,849.43	
		Monthly Equipment Depreciation	\$	31,538.53	
Materials and Supplies	Total Monthly	\$	38,229.86		
Paper, Plastic, and Soap	Total Monthly	\$	46,278.25		
Total Monthly Price			\$	763,519.51	
Total Annual Price			\$	9,162,234.13	
Total Price Per Sq/FT (Gross)			\$	0.9487	
OVERALL NIGHT PRODUCTION RATE				3748.02	

Quick Reference Guide with Pay Differential without Day Porters

Quick Reference Guide with Pay Differential without Day Porters				
Day Custodians		\$ 9.50		96
Lead Night Custodians		\$ 9.25		70.00
Night Custodians		\$ 9.00		184.43
Floor Crews		\$ 10.00		6.00
Event/Utility Staff		\$ 11.50		6.00
Delivery		\$ 11.50		1.00
Warehouse/Repair		\$ 10.00		1.00
Management Staff				8.00
Breakdown:				
1.00 Project Manager		\$ 60,008.00		
1.00 Operations Manager		\$ 40,040.00		
6.00 Area Manager		\$ 30,160.00		
Admin Staff		\$ 11.00		2
Combined FTE Count				374.43
Site Expense				
Office Rent and Exp			\$3,200.00	
		Total Mthly Site Exp	\$	23,217.33
Vehicles				
Delivery Truck	1			
Vehicles	11			
		Total Monthly Vehicle Cost	\$	14,894.17
		Total Vehicle Initial Investment	\$	321,000.00
Equipment		Total Equipment Investment	\$	1,391,746.77
		Monthly Equipment Depreciation	\$	28,994.72
Materials and Supplies		Total Monthly	\$	38,229.86
Paper, Plastic, and Soap		Total Monthly	\$	46,278.25
Total Monthly Price			\$	813,849.43
Total Annual Price			\$	9,766,193.18
Total Price Per Sq/FT (Gross)			\$	1.0112

4. Affidavits

Affidavit of Compliance with Drug-Free Workplace

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, Clay Ellis, president or other principal

Officer of Southern Management, 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.

Clay Ellis
President or Principal Officer

For: Southern Management
Name of Company

STATE OF TENNESSEE }
COUNTY OF }

Subscribed and sworn before me by _____,

President or principal officer of Southern Management,

On this _____ day of _____ 2_____.

Notary Public

My Commission expires: _____

Affidavit of Compliance with Tennessee Criminal History Records

AFFIDAVIT OF COMPLIANCE

WITH

TENNESSEE CRIMINAL HISTORY RECORDS CHECK

TENNESSEE CODE ANNOTATED, SECTION 49-5-413

(To be submitted with bid by contractor)

I, Clay Ellis, president or other principal

Officer of Southern Management, 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.

Clay Ellis

President or Principal Officer

For: Southern Management

Name of Company

STATE OF TENNESSEE }
COUNTY OF _____ }

Subscribed and sworn before me by _____,

President or principal officer of _____,

On this _____ day of _____, 20____.

Notary Public

My Commission expires: _____

5. Insurance Checklist

KNOX COUNTY PURCHASING DIVISION INSURANCE CHECKLIST BID NUMBER 956

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

REQUIRED	NUMBER	TYPE OF COVERAGE	COVERAGE LIMITS																																						
YES	1.	WORKERS COMPENSATION	STATUTORY LIMITS OF TENNESSEE																																						
YES	2.	EMPLOYERS LIABILITY	\$100,000 PER ACCIDENT \$100,000 PER DISEASE \$500,000 DISEASE POLICY LIMIT																																						
YES	3.	AUTOMOBILE LIABILITY <table border="1" style="margin-left: 20px;"> <tr> <td style="width: 20px;"><input checked="" type="checkbox"/></td> <td style="width: 20px;"><input type="checkbox"/></td> <td style="width: 20px;"><input type="checkbox"/></td> <td style="width: 20px;"><input type="checkbox"/></td> <td>ANY AUTO-SYMBOL (1)</td> </tr> <tr> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td></td> </tr> <tr> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td></td> </tr> <tr> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td></td> </tr> </table>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	ANY AUTO-SYMBOL (1)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		COMBINE SINGLE LIMIT (Per -Accident) \$ 1,000,000 BODY INJURY (Per -Person) BODY INJURY (Per-Accident) PROPERTY DAMAGE (Per-Accident)																		
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	ANY AUTO-SYMBOL (1)																																					
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>																																						
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>																																						
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>																																						
YES	4.	COMMERCIAL GENERAL LIABILITY <table border="1" style="margin-left: 20px;"> <tr> <td style="width: 20px;"><input type="checkbox"/></td> <td style="width: 20px;"><input type="checkbox"/></td> <td style="width: 20px;"><input checked="" type="checkbox"/></td> <td style="width: 20px;"><input type="checkbox"/></td> <td>CLAIM MADE</td> <td style="width: 20px;"><input type="checkbox"/></td> <td style="width: 20px;"><input type="checkbox"/></td> <td>OCCUR</td> </tr> <tr> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td></td> </tr> </table> <table border="1" style="margin-left: 20px;"> <tr> <td style="width: 20px;"><input type="checkbox"/></td> <td style="width: 20px;"><input checked="" type="checkbox"/></td> <td style="width: 20px;"><input type="checkbox"/></td> <td style="width: 20px;"><input type="checkbox"/></td> <td>POLICY</td> <td style="width: 20px;"><input type="checkbox"/></td> <td style="width: 20px;"><input type="checkbox"/></td> <td>PROJECT</td> <td style="width: 20px;"><input type="checkbox"/></td> <td style="width: 20px;"><input type="checkbox"/></td> <td>LOC</td> </tr> <tr> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td></td> </tr> </table>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	CLAIM MADE	<input type="checkbox"/>	<input type="checkbox"/>	OCCUR	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	POLICY	<input type="checkbox"/>	<input type="checkbox"/>	PROJECT	<input type="checkbox"/>	<input type="checkbox"/>	LOC	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>		LIMITS EACH OCCURRENCE \$ 1,000,000 FIRE LEGAL LIABILITY \$ 100,000 MED EXP (Per person) \$ 5,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 2,000,000 PRODUCTS-COMPLETED OPERATIONS/AGGREGATE \$ 2,000,000
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	CLAIM MADE	<input type="checkbox"/>	<input type="checkbox"/>	OCCUR																																		
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>																																			
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	POLICY	<input type="checkbox"/>	<input type="checkbox"/>	PROJECT	<input type="checkbox"/>	<input type="checkbox"/>	LOC																															
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>																																
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																																						
NO	10.	PROFESSIONAL LIABILITY <table border="1" style="margin-left: 20px;"> <tr> <td style="width: 20px;"><input type="checkbox"/></td> <td>ARCHITECTS & ENGINEERS</td> </tr> <tr> <td><input type="checkbox"/></td> <td>ASBESTOS & REMOVAL LIABILITY</td> </tr> <tr> <td><input type="checkbox"/></td> <td>MEDICAL MALPRACTICE</td> </tr> <tr> <td><input type="checkbox"/></td> <td>MEDICAL PROFESSIONAL LIABILITY</td> </tr> </table>	<input type="checkbox"/>	ARCHITECTS & ENGINEERS	<input type="checkbox"/>	ASBESTOS & REMOVAL LIABILITY	<input type="checkbox"/>	MEDICAL MALPRACTICE	<input type="checkbox"/>	MEDICAL PROFESSIONAL LIABILITY	\$1,000,000 PER OCCURRENCE/CLAIM \$2,000,000 PER OCCURRENCE/CLAIM \$1,000,000 PER OCCURRENCE/CLAIM \$1,000,000 PER OCCURRENCE/CLAIM																														
<input type="checkbox"/>	ARCHITECTS & ENGINEERS																																								
<input type="checkbox"/>	ASBESTOS & REMOVAL LIABILITY																																								
<input type="checkbox"/>	MEDICAL MALPRACTICE																																								
<input type="checkbox"/>	MEDICAL PROFESSIONAL LIABILITY																																								
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 Medical Payments is not included.

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: Wells Fargo Insurance AUTHORIZING SIGNATURE: Angeline Stode

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

BIDDER NAME: Southern Management AUTHORIZING SIGNATURE: _____

6. Corporate Overview

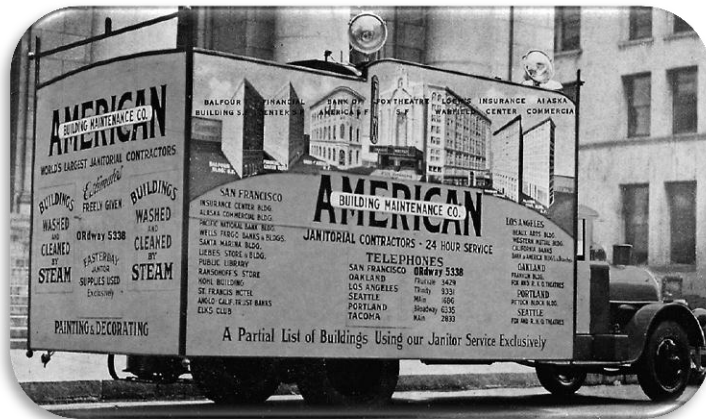
When Founded

Southern Management, a member of the ABM family of companies, is a leading provider of outsourced facilities services with a long-standing service heritage.

- 1968 — Alabama Cleaning Service & Supply, Co., Inc. began serving Birmingham, Alabama
- 1984 — Expanded market into multiple locations in Alabama, Florida and Georgia as Environmental Service & Supply Co., Inc.
- 1990 — Partnered with OneSource Services, Inc., a national service provider, and expanded geographical market into Tennessee, South Carolina, and Virginia.
- 2007 — ABM Industries Incorporated, acquired OneSource Services Inc. and 50% equity in Southern Management.
- 2008 — ABM Industries Incorporated (NYSE: ABM), acquired the remaining 50% equity stake in Southern Management Company, in order to advance their K-12 market share.
- December 2010 — With the purchase of Diverseco and Linc Company ABM moved into the ranks with the Fortune 500 companies, exceeding 4 billion annual sales.

Did you know???

ABM is the oldest facility service company in the United States. ABM started in 1901 as a commercial window washing company in San Francisco, American Building Maintenance and has grown over to be the largest facility service company in the United States.



Corporate Philosophy



At Southern Management Our Mission is Clear

We believe that what we actually do for our clients will always prove more important than what we say we're going to do.

Mission Statement

There is no other way but the right way, without shortcuts or compromises, we provide professional facility services to our clients, safeguard their businesses, and give them peace of mind.

Vision Statement

We strive to not only lead the industry in the delivery of facility service solutions, but to transform it through our professionalism.

Value

Respect

We have nothing but the greatest respect for our skilled and hardworking employees. We respect the needs and concerns of our clients and do our utmost to solve their challenges.

Fairness

We believe in just treatment for all. We strive to lead the facility services industry through our honest, ethical attitude and open communication with all employees and clients.

Dignity

Self-respect begins on our home turf. We strive to uphold a sound business philosophy in all matters, whether it concerns our employees or our clients. When it comes to integrity we do not compromise.



Southern Management Capabilities—Built for Success

Southern Management, an ABM Company has developed a successful service organization around the following customer service model:

- Locally managed services
- Ensuring consistency and reliability through standard practices
- Proprietary Quality Management System
- Focusing on clients' needs and performance measurements
- Best practices and continuous improvement methods employed

Did you know???

ABM celebrated its
100 year anniversary on
January 5, 2009.



ABM COMPANIES AT A GLANCE

- Fortune 500 Company
- \$4.2+ billion in annual sales
- 240+ branch offices nationwide - United States, Puerto Rico, British Columbia, Canada and Europe
- 122,000 service employees
- ABM Green Care™ Program
- Customer-focused
- D&B rating of 5A1
- Expansive technology platform
- Founded in 1909
- ISO 9000 compliant for quality and reliability
- Over 15,000 customers
- Public Corporation (NYSE: ABM)
- Sarbanes Oxley Compliant (SOX)

INDUSTRIES WE SERVE

- Educational: K-12
- College & Universities
- Snack Food & Bakery Operations
- Industrial / Manufacturing
- Healthcare
- Banking & Financial Services
- BioPharma / High-Tech
- Business & Commerce
- Commercial Real Estate
- Convention Centers / Sports Arenas
- Government
- Improvement Districts
- Residential
- Retail
- Transportation / Aviation

Services through Southern Management

Save money and time with a single facility service provider

We offer both contract and on-demand facility service solutions. Should your facility needs expand outside of your current scope of work, we have a wide range of services to meet your needs.



K-12 Janitorial Services

- Window Washing
- Complete Custodial Services
- Construction clean-up
- Emergency and Disaster Clean-up
- Recycling services
- Facility Maintenance
- Certified Playground Inspections
- Special event services
- Food service sanitation
- Pressure washing
- Complete Supply Services
- Grounds Maintenance
- Green cleaning
- Pest Control
- Courier Services



Engineering Services

- Mobile maintenance technicians
- General maintenance personnel
- Data center equipment including UPS, PDU's, ATS, generators and batteries
- New construction commissioning
- Industrial equipment
- Maintenance engineers
- Union employee labor management
- Building engineers
- Electricians
- Plumbers
- Carpenters
- HVAC technicians
- Facility Maintenance



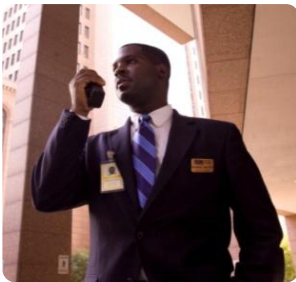
Energy Services

- Chemical use
- Recycling and waste management
- Garage oil extraction/capture and CO2 monitoring
- Watering and plumbing system efficiencies
- Natural light harvesting systems
- Commissioning reports and test results
- EPA Energy Star™ benchmarking
- Indoor air quality
- Sequence of operation and equipment run times
- Benchmarking of utility consumption
- Utility rate analysis
- Capital programs to reduce consumption
- Training programs to change consumption habits



Parking Services

- Valet Services
- Shuttle Services
- Paid parking management
- Parking enforcement
- Parking utilization analysis
- Stack parking programs
- Pre-construction design and layout consulting
- “Green” Fleet management
- Electronic vehicle charging stations



Security Services

- Uniformed and plainclothes security professionals
- Lobby concierges and reception
- Access control
- Special event coverage
- Background check and investigative services
- Security system design
- Crowd control
- Users & ticket takers
- Alarm response
- Workplace violence solutions



Landscape and Golf Services

- Complete Grounds Maintenance
- Golf Course Maintenance
- Sports Turf Maintenance
- Seasonal Color Design
- Water Features
- Landscape Design and Installation
- Irrigation System Maintenance and Installation
- Integrated Pest Management
- Interior Plant Maintenance
- Floriculture Programs
- Aquatics Maintenance
- Arbor Care

Operational Structure

- Southern Management has more than 4,200 employees in Southeast region alone
- America's largest facilities maintenance company
 - Cutting edge technology and national buying power
- Currently cleaning in excess of 97,000,000 Sq Ft in schools in the United States
- Over 122,000 dedicated service employees
 - Extensive region resources for emergency and specialized project requirements

Southern Management Headquartered:

- Southern Management's regional office under ABM, is headquartered Chattanooga, Tennessee

Branch Offices:

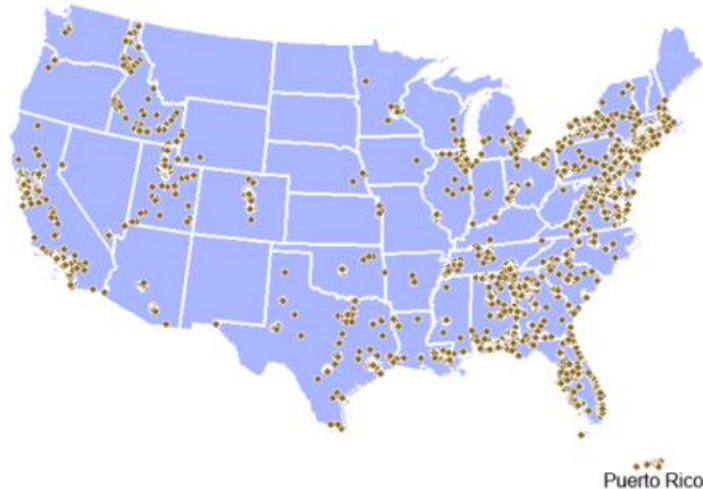
2470 Blanchard Blvd., Suite B
Columbus, GA 31901
Phone: 706.576.2250
Fax: 706.576.2253

9600 Madison Blvd.,
Madison, AL 35758
Phone: 256-464-6550
Fax: 256-772-9532

2515 North 12th Avenue
Pensacola, FL 32503
Phone: 850-434-3141
Fax: 850-435-1538

261 Lyon Lane
Birmingham, AL 35211
Phone: 205.942.3937
Fax: 205.942.3644

Service Locations



Southern Management Key Staff



Clay Ellis, COO Southern Management, Regional Vice President-Southern Management, an ABM company

Effective January 1, 2010, Mr. Ellis assumed the role and responsibilities of Regional Vice President for the Southern Management Region of ABM Industries. Clay joined Southern Management in 1995 and has served as our Director of Safety and Training and Human Resource Manager prior to his appointment as Vice President of Risk Management. In this role, he was responsible for the overall management of our Safety and Training, Human Resource and Risk Management Departments. Mr. Ellis has a Bachelor of Science degree in Industrial Risk Management. Prior to joining Southern Management, Mr. Ellis had extensive experience in the public administration field in emergency services. He is a past recipient of the Michael W. Goodson Award for vision and leadership and the President's Award for outstanding leadership and significant accomplishments. In 2002, he was named Georgia Firefighter of the Year by the Georgia Firefighters Association. He is a member of our Leadership Committee and is based at our Corporate Office in Chattanooga, Tennessee.



Joe Callahan, Vice President of Finance

Mr. Callahan joined Southern Management in 2002. Prior to joining our company, Mr. Callahan served as Chief Financial Officer for a major carpet manufacturer and as Controller for a large international clothing manufacturer. Mr. Callahan is responsible for strategic and tactical management of budgeting, finance, treasury and other functions. He is member of our Leadership Committee and is based at our Regional Office in Chattanooga, Tennessee.



Trey Brock, Director of Operations K-12, Southern Management

Trey began his career with Southern Management in the spring of 2003 serving as the director of custodial, grounds and pest control services for Southern Management. His efforts and dedication in servicing this key account served as the catalyst for Southern Management's recognition as a visionary leader in providing proactive outsourcing solutions to K-12 school districts. In 2010 Trey was the recipient of Southern Management's "President's Award" which has historically been awarded to the Southern Management's staff member that has demonstrated exemplary leadership and vision within the region.

On January 1, 2010 Trey was promoted to Director of Operations for Southern Management's K-12 Division where his primary focus is ensuring the delivery of quality and efficient service to our K-12 accounts. Trey was also asked to serve as the chairman of Southern Management's K-12 Operations Committee which consists of 10 members whose goal is to ensure Southern Management's place among the leaders in K12 service delivery.



Don Toole, Director of Sales and Marketing

Mr. Toole has over 18 years' experience in the facility service industry. Before joining Southern Management, Don has served in various management roles for a national provider of outsourced facility services. He is a past recipient of the President's Award for outstanding leadership and significant accomplishments as well as the Chairman's Award for significant accomplishments. He serves as a member of our Leadership Committee. Mr. Toole is based in Pensacola, Florida at our Southern Regional Division Headquarters. He recently has become the Director of Sales and Marketing following his role as Southeastern Director of Operations covering southern Georgia, southern Alabama and the Florida panhandle.



Beth Putnam, Director of Human Resources and Safety Risk Management

Ms. Putnam joined Southern Management in 2008. She serves as Director of Human Resources and Risk and Safety Manager to the Regional Vice-President. Her responsibilities include implementation of ABM/Southern Management's human resources programs and policies, including staffing, compensation, I-9 compliance, employee relations, training, and health and safety programs, ensuring compliance with EEO, ADA, OFCCP and OSHA guidelines. Ms. Putnam has over 15 years' experience in management and accounting support. She holds an Associate of Science degree in Business Administration with a Bachelor of Science degree in Organizational Management. She was awarded membership in Phi Theta Kappa, national honor society. She is an active member of SHRM and of our Leadership Committee and is based at our Regional Office in Chattanooga, Tennessee.



John M. Lucas, Director of Safety and Training

Mr. Lucas joined Southern Management in 1996. He served as District Manager, Supply Division Manager and as member of our Engineering Team prior to his appointment at the Regional Office as Director of Safety and Training. Prior to joining Southern Management, Mr. Lucas served as a major in the United States Army until his retirement in 1994. He is responsible for the development and implementation of all safety and training programs within Southern Management. He is a past recipient of the President's Award for outstanding leadership and significant accomplishments. He is based at the Regional Office in Chattanooga, Tennessee.



Documents Demonstrating Financial Stability

Financial Data

- ABM is a \$4.2 billion corporation resulting in stability unequalled in our industry
- Over 122,000 employees
- ABM stock closed at \$23.69 on 5/16/2011

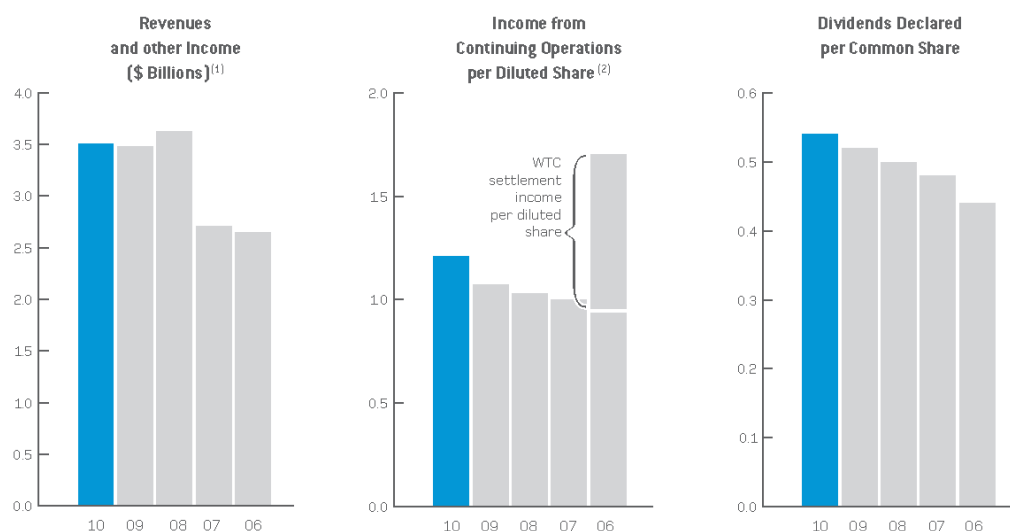


Years ended October 31, (in thousands, except per share data)	2010	2009	2008	2007	2006
Revenues and other income	\$ 3,495,747	\$ 3,481,823	\$ 3,623,590	\$ 2,706,105	\$ 2,645,351
Adjusted EBITDA ⁽¹⁾	155,892	145,482	133,456	91,514	82,315
Income from continuing operations	63,870	55,490	52,731	50,647	84,324
Net income	\$ 64,121	\$ 54,293	\$ 45,434	\$ 52,440	\$ 93,205
Net Income					
Basic	\$ 1.23	\$ 1.08	\$ 1.04	\$ 1.02	\$ 1.72
Diluted	\$ 1.21	\$ 1.07	\$ 1.03	\$ 1.00	\$ 1.70
Weighted-average common and common equivalent shares outstanding					
Basic	52,117	51,373	50,519	49,496	49,054
Diluted	52,908	51,845	51,386	50,629	49,678
Dividends declared per common share	\$ 0.54	\$ 0.52	\$ 0.50	\$ 0.48	\$ 0.44
Total assets	\$ 1,548,670	\$ 1,521,153	\$ 1,575,944	\$ 1,132,198	\$ 1,069,462
Trade accounts receivable - net	450,513	445,241	473,263	349,195	358,569
Insurance deposits	36,164	42,500	42,506	-	-
Goodwill	593,983	547,237	535,772	234,177	229,885
Other intangibles - net	65,774	60,199	62,179	24,573	23,881
Investments in auction rate securities	20,171	19,531	19,031	25,000	-
Line of credit	140,500	172,500	230,000	-	-
Insurance claims	348,314	346,327	346,157	261,043	248,377
Insurance recoverables	\$ 76,098	\$ 72,117	\$ 71,617	\$ 55,900	\$ 53,188

(1) This report refers to a non-GAAP financial measure described as "Adjusted EBITDA." Refer to the accompanying financial tables for supplemental financial data and the corresponding reconciliation of this non-GAAP financial measure to the GAAP financial measure.

Unaudited Reconciliation of non-GAAP Financial Measures

Years ended October 31, (in thousands)	2010	2009	2008	2007	2006
Adjusted EBITDA	\$ 155,892	\$ 145,482	\$ 133,456	\$ 91,514	\$ 82,315
Items Impacting Comparability	(10,865)	(22,066)	(5,872)	2,879	79,403
Discontinued Operations	251	(1,197)	(7,297)	1,793	8,881
Income Tax	(40,203)	(29,170)	(31,585)	(26,088)	(57,495)
Interest Expense	(4,639)	(5,881)	(15,193)	(453)	(494)
Depreciation and Amortization	(36,315)	(32,875)	(28,075)	(17,205)	(19,405)
Net Income	\$ 64,121	\$ 54,293	\$ 45,434	\$ 52,440	\$ 93,205

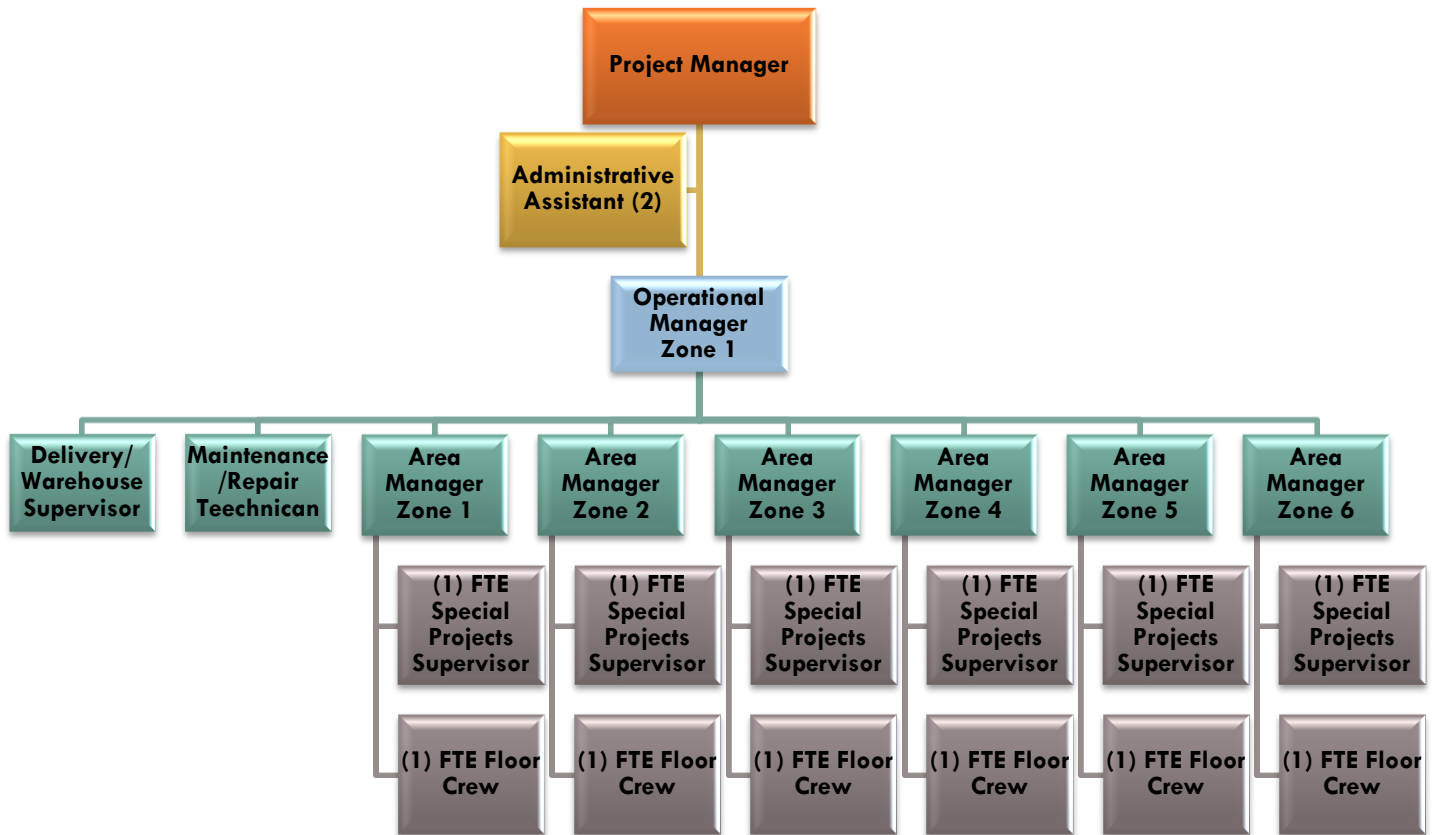


(1) Revenues in 2010 include revenues associated with the acquisitions of Five Star Parking, Network Parking Company, Ltd. and System Parking, Inc. and Diversco, Inc., which were acquired on October 1, 2010 and June 30, 2010, respectively, totaling \$43.0 million. Revenues beginning in 2008 include revenues associated with the acquisition of OneSource Services, Inc., which was acquired on November 17, 2007.

(2) Income from Continuing Operations per Diluted Share for the fiscal year ended October 31, 2006 is \$1.70, which includes \$0.75 from the settlement of the World Trade Center (WTC) insurance claims.

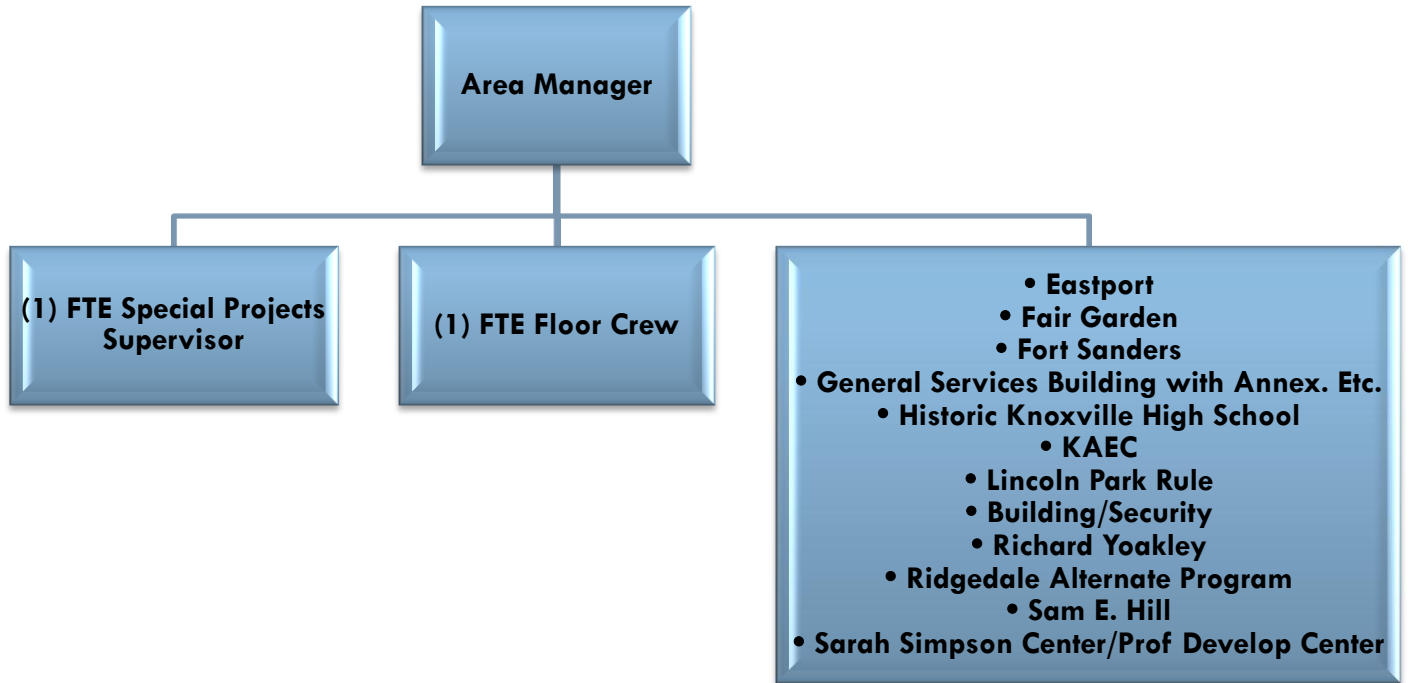
7. Work Plan

Knox County Schools Organizational Chart



*See the Following Staffing Charts for Specific School Staffing Levels

Organizational Chart Operations Manager Zone 1



Equipment List Operations Manager Zone 1

	SQUARE FEET	T3 20" Auto Scrubber	T5 28" Auto Scrubber	T7 26" Riding Scrubber	Super Quarervac	Ten 10 Gal EXSC 1020 Extrador	Ten 20" FM2055 Floor Machine	Hydro Air Mover	Ten V-15 Wet/Dry Vac	Ten Squeegee Kit	30" Propane Stripping Mach	Disinfectant Sprayer	1.1 Cu Yd Tilt Truck	Janitor Cart	Safety Cone	Bucket/Wringer Combo	Brute Barre/Dolly/Caddy
OPERATIONS MANAGER ZONE 1																	
Central Buildings																	
Eastport Ot/Pt	32,495	1			2			1						1	4	3	1
Fair Garden	47,047	1			2		1	1	1	1		1		1	4	3	2
Fort Sanders	48,351	1			2		1	1	1	1		1	1	1	4	3	2
General Services Building with Annex. Etc.	74,592	1			3		1	1	1	1		1	1	2	6	4	4
Historic Knoxville High School	116,292		1		4		1	2	1	1		1	1	2	10	6	4
KAEC	71,000	1			2		1	1	1	1		1		1	4	3	2
Lincoln Park	36,900	1			2		1	1	1	1		1		1	4	3	2
Building/Security	20,000	1			1			1							2	2	1
Richard Yoakley	33,404	1			2			1						1	4	3	1
Ridgedale Alternate Program	53,284	1			2		1	1	1	1		1	1	2	6	4	4
Sam E. Hill	39,326	1			2		1	1	1	1		1		1	4	3	2
Sarah Simpson Center/Prof Develop Center	107,767		1		4		1	2	1	1		1	1	2	10	6	4
Route Crew			2	4		6	8	9	9	9	6	6			24	24	
Total	680,458	10	4	4	28	6	17	23	18	18	6	15	5	15	86	67	29

Staffing Chart Operations Manager Zone 1 without Day Porters

		Night General Cleaner	TOTAL DAILY HOURS
KNOX COUNTY SCHOOL DISTRICT W/O DAY PORTERS	Gross/Stated Sq. Ft		
Central Buildings			
EASTPORT	32,495	6.65	6.65
FAIR GARDEN	47,047	9.62	9.62
FORT SANDERS	48,351	9.89	9.89
GENERAL SVCS BLDG	74,592	15.26	15.26
HISTORIC KNOX HIGH	116,292	23.79	23.79
KAEC	71,000	14.52	14.52
LINCOLN PARK	36,900	7.55	7.55
RULE BUILDING/SECURITY	20,000	4.09	4.09
RICHARD YOAKLEY	33,404	6.83	6.83
RIDGEDALE ALT PROGRAM	53,284	10.90	10.90
SAM E. HILL	39,326	8.04	8.04
SARAH SIMPSON PROF DEV CENTER	107,767	22.04	22.04
Total	680,458	139.18	139.18

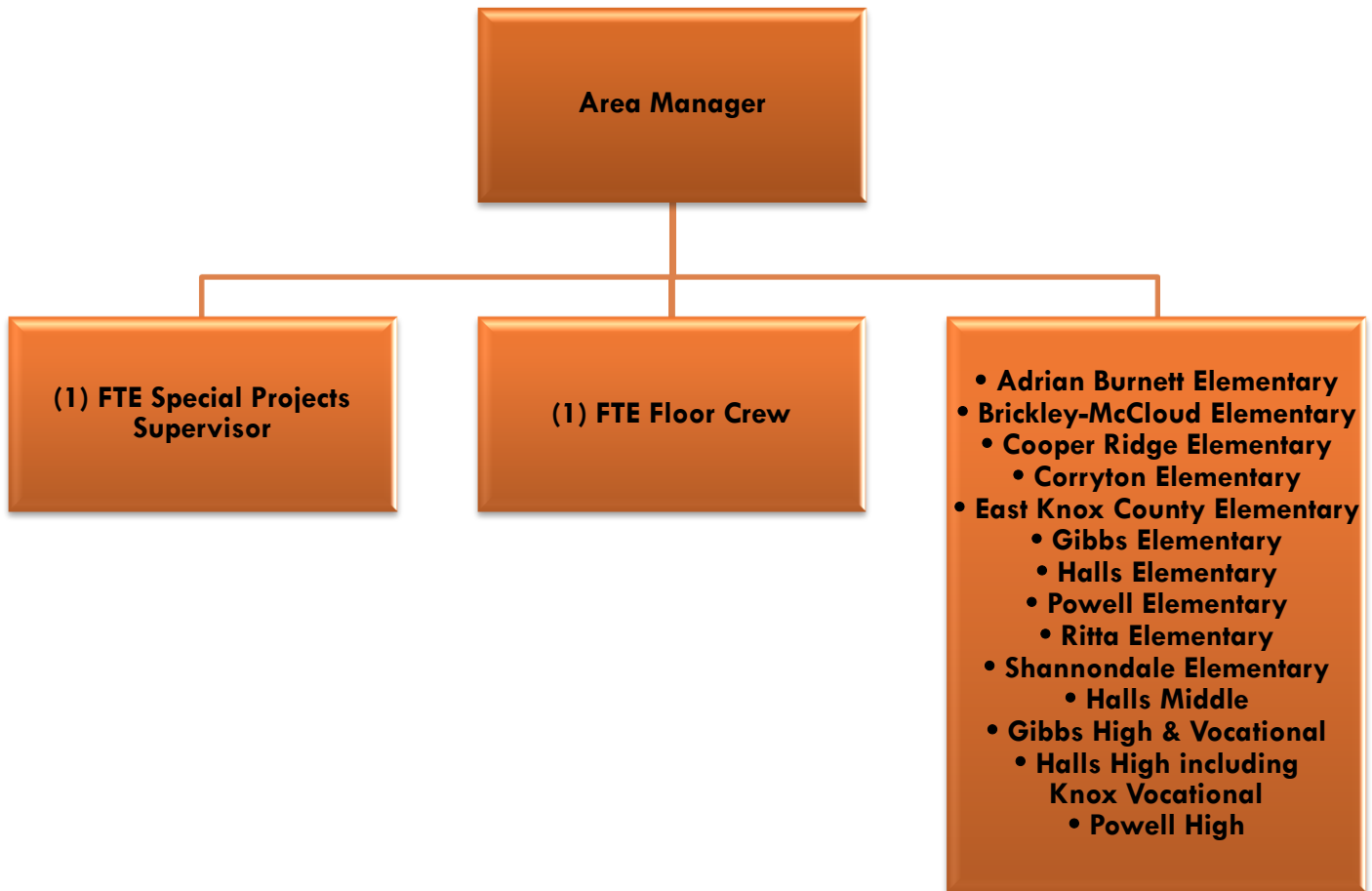
Staffing is for 180 school days. Summer and Holiday schedules may vary to meet energy conservation and other specific needs to properly complete all periodic tasks.

Staffing Chart Operations Manager Zone 1 with Day Porters

KNOX COUNTY SCHOOL INCLUDING DAY PROTERS	Gross/Stated Sq. Ft	DAY CUSTODIANS	NIGHT GENERAL CLEANERS	TOTAL DAILY HOURS
Central Buildings				
EASTPORT	32,495		6.65	6.65
FAIR GARDEN	47,047	8.00	5.00	13.00
FORT SANDERS	48,351		9.89	9.89
GENERAL SVCS BLDG	74,592		15.26	15.26
HISTORIC KNOX HIGH	116,292		23.79	23.79
KAEC	71,000		14.52	14.52
LINCOLN PARK	36,900		7.55	7.55
RULE BUILDING/SECURITY	20,000		4.09	4.09
RICHARD YOAKLEY	33,404		6.83	6.83
RIDGEDALE ALT PROGRAM	53,284		10.90	10.90
SAM E. HILL	39,326	8.00	4.00	12.00
SARAH SIMPSON PROF DEV CENTER	107,767		22.04	22.04
Total	680,458		139.18	139.18

Staffing is for 180 school days. Summer and Holiday schedules may vary to meet energy conservation and other specific needs to properly complete all periodic tasks.

Organizational Chart Zone 2



Equipment List Zone 2

Location	SQUARE FEET	T3 20" Auto Scrubber	T5 28" Auto Scrubber	T7 26" Riding Scrubber	Super Quartervac	Ten 7 Gal EXSC 716 Extractor	Ten 10 Gal EXSC 1020 Extractor	Ten 20" Burnisher w/Dust Control	Ten 20" FM2055 Floor Machine	27" Propane Burnisher	Hydro Air Mover	Ten V-15 Wet/Dry Vac	Ten Squeegee Kit	Disinfectant Sprayer	1.1 Cu Yd Tilt Truck	Janitor Cart	Safety Cone	Bucket/Wringer Combo	Brute Barrel/Dolly/Caddy
Elementary																			
Adrian Burnett Elementary	69,020	1			2				1		1	1	1	1	1	2	6	4	4
Brickley-McCloud Elementary	131,806		1		4				1		2	1	1	1	1	2	10	6	4
Cooper Ridge Elementary	71,303	1			2				1		1	1	1	1	1	2	6	4	4
Corryton Elementary	22,463	1			2				1		1	1	1	1		1	4	3	2
Gibbs Elementary	123,391	1			2				1		1	1	1	1	1	2	6	4	4
Halls Elementary	87,862		1		4				1		2	1	1	1	1	2	10	6	4
Powell Elementary	98,868	1			2				1		1	1	1	1	1	2	6	4	4
Rita Elementary	70,000	1			2						1					1	4	3	1
Shannondale Elementary	39,838	1			2				1		1	1	1	1		1	4	3	2
Middle																			
Halls Middle	143,060		1		4	1		1	1		2	1	1	1	1	4	12	6	6
High																			
Gibbs High & Vocational	200,447	1		1	9	1	1	1	1	1	3	2	2	2	3	6	18	10	8
Halls High including Knox Vocational	218,007	1		1	9	1	1	1	1	1	3	2	2	2	3	6	18	10	8
Powell High	244,148	1		1	10	1	1	1	2	1	3	2	2	2	3	6	20	10	8
Total	1,520,213	10	3	3	54	4	3	4	13	3	22	15	15	15	16	37	124	73	59

Staffing Chart Zone 2 without Day Porters

		Lunch Room Porter	Night Lead Custodian	Night General Cleaner	TOTAL DAILY HOURS
KNOX COUNTY SCHOOL DISTRICT W/O DAY PORTERS	Gross/Stated Sq. Ft				
Elementary					
ADRIAN BURNETT ELEM	69,020	4.00	8.00	10.26	22.26
BRICKEY-MCCLLOUD ELEM	131,806	4.00	8.00	27.72	39.72
COPPER RIDGE ELEM	71,303	4.00	8.00	10.89	22.89
CORRYTON ELEM	22,463	4.00	2.49	2.82	9.31
GIBBS ELEM	123,391	4.00	8.00	25.38	37.38
HALLS ELEM	87,862	4.00	8.00	15.50	27.50
POWELL ELEM	98,868	4.00	8.00	18.56	30.56
RITTA ELEM	70,000	4.00	8.00	10.53	22.53
SHANNONDALE ELEM	39,838	4.00	4.00	6.14	14.14
Middle					
HALLS MID	143,060	4.00	8.00	24.72	36.72
High					
GIBBS HIGH & VOCATIONAL	200,447	8.00	8.00	31.18	47.18
HALLS HIGH/N. KNOX VOC	218,007	8.00	8.00	34.73	50.73
POWELL HIGH	244,148	8.00	8.00	40.02	56.02
Total	1,520,213	64.00	94.49	258.46	416.95

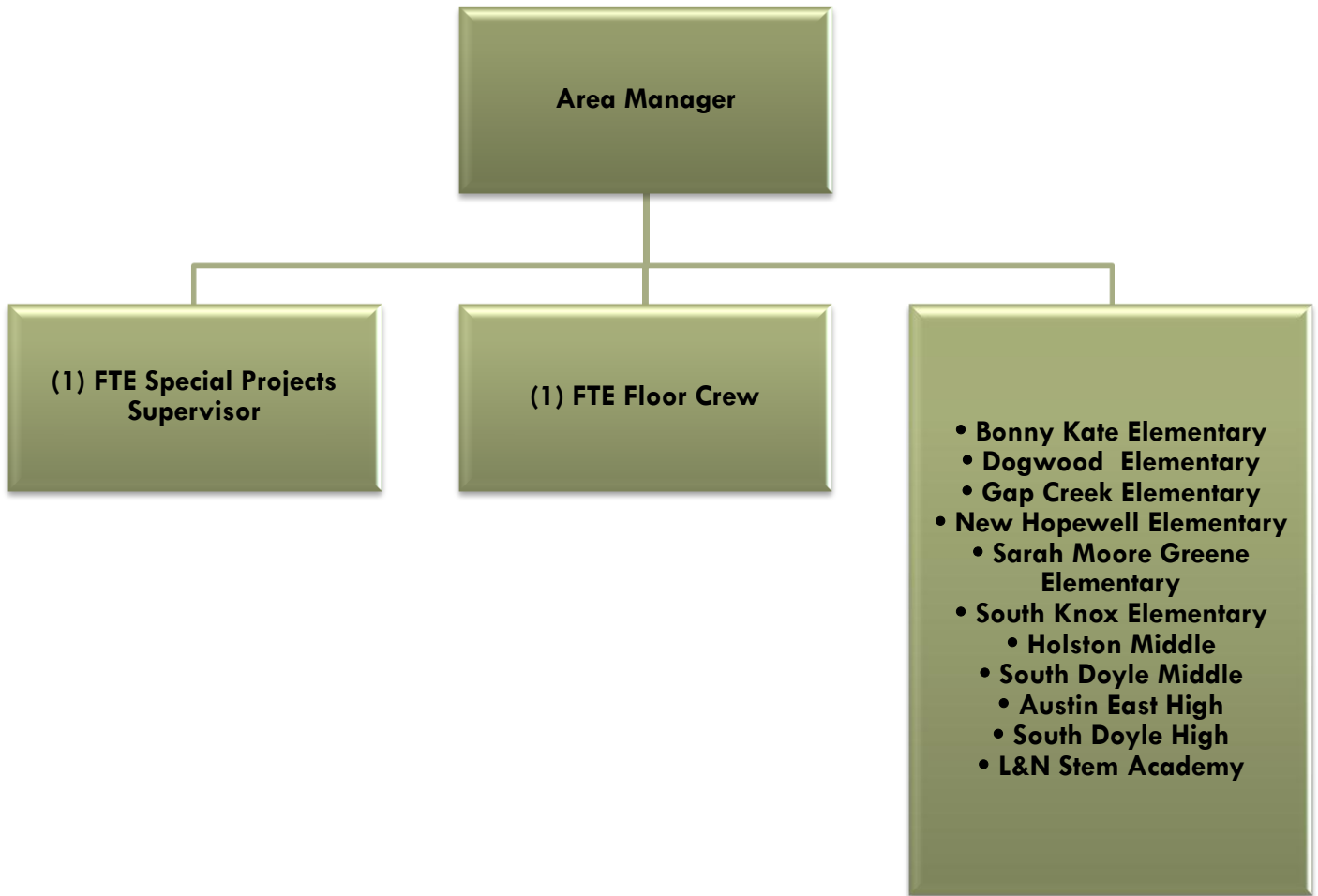
Staffing is for 180 school days. Summer and Holiday schedules may vary to meet energy conservation and other specific needs to properly complete all periodic tasks.

Staffing Chart Zone 2 with Day Porters

	Gross/Stated Sq. Ft	DAY CUSTODIANS	LEAD NIGHT CUSTODIANS	NIGHT GENERAL CLEANERS	TOTAL DAILY HOURS
KNOX COUNTY SCHOOL INCLUDING DAY PORTERS					
Elementary					
ADRIAN BURNETT ELEM	69,020	8.00	8.00	8.07	24.07
BRICKEY-MCCLLOUD ELEM	131,806	8.00	8.00	25.53	41.53
COPPER RIDGE ELEM	71,303	8.00	8.00	8.71	24.71
CORRYTON ELEM	22,463	8.00	3.50	0.00	11.50
GIBBS ELEM	123,391	8.00	8.00	23.19	39.19
HALLS ELEM	87,862	8.00	8.00	13.31	29.31
POWELL ELEM	98,868	8.00	8.00	16.37	32.37
RITTA ELEM	70,000	8.00	8.00	8.34	24.34
SHANNONDALE ELEM	39,838	8.00	4.00	3.95	15.95
Middle					
HALLS MID	143,060	8.00	8.00	22.87	38.87
High					
GIBBS HIGH & VOCATIONAL	200,447	16.00	8.00	28.00	52.00
HALLS HIGH/N. KNOX VOC	218,007	16.00	8.00	31.55	55.55
POWELL HIGH	244,148	16.00	8.00	36.84	60.84
Total	1,520,213	128.00	94.49	227.38	449.87

Staffing is for 180 school days. Summer and Holiday schedules may vary to meet energy conservation and other specific needs to properly complete all periodic tasks.

Organizational Chart Zone 3



Equipment List Zone 3

Location	SQUARE FEET	T3 20" Auto Scrubber	T5 28" Auto Scrubber	T7 26" Riding Scrubber	Super Quartervac	Ten 7Gal EXSC 716 Extractor	Ten 10 Gal EXSC 1020 Extractor	Ten 20" Burnisher w/Dust	Ten 20" FM2055 Floor Machine	27" Propane Burnisher	Hydro Air Mover	Ten V-15 Wet/Dry Vac	Ten Squeegee Kit	Disinfectant Sprayer	1.1 Cu Yd Tilt Truck	Janitor Cart	Safety Cone	Bucket/Wringer Combo	Brute Barrel/Dolly/Caddy
Elementary																			
Bonny Kate Elementary	42,718	1			2				1		1	1	1	1		1	4	3	2
Dogwood Elementary	125,080		1		4				1		2	1	1	1	1	2	10	6	4
Gap Creek Elementary	20,405	1			3				1		2	1	1	1	1	2	8	4	4
New Hopewell Elementary	33,599	1			3				1		2	1	1	1	1	2	8	4	4
Sarah Moore Greene Elementary	126,430		1		4				1		2	1	1	1	1	2	10	6	4
South Knox Elementary	36,932	1			2						1					1	4	3	1
Middle																			
Holston Middle	194,363	1		1	9	1		1	1	1	2	2	2	2	2	4	16	8	6
South Doyle Middle	205,000	1		1	9	1	1	1	1	1	3	2	2	2	3	6	18	10	8
High																			
Austin East High	280,669	1		1	10	1	1	1	2	1	3	3	3	2	4	8	22	12	9
South Doyle High	282,926	1		1	10	1	1	1	2	1	3	3	3	2	4	8	22	12	9
L&N Stem Academy	34,000	1			2						1					1	4	3	1
Total	1,382,122	9	2	4	58	4	3	4	11	4	22	15	15	13	17	37	126	71	52

Staffing Chart Zone 3 without Day Porters

KNOX COUNTY SCHOOL DISTRICT W/O DAY PORTERS	Gross/Stated Sq. Ft	Lunch Room Porter	Night Lead Custodian	Night General Cleaner	TOTAL DAILY HOURS
Elementary					
BONNY KATE ELEM	42,718	4.00	8.00	2.94	14.94
DOGWOOD ELEM	125,080	4.00	8.00	25.85	37.85
GAP CREEK ELEM	20,405	4.00	1.93	2.81	8.74
NEW HOPEWELL	33,599	4.00	5.53	2.88	12.41
SARAH MOORE GREEN ELE	126,430	4.00	8.00	26.23	38.23
SOUTH KNOX ELEM	36,932	4.00	4.00	5.33	13.33
Middle					
HOLSTON MID	194,363	4.00	8.00	36.73	48.73
SOUTH DOYLE MID	205,000	8.00	8.00	38.43	54.43
High					
AUSTIN EAST HIGH	280,669	8.00	8.00	47.41	63.41
SOUTH DOYLE HIGH	282,926	12.00	8.00	47.18	67.18
L&N STEM ACADEMY	34,000	4.00	0.00	6.20	10.20
Total	1,382,122	60.00	67.46	242.00	369.45

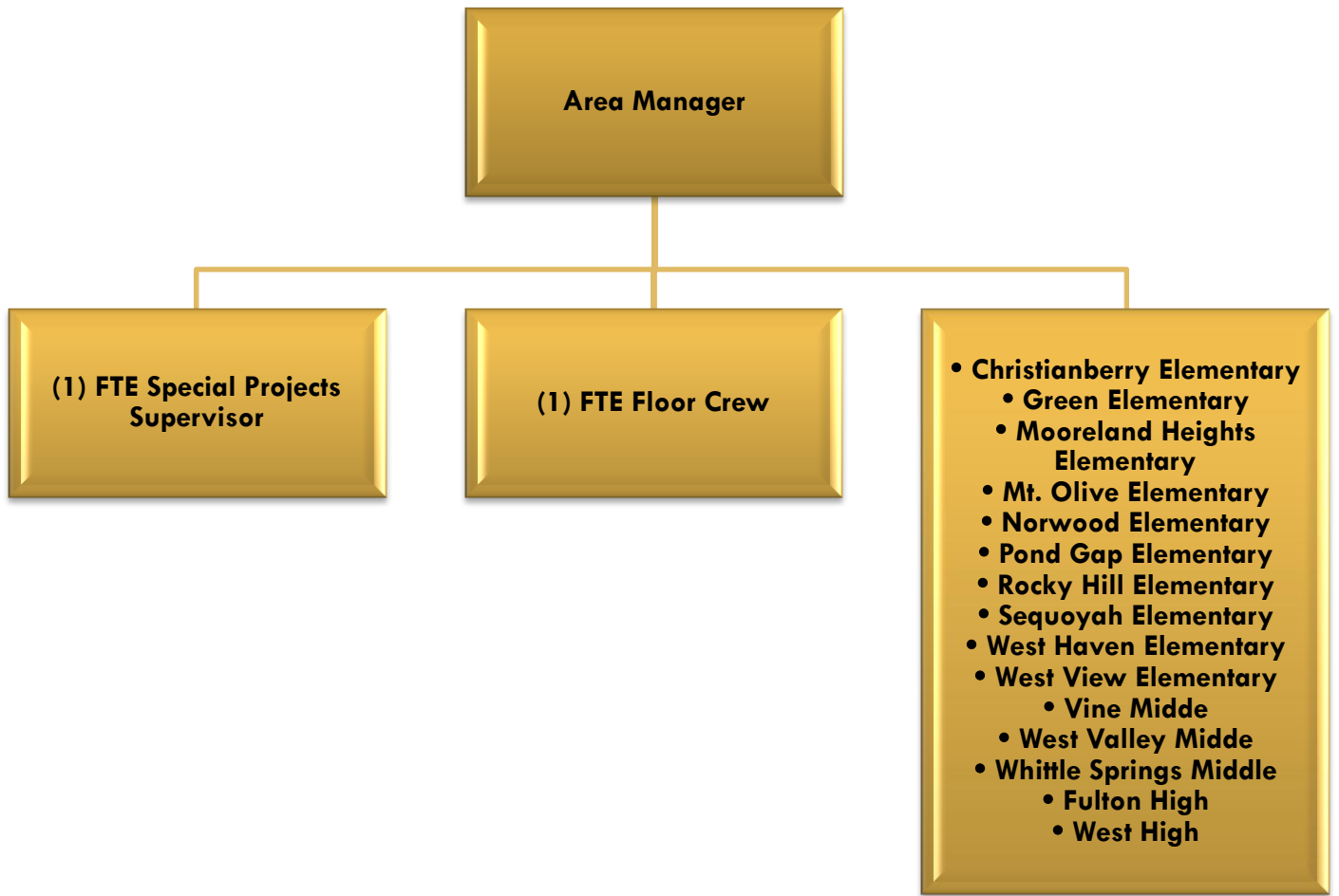
Staffing is for 180 school days. Summer and Holiday schedules may vary to meet energy conservation and other specific needs to properly complete all periodic tasks.

Staffing Chart Zone 3 with Day Porters

KNOX COUNTY SCHOOL INCLUDING DAY PORTERS	Gross/Stated Sq. Ft	DAY CUSTODIANS	LEAD NIGHT CUSTODIANS	NIGHT GENERAL CLEANERS	TOTAL DAILY HOURS
Elementary					
BONNY KATE ELEM	42,718	8.00	8.00	0.76	16.76
DOGWOOD ELEM	125,080	8.00	8.00	23.66	39.66
GAP CREEK ELEM	20,405	8.00	3.00	0.00	11.00
NEW HOPEWELL	33,599	8.00	4.00	3.00	15.00
SARAH MOORE GREEN ELE	126,430	8.00	8.00	24.04	40.04
SOUTH KNOX ELEM	36,932	8.00	4.00	3.15	15.15
Middle					
HOLSTON MID	194,363	8.00	8.00	34.89	50.89
SOUTH DOYLE MID	205,000	16.00	8.00	34.75	58.75
High					
AUSTIN EAST HIGH	280,669	16.00	8.00	44.23	68.23
SOUTH DOYLE HIGH	282,926	24.00	8.00	42.41	74.41
L&N STEM ACADEMY	34,000	8.00	0.00	4.60	12.60
Total	1,382,122	120.00	67.46	213.80	401.25

Staffing is for 180 school days. Summer and Holiday schedules may vary to meet energy conservation and other specific needs to properly complete all periodic tasks.

Organizational Chart Zone 4



Equipment List Zone 4

Location	SQUARE FEET	T3 20" Auto Scrubber	T5 28" Auto Scrubber	T7 26" Riding Scrubber	Super Quarfervac	Ten 7Gal EXSC 716 Extractor	Ten 10 Gal EXSC 1020 Extractor	Ten 20" Burnisher w/Dust Control	Ten 20" FM2055 Floor Machine	27" Propane Burnisher	Hydro Air Mover	Ten V-15 Wet/Dry Vac	Ten Squeegee Kit	Disinfectant Sprayer	1.1 Cu Yd Tilt Truck	Janitor Cart	Safety Cone	Bucket/Wringer Combo	Brute Barrel/Dolly/Caddy
Elementary																			
Christianberry Elementary	94,940	1			2				1		1	1	1	1	1	1	4	3	2
Green Elementary	64,909	1			1						1						2	2	1
Mooreland Heights Elementary	35,690		1		4				1		2	1	1	1	1	2	10	6	4
Mt. Olive Elementary	36,294	1			2				1		1	1	1	1	1	2	6	4	4
Norwood Elementary	49,378		1		4				1		2	1	1	1	1	2	10	6	4
Pond Gap Elementary	34,859	1			9				1	1	3	2	2	2	3	6	18	10	8
Rocky Hill Elementary	77,227	1			2				1		1	1	1	1	1	2	6	4	4
Sequoyah Elementary	63,212	1			2				1		1	1	1	1	1	2	6	4	4
West Haven Elementary	31,791	1			2						1					1	4	3	1
West View Elementary	38,344	1			2						1					1	4	3	1
Middle																			
Vine Middle	112,000		1		4				1		2	1	1	1	1	2	10	6	4
West Valley Middle	187,920	1		1	6	1			1	1	2	2	2	2	2	4	16	8	6
Whittle Springs Middle	75,830	1			3				1		2	1	1	1	1	2	8	4	4
High																			
Eulton High	236,000	1		1	9	1	1	1	2	1	3	2	2	2	3	6	20	10	8
West High	286,676	1		1	10	1	1	1	2	1	3	3	3	2	4	8	22	12	9
Total	1,425,070	12	3	3	62	3	2	3	14	4	26	17	17	16	20	41	146	85	64

Staffing Chart Zone 4 without Day Porters

KNOX COUNTY SCHOOL DISTRICT W/O DAY PORTERS	Gross/Stated Sq. Ft	Lunch Room Porter	Night Lead Custodian	Night General Cleaner	TOTAL DAILY HOURS
Elementary					
CHRISTIANBERRY ELEM	94,940	4.00	8.00	17.47	29.47
GREEN ELEM	64,909	4.00	8.00	9.12	21.12
MOORELAND ELEM	35,690	4.00	4.50	4.50	13.00
MT OLIVE ELEM	36,294	4.00	6.26	2.89	13.16
NORWOOD ELEM	49,378	4.00	5.00	7.80	16.80
POND GAP ELEM	34,859	4.00	4.00	4.76	12.76
ROCKY HILL ELEM	77,227	4.00	8.00	12.54	24.54
SEQUOYA ELEM	63,212	4.00	8.00	8.64	20.64
WEST HAVEN ELEM	31,791	4.00	2.40	5.50	11.90
WEST VIEW ELEM	38,344	4.00	3.00	6.73	13.73
Middle					
VINE MID	112,000	4.00	8.00	17.44	29.44
WEST VALLEY MID	187,920	4.00	8.00	35.22	47.22
WHITTLE SPRINGS MID	75,830	4.00	8.00	8.97	20.97
High					
FULTON HIGH	236,000	8.00	8.00	38.37	54.37
WEST HIGH	286,676	12.00	8.00	47.94	67.94
TOTALS	1,425,070	72.00	97.16	227.90	397.06

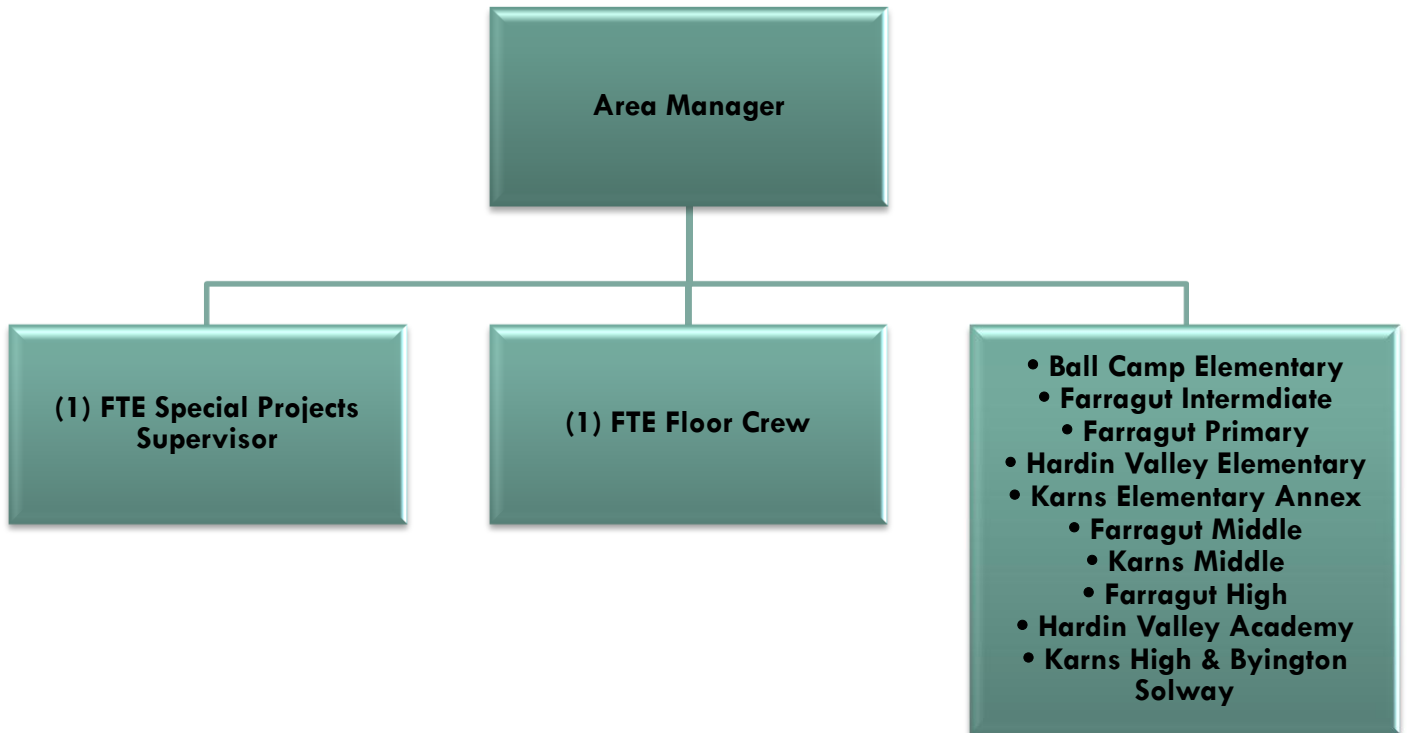
Staffing is for 180 school days. Summer and Holiday schedules may vary to meet energy conservation and other specific needs to properly complete all periodic tasks.

Staffing Chart Zone 4 with Day Porters

		DAY CUSTODIANS	LEAD NIGHT CUSTODIANS	NIGHT GENERAL CLEANERS	TOTAL DAILY HOURS
KNOX COUNTY SCHOOL INCLUDING DAY PROTERS	Gross/Stated Sq. Ft				
Elementary					
CHRISTIANBERRY ELEM	94,940	8.00	8.00	15.28	31.28
GREEN ELEM	64,909	8.00	8.00	6.93	22.93
MOORELAND ELEM	35,690	8.00	3.50	3.00	14.50
MT OLIVE ELEM	36,294	8.00	4.00	3.00	15.00
NORWOOD ELEM	49,378	8.00	5.00	5.61	18.61
POND GAP ELEM	34,859	8.00	4.00	2.57	14.57
ROCKY HILL ELEM	77,227	8.00	8.00	10.35	26.35
SEQUOYA ELEM	63,212	8.00	8.00	6.46	22.46
WEST HAVEN ELEM	31,791	8.00	3.50	3.00	14.50
WEST VIEW ELEM	38,344	8.00	4.50	3.25	15.75
Middle					
VINE MID	112,000	8.00	8.00	15.60	31.60
WEST VALLEY MID	187,920	8.00	8.00	33.38	49.38
WHITTLE SPRINGS MID	75,830	8.00	8.00	7.13	23.13
High					
FULTON HIGH	236,000	16.00	8.00	35.19	59.19
WEST HIGH	286,676	24.00	8.00	43.17	75.17
Total	1,425,070	144.00	98.76	190.93	433.69

Staffing is for 180 school days. Summer and Holiday schedules may vary to meet energy conservation and other specific needs to properly complete all periodic tasks.

Organizational Chart Zone 5



Equipment List Zone 5

Location	SQUARE FEET	T3 20" Auto Scrubber	T5 28" Auto Scrubber	T7 26" Riding Scrubber	Super Quartervac	Ten 7Gal EXSC716 Extractor	Ten 10 Gal EXSC 1020 Extractor	Ten 20" Burnisher w/Dust Control	Ten 20" FM2055 Floor Machine	27" Propane Burnisher	Hydro Air Mover	Ten V-15 Wet/Dry Vac	Ten Squeegee Kit	Disinfectant Sprayer	1.1 Cu Yd Tilt Truck	Janitor Cart	Safety Cone	Bucket/Wringer Combo	Brute Barrel/Dolly/Caddy
Elementary																			
Ball Camp Elementary	82,507	1			3				1		1	1	1	1	1	2	6	4	4
Farragut Intermediate	104,663	1			2				1		1	1	1	1		1	4	3	2
Farragut Primary	112,548		1		4				1		2	1	1	1	1	2	10	6	4
Hardin Valley Elementary	138,081	1			2				1		1	1	1	1	1	2	6	4	4
Karns Elementary Annex	242,900		1		4				1		2	1	1	1	1	2	10	6	4
Middle																			
Farragut Middle	165,000	1		1	6	1		1	1	1	2	1	1	2	2	4	14	8	6
Karns Middle	165,675	1		1	6	1		1	1	1	2	1	1	2	2	4	14	8	6
High																			
Farragut High	234,398	1		1	9	1	1	1	2	1	3	2	2	2	3	6	20	10	8
Hardin Valley Academy	269,893	1		1	10	1	1	1	2	1	3	2	2	2	4	6	22	10	8
Karns High & Byington Solway	257,220	1		1	10	1	1	1	2	1	3	2	2	2	4	6	22	10	8
Total	1,772,885	8	2	5	56	5	3	5	13	5	20	13	13	15	19	35	128	69	54

Staffing Chart Zone 5 without Day Porters

KNOX COUNTY SCHOOL DISTRICT W/O DAY PORTERS	Gross/Stated Sq. Ft	Lunch Room Porter	Night Lead Custodian	Night General Cleaner	TOTAL DAILY HOURS
Elementary					
BALL CAMP ELEM	82,507	4.00	8.00	14.01	26.01
FARRAGUT INTERMEDIATE	104,663	4.00	8.00	20.17	32.17
FARRAGUT PRIMARY	112,548	4.00	8.00	22.36	34.36
HARDIN VALLEY ELEM	138,081	4.00	8.00	29.47	41.47
KARNS ELEM & ANNEX	242,900	8.00	8.00	57.68	73.68
Middle					
FARRAGUT MID	165,000	4.00	8.00	29.86	41.86
KARNS MID	165,675	4.00	8.00	30.01	42.01
High					
FARRAGUT HIGH	234,398	8.00	8.00	38.05	54.05
HARDIN VALLEY ACA	269,893	8.00	8.00	45.23	61.23
KARNS HIGH & BYINGTON SOLWAY	257,220	8.00	8.00	42.66	58.66
Total	1,772,885	56.00	80.00	329.51	465.51

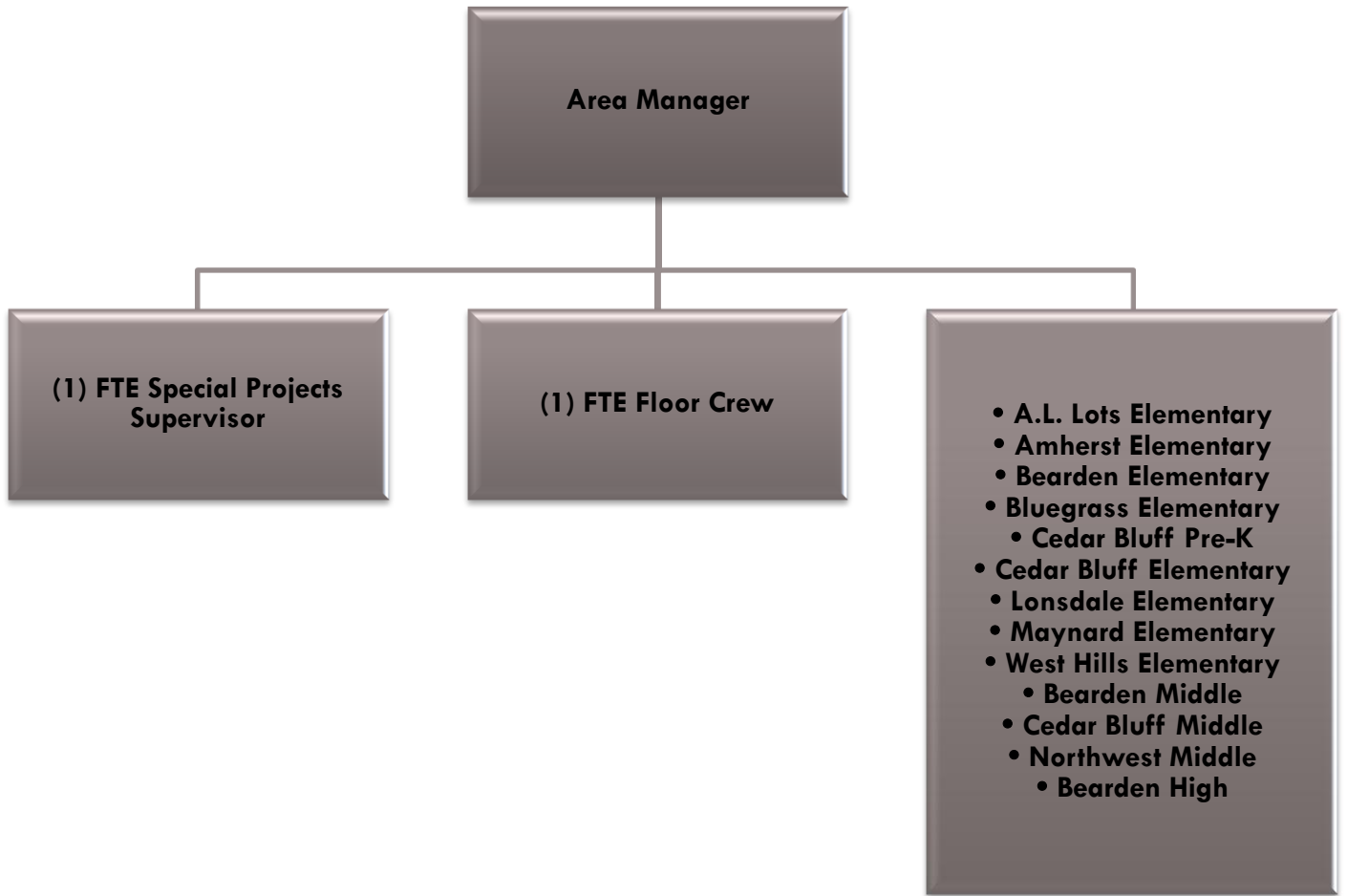
Staffing is for 180 school days. Summer and Holiday schedules may vary to meet energy conservation and other specific needs to properly complete all periodic tasks.

Staffing Chart Zone 5 with Day Porters

KNOX COUNTY SCHOOL INCLUDING DAY PORTERS	Gross/Stated Sq. Ft	DAY CUSTODIANS	LEAD NIGHT CUSTODIANS	NIGHT GENERAL CLEANERS	TOTAL DAILY HOURS
Elementary					
BALL CAMP ELEM	82,507	8.00	8.00	11.82	27.82
FARRAGUT INTERMEDIATE	104,663	8.00	8.00	17.98	33.98
FARRAGUT PRIMARY	112,548	8.00	8.00	20.18	36.18
HARDIN VALLEY ELEM	138,081	8.00	8.00	27.28	43.28
KARNS ELEM & ANNEX	242,900	16.00	8.00	53.31	77.31
Middle					
FARRAGUT MID	165,000	8.00	8.00	28.01	44.01
KARNS MID	165,675	8.00	8.00	28.17	44.17
High					
FARRAGUT HIGH	234,398	16.00	8.00	34.87	58.87
HARDIN VALLEY ACA	269,893	16.00	8.00	42.05	66.05
KARNS HIGH & BYINGTON SOLWAY	257,220	16.00	8.00	39.48	63.48
Total	1,772,885	112.00	80.00	303.15	495.15

Staffing is for 180 school days. Summer and Holiday schedules may vary to meet energy conservation and other specific needs to properly complete all periodic tasks.

Organizational Chart Zone 6



Equipment List Zone 6

Location	SQUARE FEET	T3 20" Auto Scrubber	T5 28" Auto Scrubber	T7 26" Riding Scrubber	Super Quartervac	Ten 7Gal EXSC 716 Extractor	Ten 10 Gal EXSC 1020 Extractor	Ten 20" Burnisher w/Dust Control	Ten 20" FM2055 Floor Machine	27" Propane Burnisher	Hydro Air Mover	Ten V-15 Wet/Dry Vac	Ten Squeegee Kit	Disinfectant Sprayer	1.1 Cu Yd Tilt Truck	Janitor Cart	Safety Cone	Bucket/Wringer Combo	Brute Barrel/Dolly/Caddy
Elementary																			
A.L. Lots Elementary	113,352		1		4				1		2	1	1	1	1	2	10	6	4
Amherst Elementary	147,122		1		4	1		1	1		2	1	1	1	1	4	12	6	6
Bearden Elementary	45,070	1			2				1		1	1	1	1		1	4	3	2
Bluegrass Elementary	80,615	1			2				1		1	1	1	1	1	2	6	4	4
Cedar Bluff Pre-K	47,800	1			3				1		1	1	1	1	1	2	6	4	4
Cedar Bluff Elementary	138,456	1			2				1		1	1	1	1		1	4	3	2
Lonsdale Elementary	60,021	1			2				1		1	1	1	1		1	4	3	2
Maynard Elementary	36,340	1			1						1						2	2	1
West Hills Elementary	89,013	1			3				1		2	1	1	1	1	2	8	4	4
Middle																			
Bearden Middle	163,647	1		1	6	1		1	1	1	2	1	1	2	2	4	14	8	6
Cedar Bluff Middle	83,900	1			3				1		2	1	1	1	1	2	8	4	4
Northwest Middle	150,000	1		1	6	1		1	1		2	1	1	1	1	4	12	6	6
High																			
Bearden High	272,068	1		1	10	1	1	1	2	1	3	2	2	2	4	6	22	10	8
Total	1,427,404	11	2	3	48	4	1	4	13	2	21	13	13	14	13	31	112	63	53

Staffing Chart Zone 6 without Day Porters

KNOX COUNTY SCHOOL DISTRICT W/O DAY PORTERS	Gross/Stated Sq. Ft	Lunch Room Porter	Night Lead Custodian	Night General Cleaner	TOTAL DAILY HOURS
Elementary					
A.L. LOTS ELEM	113,352	4.00	8.00	22.59	34.59
AMHERST ELEM	147,122	4.00	8.00	31.98	43.98
BEARDEN ELEM	45,070	4.00	6.00	5.50	15.50
BLUEGRASS ELEM	80,615	4.00	8.00	13.48	25.48
CEDAR BLUFF PRE K	47,800	4.00	6.25	6.00	16.25
CEDAR BLUFF ELEM	138,456	4.00	8.00	29.57	41.57
LONSDALE ELEM	60,021	4.00	8.00	7.76	19.76
MAYNARD ELEM	36,340	4.00	4.75	4.50	13.25
WEST HILLS ELEM	89,013	4.00	8.00	15.82	27.82
Middle					
BEARDEN MID	163,647	4.00	8.00	29.54	41.54
CEDAR BLUFF MID	83,900	4.00	8.00	10.86	22.86
NORTHWEST MID	150,000	4.00	8.00	26.34	38.34
High					
BEARDEN HIGH	272,068	8.00	8.00	45.67	61.67
Total	1,427,404	56.00	97.00	249.61	402.61

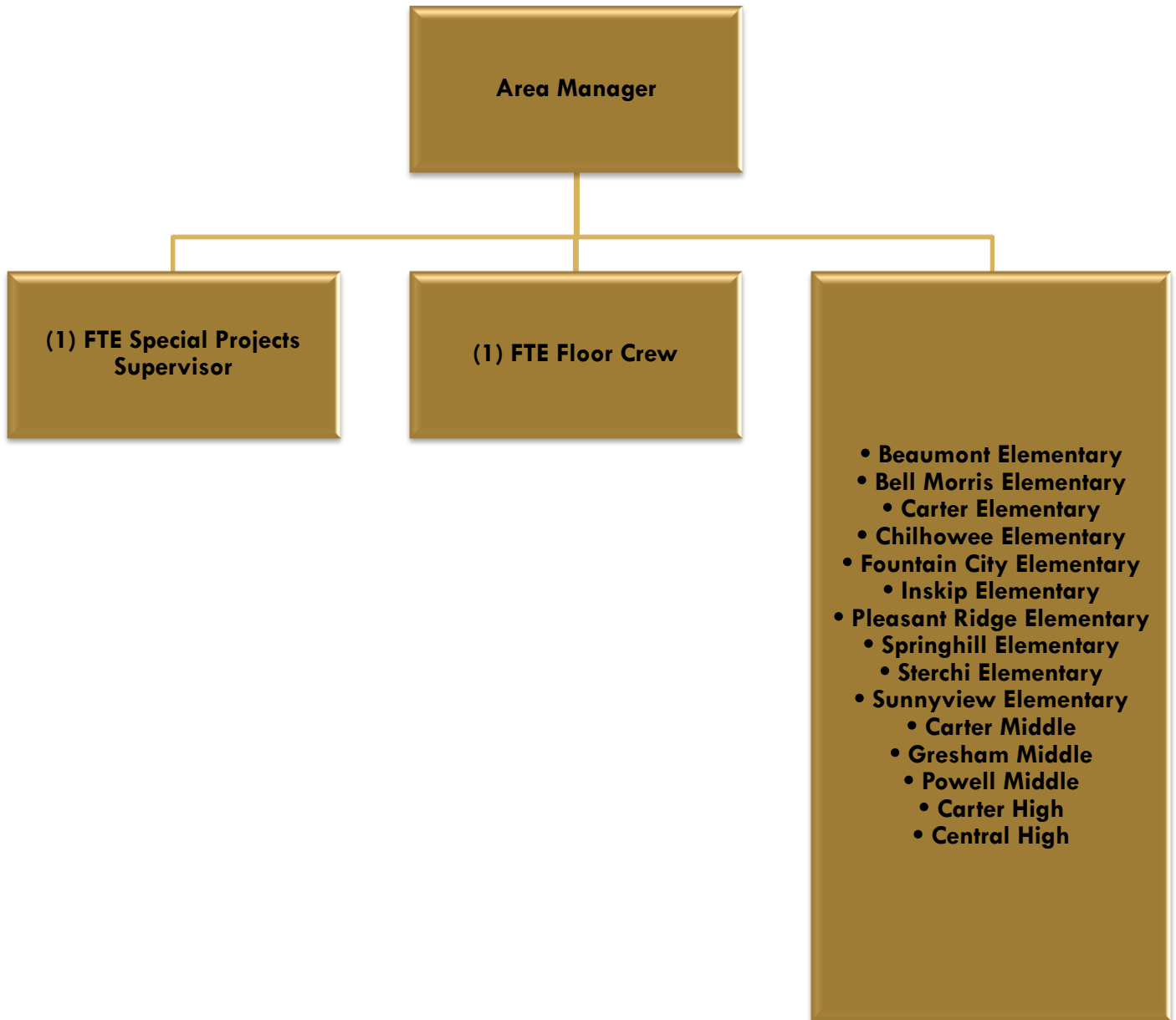
Staffing is for 180 school days. Summer and Holiday schedules may vary to meet energy conservation and other specific needs to properly complete all periodic tasks.

Staffing Chart Zone 6 with Day Porters

KNOX COUNTY SCHOOL INCLUDING DAY PORTERS	Gross/Stated Sq. Ft	DAY CUSTODIANS	LEAD NIGHT CUSTODIANS	NIGHT GENERAL CLEANERS	TOTAL DAILY HOURS
Elementary					
A.L. LOTS ELEM	113,352	8.00	8.00	20.40	36.40
AMHERST ELEM	147,122	8.00	8.00	29.79	45.79
BEARDEN ELEM	45,070	8.00	5.00	4.50	17.50
BLUEGRASS ELEM	80,615	8.00	8.00	11.30	27.30
CEDAR BLUFF PRE K	47,800	8.00	5.50	5.00	18.50
CEDAR BLUFF ELEM	138,456	8.00	8.00	27.38	43.38
LONSDALE ELEM	60,021	8.00	8.00	5.57	21.57
MAYNARD ELEM	36,340	8.00	4.00	3.00	15.00
WEST HILLS ELEM	89,013	8.00	8.00	13.63	29.63
Middle					
BEARDEN MID	163,647	8.00	8.00	27.70	43.70
CEDAR BLUFF MID	83,900	8.00	8.00	9.02	25.02
NORTHWEST MID	150,000	8.00	8.00	24.50	40.50
High					
BEARDEN HIGH	272,068	16.00	8.00	42.49	66.49
Total	1,427,404	112.00	102.27	216.06	430.34

Staffing is for 180 school days. Summer and Holiday schedules may vary to meet energy conservation and other specific needs to properly complete all periodic tasks.

Organizational Chart Zone 7



Equipment List Zone 7

Location	SQUARE FEET	T3 20" Auto Scrubber	T5 28" Auto Scrubber	T7 26" Riding Scrubber	Super Quartervac	Ten 7Gal EXSC 716 Extractor	Ten 10 Gal EXSC 1020 Extractor	Ten 20" Burnisher w/Dust Control	Ten 20" FM2055 Floor Machine	27" Propane Burnisher	Hydro Air Mover	Ten V-15 Wet/Dry Vac	Ten Squeegee Kit	Disinfectant Sprayer	1.1 Cu Yd Tilt Truck	Janitor Cart	Safety Cone	Bucket/Wringer Combo	Brute Barrel/Dolly/Caddy
Elementary																			
Beaumont Elementary	73,596	1			2				1		1	1	1	1	1	2	6	4	4
Bell Morris Elementary	55,386	1			2				1		1	1	1	1	1	1	4	3	2
Carter Elementary	41,328				4	1		1	1		2	1	1	1	1	4	12	6	6
Chilhowee Elementary	65,101	1			2				1		1	1	1	1	1	2	6	4	4
Fountain City Elementary	51,185	1			2				1		1	1	1	1	1	2	6	4	4
Inskip Elementary	74,432	1			3				1		2	1	1	1	1	2	8	4	4
Pleasant Ridge Elementary	41,829	1			2				1		1	1	1	1	1	2	6	4	4
Springhill Elementary	45,964	1			2				1		1	1	1	1		1	4	3	2
Sterchi Elementary	40,300	1			2				1		1	1	1	1		1	4	3	2
Sunnyview Elementary	49,064	1			2				1		1	1	1	1		1	4	3	2
Middle																			
Carter Middle	98,240		1		4				1		2	1	1	1	1	2	8	4	4
Gresham Middle	115,892		1		4				1		2	1	1	1	1	2	10	6	4
Powell Middle	151,898	1		1	6	1		1	1		2	1	1	2	2	4	14	8	6
High																			
Carter High	195,306	1		1	9	1		1	1	1	2	2	2	2	2	4	16	8	6
Central High	270,837	1		1	10	1	1	1	2	1	3	2	2	2	4	6	22	10	8
Total	1,370,358	12	2	3	56	4	1	4	16	2	23	17	17	18	17	36	130	74	62

Staffing Chart Zone 7 without Day Porters

KNOX COUNTY SCHOOL DISTRICT W/O DAY PORTERS	Gross/Stated Sq. Ft	Lunch Room Porter	Night Lead Custodian	Night General Cleaner	TOTAL DAILY HOURS
Elementary					
BEAUMONT ELEM	73,596	4.00	8.00	11.53	23.53
BELLE MORRIS ELEM	55,386	4.00	8.00	6.47	18.47
CARTER ELEM	41,328	4.00	5.25	5.25	14.50
CHILHOWEE ELEM	65,101	4.00	8.00	9.17	21.17
FOUNTAIN CITY ELEM	51,185	4.00	8.00	5.30	17.30
INSKIP ELEM	74,432	4.00	8.00	11.76	23.76
PLEASANT RIDGE ELEM	41,829	4.00	4.00	6.70	14.70
SPARINGHILL ELEM	45,964	4.00	4.80	7.05	15.85
STERCHI ELEM	40,300	4.00	4.00	6.27	14.27
SUNNYVIEW ELEM	49,064	4.00	4.80	7.91	16.71
Middle					
CARTER MID	98,240	4.00	8.00	14.22	26.22
GRESHAM MID	115,892	4.00	8.00	18.35	30.35
POWELL MID	151,898	4.00	8.00	26.79	38.79
High					
CARTER HIGH	195,306	4.00	8.00	30.82	42.82
CENTRAL HIGH	270,837	8.00	8.00	45.42	61.42
Total	1,370,358	64.00	102.85	213.00	379.85

Staffing is for 180 school days. Summer and Holiday schedules may vary to meet energy conservation and other specific needs to properly complete all periodic tasks.

Staffing Chart Zone 7 without Day Porters

KNOX COUNTY SCHOOL INCLUDING DAY PROTERS	Gross/Stated Sq. Ft	DAY CUSTODIANS	LEAD NIGHT CUSTODIANS	NIGHT GENERAL CLEANERS	TOTAL DAILY HOURS
Elementary					
BEAUMONT ELEM	73,596	8.00	8.00	9.34	25.34
BELLE MORRIS ELEM	55,386	8.00	8.00	4.28	20.28
CARTER ELEM	41,328	8.00	4.50	4.00	16.50
CHILHOWEE ELEM	65,101	8.00	8.00	6.98	22.98
FOUNTAIN CITY ELEM	51,185	8.00	6.00	5.50	19.50
INSKIP ELEM	74,432	8.00	8.00	9.58	25.58
PLEASANT RIDGE ELEM	41,829	8.00	4.00	4.51	16.51
SPRINGHILL ELEM	45,964	8.00	4.80	4.86	17.66
STERCHI ELEM	40,300	8.00	4.00	4.08	16.08
SUNNYVIEW ELEM	49,064	8.00	5.50	5.00	18.50
Middle					
CARTER MID	98,240	8.00	8.00	12.38	28.38
GRESHAM MID	115,892	8.00	8.00	16.51	32.51
POWELL MID	151,898	8.00	8.00	24.94	40.94
High					
CARTER HIGH	195,306	8.00	8.00	29.23	45.23
CENTRAL HIGH	270,837	16.00	8.00	42.24	66.24
Total	1,370,358	128.00	105.23	178.50	411.74

Staffing is for 180 school days. Summer and Holiday schedules may vary to meet energy conservation and other specific needs to properly complete all periodic tasks.

Equipment Supplies and Chemicals

Equipment Specs



T7 SCRUBBER

Micro-rider T7 delivers advanced cleanliness at a sound level 75% quieter than competitive models.

Nimble enough to scrub through doorways, and compact enough to fit on standard elevators.

Increased productivity up to 30% with FaST.

SPECIFICATIONS

PATH WIDTHS: 26-32 in / 660-810 mm

SOLUTION | RECOVERY TANK: 29 gal / 110 L | 29 gal / 110 L

BRUSH MOTOR SPEED: disk – 225 rpm
cylindrical – 1500 rpm

DOWN PRESSURE: up to 160 lb / 73 kg



T5 SCRUBBER

Reach a higher level of cleanliness, health, and safety with the new, environmentally-friendly T5.

Reduce scrubber mold and bacteria and ensure the highest level of cleanliness with complete-access Hygenic® tanks.

Use 90% less detergent, and decrease detergent packaging by 80% with FaST foam scrubbing technology.

Quietly scrub noise-sensitive environments with the T5's true, OSHA-recognized 67 dBA.

SPECIFICATIONS

PATH WIDTHS: disk – 24, 28, 32 in / 610, 710, 810 mm
cylindrical – 26, 32 in / 660, 810 mm

SOLUTION | RECOVERY TANK: 22.5 gal / 85 L | 27 gal / 102 L

BRUSH MOTOR SPEED: disk – 220 rpm
cylindrical – 1500 rpm

DOWN PRESSURE: up to 120 lb / 54 kg

CHARGER: on board



2510/2550 BATTERY BURNISHERS

Built-in dust control system captures particles during burnishing for cleaner operation.

Choose from pad-assisted (2510) or self-propelled (2550) motion burnishers that leave large areas clean and glossy.

SPECIFICATIONS

PATH WIDTHS: 20 in / 510 mm

PAD ROTATION: 2000 rpm “on the floor”

PAD PRESSURE: 15-46 lb / 7-20 kg



2370 ULTRA HIGH-SPEED BURNISHER

Extremely smooth and quiet operation in a durable model that withstands regular heavy use.

Ultra high-speed burnishing delivers an outstanding shine while controlling dust.

SPECIFICATIONS

PATH WIDTHS: 20 in / 510 mm

PAD ROTATION: 2000 rpm “on the floor”

MOTOR: 1.5 hp / 1.12 kW

POWER CORD: 75 ft / 23 m, safety yellow



F5/F10 FLOOR MACHINES

Proven performance for polishing, scrubbing, stripping, or sanding most any hard floor type.

Risk-free ownership from industry-leading 10/3/3 floor machine warranty.

Single (F5) and dual (F10) speed models available.

SPECIFICATIONS

PATH WIDTHS: 17, 20 in / 430, 510 mm

PAD ROTATION: 175 rpm (F5) 185/330 rpm (F10)

MOTOR: 1.5 hp / 1.12 kW

POWER CORD: 50 ft / 15 m, safety yellow



600 CHEMICAL APPLICATOR

Spreads chemicals easily and evenly, without the mess and time spent on the mop-and-bucket method.

Gravity-fed flow system.

SPECIFICATIONS

PATH WIDTHS: 30 in / 760 mm

SOLUTION FLOW: 3.6 gal / 14 L per minute



S8 SWEEPER



Versatile sweeper performs on walk-ways, hard floors and indoor carpets for efficient, productive cleaning.

Simple fingertip controls and easy, three-wheel turning system.

SPECIFICATIONS

PATH WIDTHS: 28 in / 710 mm

HOPPER CAPACITY: 1.1 ft³ / 31 L

SWEEPER STYLE: dust pan

SOUND LEVEL: 65 dBA



1240/1260 CARPET EXTRACTORS



Consistent cleaning performance with pull-back operation, large tanks and a powerful extraction system.

Optional soft brush for delicate carpet.

SPECIFICATIONS

PATH WIDTHS: 16, 20 in / 410, 510 mm

SOLUTION | RECOVERY TANK: 10 gal / 38 L | 14.5 gal / 55 L

VACUUM MOTOR: 3-stage, 1.8 hp / 1.34 kW

WATERLIFT: 136 in / 3,450 mm



1000 PORTABLE SPOT EXTRACTOR

Pick up spots before they become stains with this portable spot extractor.

Handy and lightweight, model 1000 weighs only 18 lb / 8 kg for easy transportation.

Optional cart and spotting chemical kit.

SPECIFICATIONS

PATH WIDTHS: 4 in / 102 mm hand tool

SOLUTION | RECOVERY TANK: 2 gal / 8 L | 1.5 gal / 5.7 L

VACUUM MOTOR: 2-stage, 1.12 hp / 0.84 kW

POWER CORD: 25 ft / 8 m

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**all extractors are available with optional wand, hand tool, and crevice tool.*



3000/3050 BACKPACK VACUUMS



Get the job done anywhere with backpack models perfect for detailing, upholstery and tight areas.

SPECIFICATIONS

WATERLIFT: 90 in / 2,290 mm (3000)

114 in / 2,900 mm (3050)

VACUUM MOTOR: 1.15 hp / 0.86 kW (3000)

1.7 hp / 1.27 kW (3050)

BAG CAPACITY: 7 qt

SOUND LEVEL: 75 dBA



3530/3560/3580 WET/DRY VACUUMS

Solid construction for years of dependable use.
Easy-to-use, straightforward design.

Built to last with durable, roto-mold construction backed by a 10/3/3 warranty.

Pumpout model (3580) available.

SPECIFICATIONS

RECOVERY TANK: 16 gal / 61 L

VACUUM MOTOR: 2-stage, 1.3 hp / 0.97 kW (3530)
3-stage, 1.57 hp / 1.17 kW (3560)
2-stage, 1.6 hp / 1.19 kW (3580)

WATERLIFT: 92 in / 2,340 mm
114 in / 2,900 mm
107 in / 2,720 mm

OPTIONAL FRONT-MOUNT SQUEEGEE:
26, 33, 39 in / 660, 840, 990 mm



1120/1140/1160/1180 CARPET EXTRACTORS

Portable canister extractors deliver outstanding cleaning results.

Dependable and robust design for maximum cleaning uptime.

Available with on-board heater (1140 and 1180) or adjustable pump pressure (1160 and 1180).

SPECIFICATIONS

PATH WIDTHS: 13 in / 330 mm floor tool

SOLUTION | RECOVERY TANK: 15 gal / 57 L | 19 gal / 72 L

VACUUM MOTOR: 3-stage, 1.66 hp / 1.24 kW (1120, 1140)
3-stage, 2.5 hp / 1.86 kW (1160, 1180)

WATERLIFT: 137 in / 3,480 mm (1120, 1140)
134 in / 3,400 mm (1160, 1180)



3200 UPRIGHT VACUUM

Dependable upright vacuum for everyday vacuuming of smaller areas.

SPECIFICATIONS

PATH WIDTHS: 12 in / 300 mm

VACUUM MOTOR: 0.5 hp / 0.37 kW direct air

BRUSH SPEED: 2,500 rpm

BAG CAPACITY: 13 qt



900 WET/DRY, FLOOD-PUMP VACUUM

When disaster strikes, clean up quickly with this powerful flood restoration unit.

Simultaneously pump water out while recovering.

Continuous recovery and discharge of up to 40 gal / 151 L per minute.

SPECIFICATIONS

PATH WIDTHS: 13 in / 330 mm floor tool

RECOVERY TANK: 16 gal / 61 L with pump-out feature

WATERLIFT: 120 in / 3,050 mm



Did you know???

ABM Southern Management procures over \$90 Million of supplies and equipment annually to be used in satisfying their custodial contracts

Sustainable Initiatives & Our approach to Supplies and Equipment

Overview

ABM, a Southern Management Company is a leader in developing fresh approaches to providing innovative custodial services that exceed the customer's expectation with a minimum impact to the environment. In the following pages you will find details as it pertains to our approach to the selection of equipment, chemicals and other associated supplies that will be utilized within your school district.

Our approach to equipment and supplies of your district is to find products that will not only be effective in ensuring that your school facilities are maintained at the highest level but to also improve your environment by minimizing the use of high VOC products, utilization of effective vacuum filtration and dust control systems, developing effective matting programs to minimize dirt entering the facility and the use of microfiber in mopping and sweeping to increase debris pick-up among other approaches.

We are excited about our programs and would welcome any questions that you may have after your review and would welcome the opportunity to assist you in meeting your facility service challenges.

Our Approach

At Southern Management, an ABM Company we differentiate ourselves from our competitors through the utilization of our own internal distribution, procurement and technical support center and not that of a reliance on independent third party supplier networks. This provides Southern Management, an ABM Company the unique ability to leverage the collective buying power of a Fortune 500 company and most importantly ensure that we are not dependent on third party unvested suppliers to support our client locations. Our personnel control the product from initial procurement to delivery at your facility.

The advantages of our unique program include the following:

Cost advantages

- By leveraging our strength as a Fortune 500 company we have been able to combine our buying power from our nationwide locations and as a result lowered our operating cost while continuing to utilize the best of equipment and consumable supplies. This means lower costs to our clients without decreasing the quality of the products provided and utilized in your facilities.
- Also, by utilizing our own procurement and regionally based distribution centers we are able to eliminate the reliance on third party distributors. Due to our extensive nationwide presence, we buy directly from national equipment, chemical, paper, plastic and other associated manufactures which again aids us in reducing our overall costs to our most important asset, our customers.



Supplier Alliances

By leveraging our national buying power, we have been able to form direct partnerships with the premier manufacturers that are leading in innovation and sustainability efforts in the facility service industry. By using the most innovative yet proven products to deliver the optimum results your facilities, you are certain to see how our alliances with premier manufacturers result in a much cleaner and healthier environment. The results through the utilization of chemicals and equipment designed with sustainability and environmental stewardship in mind you will see more productive and creative learning environment for your students and staff.



Internal Distribution

- By tightly controlling the procurement and distribution of our products into and from our own warehouses, we have ensured that we can maintain the proper inventories to support our customers. This has translated to a backorder rate that is second to none in our industry. We are not dependent on distributors maintaining inventories that can often be depleted and result in service interruptions to our clients. So, our clients can be assured they have the supplies they need when they need them.
- Southern Management, an ABM Company staff member handles the personal delivery of supplies and equipment to your facility. You will not have to be concerned with independent distributors that you do not know attempting to deliver supplies to your location.

Technical Support

- We have subject matter experts on staff that can assist you in answering any questions that you may have and/or help you evaluate other areas that we can assist you in, ranging from kitchen sanitizers to the rags used in your maintenance shops. As a client of Southern Management, an ABM Company you will have access to our complete line of capabilities within our internal procurement and supply distribution centers. These same staff members along with our key manufacturers are also actively engaged in working with our management and hourly custodians in addressing unique cleaning challenges that they could be confronted with.



School Programs available to our customers:

■ Matting Program

Proper matting is essential to keeping your floors looking great as well as one of the simplest steps to a “Greener” school. Our Operations Center staff offers the expertise to assess your facilities and offer recommendations on mat placement and style. Your mats can even be place with a logo, your systems seal, or mascot.

■ Floor Preservation Program

Modern classroom furniture has introduced a new challenge in the classroom setting when it comes to floor preservation. We have discovered that proper chair protection is essential to keeping your floors looking great throughout the entire year. We recommend to our schools to allow us to adapt our Floor Buddy product that is guaranteed for the life of your furniture to protect your floors from damage. We can even work with your procurement staff to aid them in ordering furniture with the Floor Buddy product preinstalled when the need arises to purchase additional furniture.

■ Discounted Consumable Purchasing Program

Our Supply Division also offers their services for consumables and equipment procurement to the School Systems we service. Sometimes there are areas or departments that a system may wish to remain in-house but still need quality supplies at a competitive cost for those locations. We can provide those locations with all of their consumable needs such as towels, tissue, hand soap, sanitizers, and lotions, can liners and any other consumable item they need in those areas. We are also able to provide free dispensers for all of these items upon request.

■ Disinfection Program

Hand sanitizers – Not only do we provide a large variety of hand sanitizers to our various customers, but we also help tailor their selection and implementation to make sure our customers are getting the most of the products they use. We highly recommend the use of Alcohol-Free sanitizers in the educational markets as they are a much safer yet effective product for adolescent self-distribution.

Disinfectants – Aligning the most appropriate disinfectant with the task at hand is both our specialty as well as a necessity to make sure we are cleaning for the health of our customer base and not just for appearances. Fortunately, modern innovation gives us a variety of products to choose from in protecting our clientele from surface to human transmission of viruses, bacteria, germs and other dangerous pathogens. We utilize dry sprays such as SaniGuard to disinfect keyboards and mice, telephones and faxes, and any other equipment that might be sensitive to a water based application. It is also safe for food contact surfaces without the need of a potable rinse. We also utilize these dry sprays to fog entire classrooms or other areas that may require immediate remediation due to an exposed outbreak. In other high contact areas we find SpectraSan24 to be most effective. SpectraSan24 is a broad spectrum disinfectant that is effective in as little as 30 seconds. The rapid kill ability along with its highly unique 24 hour residual protection (no other chemical can boast this claim) provides a very important tool in our disinfectant arsenal.



■ General School Supplies On-Line Ordering Program

Southern Management, an ABM Company can also offer a one stop online supply order system that provides access to discounted supplies outside the realm of janitorial products. This system gives our schools access to such items as pencil sharpeners, dry erase markers, white boards, signs, locker hardware and a great abundance of other items your system may use on a day to day basis. Not only does it simplify our customers search for fundamental items, but also makes sure they are receiving the highest quality products for their dollar. Upon contract selection we will offer this service to your procurement manager at your systems discretion.



Did you know???

That ABM was recognized in the "Alliance" magazine for their efforts in assisting the Hamilton County / Chattanooga, Tennessee school district from a challenged in-house operation to a successful outsourced model that resulted in dramatic quality improvements in both custodial and grounds.



General Chemicals – Aligning with Leading Manufactures in the Interest of our Clientele

Southern Management, an ABM Company has developed a strategic partnership with Essential Industries to provide our general cleaning products for all applications from restroom cleaning to gym floors. Essential industries have proven themselves to be a leader in the industry and have worked with Southern Management, an ABM Company to provide specific approaches for the K-12 market.

Southern Management, an ABM Company selected Essential industries as one of our pinnacle suppliers in 2002. Essential Industries is a family-owned business that traces its history back to 1898. Essential has grown from a regional private brand supplier to an international manufacturing organization. Essential is a leader in providing effective solutions and technology that addresses its customers' needs while others wait for the solutions to become available to the masses. With a strong focus on research and development, Essential produces polymers and resins for floor finishes as well as a variety of detergents. They also produce raw materials for the coating industry and packaged finished goods for the sanitary maintenance supply industry.

Floor care has been the foundation for Essential's growth. They are currently the only floor finish manufacturer that creates their own polymers on site. This ability allows Southern Management, an ABM Company to bring the latest in floor finish technology to our customers well before the rest of the market is aware of the new technological breakthroughs. This, combined with its knowledge of the industry and markets, has allowed the company to develop systems of products that reduce maintenance costs and increase worker productivity while at the same time exceeding any current environmental initiatives.

Product Selection

Our approach to selecting the best chemicals for your schools begins with ensuring that we only utilize products that will have a positive impact on your facility from both a quality and environmental conscious approach. We have developed a program that ensures that our staff is only using products that will clean your schools effectively and not create any additional environmental and/or indoor air quality concerns.



About Our Cleaning Chemicals

Overview

As part of our sustainability efforts we maximize the use of our Dilution Control System (DCS) where possible. By utilizing this system we minimize our carbon footprint by reducing the transportation costs associated with transporting bulky ready to use products. We also reduce the waste associated with packaging and shipping and improve the quality of our cleaning solutions being utilized by eliminating the need for custodians to self-dilute products onsite. Our products are always dispensed at proper dilution levels because we have removed human error from the chemical blending process.

We currently have eleven cleaners developed for our DCS that offer unparalleled performance and utilize three innovative technologies: Dynamic surfactant, Polymeric surfactant and Acid Replacement technologies. Six of the formulations are badged with the rigorous Green Seal GS-37 Standard and seven have the distinction of High Biobased Content. All eleven are safe and environmentally responsible.

These super concentrated products yield minimal packaging, lower transportation costs (energy consumption), reduced chemical waste, proper dilution and provide for easier handling.



Chemical Safety & Training

In addition to ensuring that we provide products that are safe to use and are environmentally friendly we also assure the following:

- Proper Product labeling
- All products have easy to read labels that surpass OSHA standards are laminated to ensure durability.



- Products are assigned a numeric and color coded identifier to aid employees in recognizing the product.
- Telephonic numbers are provided to allow the employees to call with questions and/or address any emergency question 24 hours a day.
- Accessible Material Safety Data Sheets

MSDS are maintained at each work site in addition to being available at any time by contacting our Supply Division directly.

- Chemical Specific Training for All Employees

Chemical training includes but is not limited to:

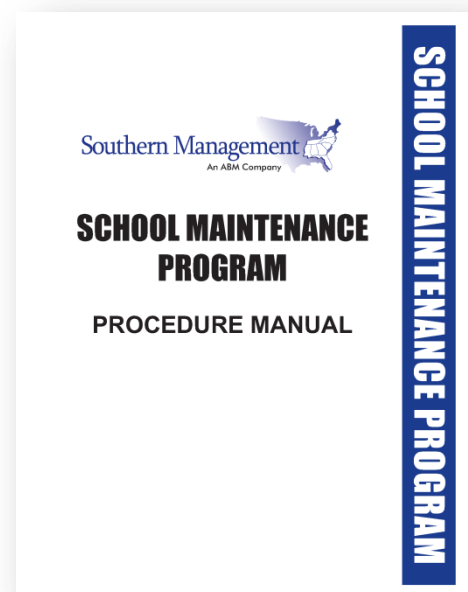
- School Maintenance DVD Training Videos

- DVD video training series that covers:

- Classroom Maintenance (7 min.)
- Hard Floor Care Daily Maintenance (16 min.)
- Hard Floor Care Restoration (13 min.)
- Carpet Care Maintenance (16 min.)
- Restroom Maintenance (10 min.)
- General Office Cleaning (5 min.)
- Common Areas Maintenance (11 min.)
- Athletic Facilities Maintenance (13 min.)
- Day Custodian Training (12 min.)

- School Maintenance Training Manual

- Provides written support to video training series that covers:
- Classroom Maintenance, Hard Floor Care Daily Maintenance, Hard Floor Care Restoration, Carpet Care Maintenance, Restroom Maintenance, General Office Cleaning, Common Areas Maintenance, Athletic Facilities Maintenance and Day Custodian Training.



■ School Maintenance Reference Cards

- Provides quick reference as the card packet can be attached to janitorial carts or chemical caddy devices
- Coordinated with each training video, a laminated reference card that lists cleaning materials to be used for the maintenance procedures and highlights what tasks need to be completed.



Reference Card



General Office Cleaning

Check List

- | | |
|---|---|
| <input type="checkbox"/> Set-up cart | <input type="checkbox"/> Vacuum carpet areas |
| <input type="checkbox"/> Review MSDS | <input type="checkbox"/> Remove carpet spots |
| <input type="checkbox"/> Make note of needed repairs | <input type="checkbox"/> Spot clean switch plate |
| <input type="checkbox"/> Check ashtrays and empty | <input type="checkbox"/> Wipe down water fountain |
| <input type="checkbox"/> Empty trash containers | <input type="checkbox"/> Place "Wet Floor" signs |
| <input type="checkbox"/> Dust all horizontal surfaces | <input type="checkbox"/> Damp mop hard floors |
| <input type="checkbox"/> Wipe furniture with pretreated cloth | <input type="checkbox"/> Remove "Wet Floor" signs |
| <input type="checkbox"/> Wipe down telephones | <input type="checkbox"/> Turn off lights |
| <input type="checkbox"/> Spot clean glass | <input type="checkbox"/> Lock door |
| <input type="checkbox"/> Dust mop hard floors | |

Reference Card



Athletic Facilities Maintenance

Check List

- | | | |
|---|---|--|
| LOCKER ROOM:
<input type="checkbox"/> Set-up cart
<input type="checkbox"/> Review MSDS
<input type="checkbox"/> Knock and announce "Service"
<input type="checkbox"/> Make note of needed repairs
<input type="checkbox"/> Empty trash and replace liners
<input type="checkbox"/> Pick up all clothing from floors
<input type="checkbox"/> Dust horizontal surfaces
<input type="checkbox"/> Sweep floor area
<input type="checkbox"/> Dust mop
<input type="checkbox"/> Spot clean walls and fixtures
<input type="checkbox"/> Clean restrooms according to Restroom Maintenance procedures
<input type="checkbox"/> Clean glass surfaces | SHOWER ROOM:
<input type="checkbox"/> Sweep floor
<input type="checkbox"/> Place "Wet Floor" signs
<input type="checkbox"/> Spot clean and disinfect
<input type="checkbox"/> Wet mop the floor
<input type="checkbox"/> Air dry
<input type="checkbox"/> Periodic maintenance: foam clean, disinfect and sanitize
<input type="checkbox"/> Remove "Wet Floor" signs when floor is thoroughly dry | OTHER AREAS:
<input type="checkbox"/> Clean entrance mats
<input type="checkbox"/> Dust mop
<input type="checkbox"/> Spot mop where necessary
<input type="checkbox"/> Place "Wet Floor" signs
<input type="checkbox"/> Use auto scrubber for large floor areas
<input type="checkbox"/> Spot clean walls, bleachers, hard surfaces
<input type="checkbox"/> In auditorium: vacuum or dustmop; remove spots on carpet
<input type="checkbox"/> Remove "Wet Floor" signs |
|---|---|--|

■ School Maintenance Proficiency Tests

- Used with the video and training manual when training employees.
- Testing provides assurance that training was effective and the employee retained all critical information.

Proficiency Test



Name _____ Date _____

Restroom Maintenance

(Check any or all answers as appropriate)

		SCORE
1. How often does a public restroom need servicing while facility is open?	<ul style="list-style-type: none"> • At least once time weekly • At least once time daily • At least once time hourly 	___
2. What is the first thing you do?	<ul style="list-style-type: none"> • Mop the floor • Place "Restroom Closed" sign • Get a cup of coffee 	___
3. After you put up the "Restroom Closed" sign, in what order are things done? (Number 1-3)	<ul style="list-style-type: none"> • Restock dispensers • Mop floors • Clean toilets and urinals 	___
4. What temperature of water do you use to dilute disinfectant?	<ul style="list-style-type: none"> • Hot • Cold • Room temperature 	___
5. What equipment do you use to clean toilets and urinals?	<ul style="list-style-type: none"> • Rubber gloves and goggles • Toilet bowl scrub • Feather duster 	___
6. How do you control odors?	<ul style="list-style-type: none"> • Pour disinfectant down the drain • Spray with odor counteractant • Proper cleaning 	___
7. What is a MSDS?	<ul style="list-style-type: none"> • Most Satisfactory Duty Score • Material Safety Data Sheet • Many States Done Score 	___
8. What is the last step in cleaning the restroom?	<ul style="list-style-type: none"> • Review your check list • Remove "Wet Floor" signs • Roll/cart collect equipment 	___

Total Score: ___



Approach for Knox County

After careful review of your districts unique custodial needs and requirements the below daily use products will be utilized in exceeding your facilities required specifications:

- In this section the following categories of products will be discussed.
 - General / Restroom Cleaners
 - Floor Care
 - Gym Floors
 - Plastics
 - Paper
 - Matting

General/Restroom Cleaners

#41 Glass Advantage Green Seal™ GS-37 certified.

- Environmentally responsible formula cleans without glycol ethers, isopropyl alcohol or ammonia.
- All surface, heavy-duty cleaner removes tough grease, grime, smudges and dirt without leaving a residue or build-up.
- One product now does the job of two. Eliminates the need to carry a separate glass cleaner and spray cleaner.
- Great for mirrors, glass, chrome, stainless steel and all washable surfaces such as appliances.
- Meets USDA BioPreferred™ Standard for biobased content

#43 Daily Restroom Cleaner Green Seal™ GS-37 certified.

- Environmentally responsible, non-acid formula is safe for everyday use.
- Superior, safe cleaning of all restroom surfaces. Use with confidence on porcelain, ceramic, chrome, Formica, stainless steel and plastic.
- Powerful deodorizing action leaves restroom clean-scented for hours.
- Removes dirt, soap scum, hard water deposits and grease with a unique combination of surfactants and sequestering agents

#46 Neutral Cleaner Plus (Daily Mopping) Green Seal™ GS-37 certified.

- Environmentally responsible formula is non-flammable, non-corrosive and phosphate-free.
- Designed for daily cleaning of finished floors, walls, furniture, check-out stands, countertops, etc.
- pH 7 (neutral) formula cleans without residue. Will not soften or damage finished floors.
- Unique detergent combination cuts through grime and holds particulate soil in suspension for easy removal.
- Meets USDA BioPreferred™ Standard for biobased content.



#49 Neutral Germicidal (Disinfectant)

- Neutral pH disinfectant will not harm finished floors. Will not leave a film or dull floors like higher alkaline disinfectants.
- Hospital-grade disinfectant is effective against Pseudomonas, Staph, and Salmonella according to AOAC Use Dilution Test Method.
- Ideal for institutional establishments such as hospitals, nursing homes, hotels, schools and universities. Perfect for damp mopping corridors and entrance ways.
- In addition to floors, use to clean and disinfect walls, porcelain restroom fixtures, plastic and stainless surfaces.
- Effective against H1N1 virus, HIV, VRE, VISA, MRSA, CA-MRSA, HBV, HCV and Human coronavirus.

#52 Peroxide Concentrate Green Seal™ GS-37 Certified

- Contains the stain-removing power of hydrogen peroxide
- Contains a heavy-duty soil removing detergent blend
- Designed to clean grout, floors, walls, countertops, equipment, appliances and other hard surfaces
 - Use to destain carpets
 - Pleasing citrus fragrance
 - Meets USDA BioPreferred™ Standard for biobased content.





#44 Heavy-Duty Restroom Cleaner

- Removes mineral deposits, soap scum, body oils, uric acid salts and heavy soils.
- Non-fuming, non-abrasive formula will not attack fixtures.
- Perfect for cleaning shower and restroom walls, toilets, urinals, floors and fixtures.
- Environmentally sound formulation contains unique organic salt that outperforms phosphoric acid without the harshness.



Other Cleaning Chemical's

In addition to the above chemicals that will be utilized in your district our staff will also have the ability to access the products below for other cleaning tasks that may fall outside of their daily needs:

#42 Ultra Spray Cleaner		PMS #123 (Dark Yellow)
#45 Deodorizer		PMS #2593 (Purple)
#47 Cleaner/Degreaser		PMS #102 (Yellow)
#48 Multi-Purpose Cleaner		PMS #209 (Burgundy)
#50 Restroom Cleaner and Disinfectant		PMS #171 (Coral)

Floor Care

Bright shiny floors are often viewed as a critical component of any school district. It is often the first impression that students and parents have of the schools in your district. Currently, our floor products are utilized in over 85 million square feet of K-12 districts across the country.

Our programs are designed to provide you with the gloss that you desire along with a floor program that will enable the staff to maintain that high gloss appearance without sacrificing slip coefficient. Be assured we know your floors and will match the proper protection and maintenance programs to your specific floor types.

Daily Maintenance

DFT™ Daily Floor Treatment

- Cleans and enhances shine when used daily in place of a neutral cleaner.
- Deep cleans and repairs when used weekly in place of a restorer.
- Economical, ultra-concentrated 1/4-1/2 -ounce dilution.
- Designed for use through auto-scrubbers, mop buckets or spray bottle.
- Use on all resilient and stone floors that are properly finished.
- The continuous use of DFT improves the gloss on the floor with every use even without burnishing. Occasional or daily burnishing will produce a higher gloss.
- Pleasant citrus fragrance



Green Clean

- Environmentally-Responsible Floor Cleaner
- No-rinse cleaner designed for daily mopping or scrubbing of finished floors.
- Excellent for cleaning walls, equipment, wood floors, display cases, furniture, etc.
- Neutral pH in 100%, 10% and 1% solutions
- Non-flammable, non-toxic, non-corrosive and phosphate-free
- Green Seal™ GS-37 certified.



Floor Finishes

X-Coat™ 22

- High Solids Extreme Performance Coating
- Combines deep gloss, high durability and ease-of-use
- High solids formula offers greater protection with fewer coats.
- Non-yellowing, low maintenance formula offers excellent black mark and scuff resistance
- Perfect for classrooms, patient rooms, offices and retail establishments.
- Ideal for limited maintenance programs, yet responds to daily burnishing, if desired.
- Fast drying - 30 minutes under normal conditions.
- Use on vinyl, rubber, linoleum, terrazzo, quarry tile and sealed concrete floors.
- Slip-resistant - UL Classified.

G2 Green Finish

- High Performance Floor Coating
- Non-yellowing, low-maintenance formula offers industry-leading black mark and scuff resistance.
- Applies easily, levels nicely and dries to a deep gloss.
- Zinc-free, APEO-free and phthalate-free finish.
- Low emission formula – meets new 1% VOC Regulation.
- Ammonia-free, low odor.
- Combination seal and finish.
- Fast-drying – 20 minutes under normal conditions.
- Large area coverage – up to 3,000 sq. ft. per gallon.
- Green Seal GS-40 certified.



Floor Strippers Xlerate™

- Ultra Concentrated High-Productivity Stripper
 - Aggressive dual-solvent formulation easily strips all seals and finishes on the first pass.
 - Ultra-concentrated 1:19 dilution provides the utmost in economy and convenience and greatly reduces inventory.
 - Powerful enough to remove multiple layers and cut highly burnished finishes.
 - Low odor formulation affords user comfort and eliminates complaints.
 - Effective in cold water.
 - Slow evaporation rate for longer dwell time and reduced re-mopping.



■ Green Strip

- Environmentally-Responsible Floor Stripper
- Easily removes multiple coats of Green Finish from any floor.
- Also strips standard, non-green finishes quickly and completely.
- Phosphate-free, butyl-free and caustic-free.
- Non-corrosive per DOT to offer user safety and simplified shipping.
- Leaves no alkaline residue behind, simplifying rinsing and eliminating recoat problems.
- High activity - over 30% for maximum cost benefits and reduced inventory
- Green Seal GS-40 certified.



Carpet Care En-Case™

- 3-in-1 Carpet Encapsulation Detergent
- One product does the job of three traditional carpet cleaners to save time, money and space.
- Encapsulation chemistry eliminates rapid resoiling caused by traditional carpet detergents.
- Unique polymer/surfactant system is easier and safer to use. Ideal for health care facilities, schools and offices.
- Designed for heavy soil removal of grease, dirt, shampoo build-up and salt residue.
- Safe for advanced fifth generation stain-resistant carpets.
- Enhances soil pick-up during vacuuming.



Gym Floors (Optional Program)

■ Water Base Wood Care

- Sport Kote® Water-Based Urethane Wood Finish is a one-part water-based urethane/acrylic wood finish that provides long-lasting beauty and protection to all wood floors. There is no mixing of a catalyst. It lies down easily with an applicator, is recoatable in about an hour and ready for traffic in 24 hours. In addition to offering excellent black mark, spill and scuff resistance, Sport Kote is uniquely repairable with burnishing equipment. Sport Kote meets or exceeds all federal and state regulations for VOC content, is UL classified as to slip resistance and is MFMA approved.

■ Solvent Base Wood Care

- The more traditional method of wood care calls for our solvent-based High Solids Gym Finish or 40% Gym Finish. These products incorporate an oil-modified urethane seal and finish that offer excellent durability, gloss, slip and scratch resistance. Each assures the very best leveling and easiest application possible. High Solids Gym Finish or 40% Gym Finish provide a tough, long-lasting, high gloss film that is easy to maintain and is UL classified as to slip resistance. In addition, High Solids Gym Finish meets or exceeds all federal regulations for VOC content. Both are MFMA approved



Equipment Program

Overview

Southern Management, an ABM Company has developed a strategic partnership with the Tennant Company to meet our equipment needs within each school district that we service. The Tennant Company has proven itself to be a leader in the industry and has been known as a market leader in developing cutting edge and environmentally sensitive equipment.



Tennant Company is a recognized leader in designing, manufacturing and marketing solutions that help create a cleaner, safer world.

The products manufactured by Tennant include equipment used to maintain indoor and outdoor surfaces as well as equipment parts, service, maintenance and financing.

Tennant is headquartered in Minneapolis and has worldwide marketing and manufacturing operations.

Sustainability Highlight

The tenant company was one of the leading innovators in the use of electrically converted water in their floor scrubbing equipment. By leveraging this technology it is now possible to perform daily cleaning tasks of your districts floors without the use of chemicals. For those customers that desire to minimize chemicals in their facilities this represents a significant step towards reaching that goal.

ec-H2O™ Electrically Converted Water Technology Release the power of water with ec-H2O/Environmentally superior, socially responsible

- Eliminate the environmental impact of producing, packaging, transporting, using, and disposing of traditional cleaning chemicals.
- ec-H2O begins as water and ends as water.
- Scrubbers equipped with ec-H2O technology use 70% less water than conventional scrubbing methods.



Cleaning has never been safer

- Eliminate health issues associated with harsh cleaning chemicals; no touching, breathing, splashing, or disposing of chemicals.
- Reduce slip/fall accidents.
- ec-H2O electrically converted water technology is the first detergent free scrubbing system to achieve NFSI High-Traction Certification.
- ec-H2O is safe to touch.
- Registered by NSF International as safe for use in food and beverage handling environments.

Simple, efficient, cost effective

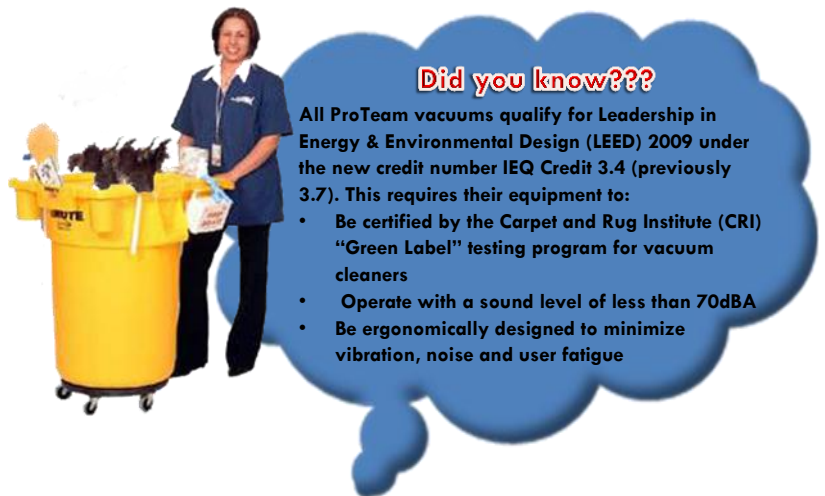
- Eliminate the purchase of general purpose cleaners.
- Scrub three times longer with a single tank of water.
- Reduce scrubber training and time associated with handling and mixing of chemicals.

Approach for your district

Initial Assessment:

After being selected as your facility service partner we will conduct a detailed review of your district that will encompass the following factors:

- Detailed review of floor types
- Storage space available for equipment in each school
 - Availability of power for battery chargers.
 - Door width openings to determine the physical distance between the door and post.
 - Hallway widths.
 - Specific facility requirements/needs



Once this data is developed the equipment list will be finalized and the training process/equipment installation planning will be implemented.

Vacuum Systems

In addition to the floor scrubbing and other associated equipment that is provided by the Tennant Company Southern Management, an ABM Company has established a partnership with the Proteam Company for the supply of the vacuum systems that will be utilized in your district.

ProTeam is recognized as the original innovator of lightweight ergonomic backpack vacuum cleaners. Through continued research and development, their mission is to be the premier manufacturer of high performance vacuum cleaners. Today Proteam has over 20 different vacuums for all cleaning applications.

Experience

ProTeam was founded in 1987 by experienced cleaning professionals looking for a way to work more productively and sustainably. Worker and building occupant health have been guiding forces that go into every vacuum they make. All ProTeam vacuums have advanced Four Level® Filtration systems and comfortable ergonomic designs.

Founded on Education

ProTeam has directly or indirectly published hundreds of articles and research papers outlining the operational and Cleaning for Health® benefits of their backpack vacuum technology. They continue to market their products through education, and believe in promoting highly productive programs such as Team Cleaning® to help Southern Management, an ABM Company continue to develop more efficient operational models while enhancing health and safety.

Sustainability Highlight

ProTeam is partnered with the American Lung Association in a campaign designed to promote public awareness and education about indoor air quality issues.

All ProTeam vacuums qualify for Leadership in Energy & Environmental Design (LEED) 2009 under the new credit number IEQ Credit 3.4 (previously 3.7). This requires their equipment to:

- Be certified by the Carpet and Rug Institute (CRI) “Green Label” testing program for vacuum cleaners
- Operate with a sound level of less than 70dBA
- Be ergonomically designed to minimize vibration, noise and user fatigue
- Come with safeguards, such as rollers or rubber bumpers, to reduce potential damage to building surfaces

Put simply, ProTeam is committed to helping the planet through sustainable business practices, environmentally focused partnerships, and achieving the highest industry green and efficiency standards for ratings.

Floor Burnishing Systems—Propane

Southern Management, an ABM Company has partnered with the Onyx Company to be our exclusive provider of propane burnishing systems. This is in addition to the battery operated and/or electric burnishers that are provided by the Tennant Company.

Onyx has a long standing commitment to quality and strives to give service excellence in every aspect of the propane burnishing sector. They have a long-standing commitment to providing the highest quality equipment and the best customer service in the industry. All of their equipment is designed and manufactured in the U.S. with the end user in mind.

The Onyx line of Black Diamond UHS propane powered burnishers produce a superior wet look shine, fast and easy, on all hard surface floor types. They are built to be extremely durable, reliable, and safe. They are EPA, CARB, and CE Certified and approved and create a slip resistant floor surface. They are used by floor care professionals throughout the world who are contracted to work on



floors in retail stores, airports, malls, convention centers, grocery stores, educational facilities, office buildings, and large distribution centers.

The Blue Sky Dust Control Burnishers deliver superior results in dust control and polishing. This environmentally friendly “green option” meets LEED standards and contains multiple safety features to ensure safe operation while creating a clean environment when burnishing. These high RPM burnishing speeds deliver a superior wet look shine in significantly less time than conventional machines.

Overview

Sustainability Highlight

ONYX is Taking Emissions and Dust Control to a Whole New Level!

- Blue Sky’s four stage dust containment system utilizes a vacuum motor and patented dust control system and skirting. Captures up to 80% of dust particles. Reduces the frequency of dust mopping.
- Environmentally Friendly
- Meets LEED standards and is the “Green” option for burnishers
- Optional emissions eliminator system which provide ultralow emissions
- EPA, CARB, and CE Certified

Floor Burnishing Systems – Battery/Electric

Cord-free maneuverability and variable pad pressure for clean, glossy floors

- Delivers the best gloss on a variety of finished floors while effectively containing dust, protecting indoor air quality, and eliminating the need for follow up dust mopping.
- Superior, consistent shine from 15-40 lb. /7-18 kg of pad pressure and a patented floating head design.

Superior gloss and dust control in a durable, long-lasting burnisher

- Delivers the best gloss on a variety of finished floors while effectively containing dust; eliminating the need for follow up dust mopping.
- Ideal for noise-sensitive environments such as schools, retail offices and hospitals with the industry’s lowest sound and vibration levels.



Plastics (Can liners)

Southern Management, an ABM Company has partnered with ALUF Plastics to provide a comprehensive range of commercial and industrial trash liners, as well as other innovative plastic products. ALUF offers tremendous gauge capabilities ranging from 0004 to .006 mil, and 5 microns to 30 microns, for virtually every need. Additionally, they manufacture a full line of both FDA approved as well as reprocessed resin materials.



ALUF is at the forefront of the plastics industry in providing innovative solutions for a better environment.

A prime example of their green technology is ALUF's COEX Supertuff CXP bags. COEX CXP bags qualify for LEED-MR 4.1 and 4.2 credits. The COEX Supertuff CXP line is produced from 80% recycled material, with 10% post-consumer. Using a proprietary tri-laminate process, ALUF's COEX line of bags are approximately 25% thinner than competitor's bags, yet provide superior strength and durability. ALUF's line of COEX CXP bags are **Microban-treated**, a feature that inhibits the growth of odor-causing bacteria on both the inside and outside surfaces of bags.

ALUF's virgin film products are also environmentally friendly, using considerably less material, and reducing stress on the environment.

ALUF's Environmental Best Practices mandate strict adherence to a higher standard of environmental friendliness and sustainability.



Paper Products

Southern Management, an ABM Company has partnered with Wausau paper to supply our paper and tissue needs. With more than 110 years of experience, Wausau Paper is a leading producer of fine printing & writing papers, towel & tissue products and specialty papers. Their focus is on delivering innovative products and superior service.

Wausau Paper produces Bay West brand towels, tissue, soap, wipers, and dispensing systems for the away-from-home market. This market includes office buildings, schools and colleges, hotels, factories and industrial facilities, airports, high-traffic facilities, and healthcare facilities.

Sustainability Highlight

Green Seal Certified Products

Wausau Paper maintains an unmatched commitment to producing the highest quality, most environmentally preferable towel and tissue products. This is what makes our Authentically Green™ products different from the competition.

Wausau Paper Authentically Green™ towel and tissue products embrace Green Seal™ standards, the most stringent and comprehensive standards in the industry. The certification guarantees buyers that products bearing the Green Seal™ are manufactured to strict environmental standards.

Janitorial paper products certified by Green Seal™ are not only made with 100% recycled fiber, but are manufactured and processed in a way that uses less water, energy, produces less air pollutants, and diverts the most waste from our landfills.

In addition, nearly 1,000 of our stock items and 20 lines of Wausau Paper® printing, writing and imaging products have also earned Green Seal™ certification.

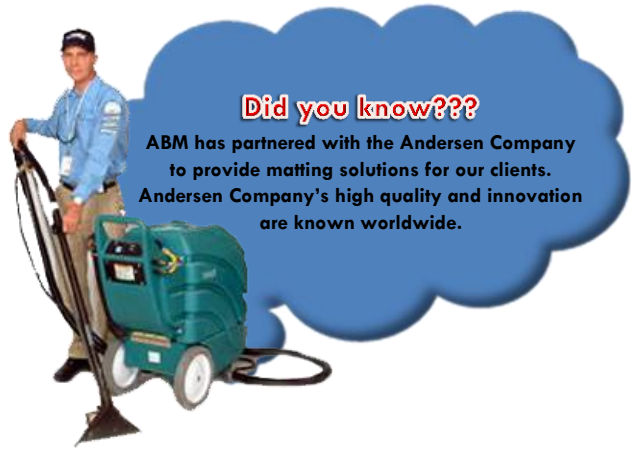
Matting

Southern Management, an ABM Company has partnered with the Andersen Company to provide matting solutions for our clients. Andersen Company's high quality and innovation are known worldwide. Their continuous development of new technologically advanced mat products assures our customers that Andersen mats are unparalleled in quality and performance. Some of our notable innovations include:

- Rubber gripper backing for minimum slipping on all floor surfaces and longer service life without cracking and curling associated with vinyl backed mats.
- Rubber reinforced polypropylene face fiber in a bi-level construction that will not crush for the life of the mat.
- A water dam around the perimeter of the mat to keep water from reaching the floor minimizing slip/fall hazards.

Their product offering has steadily grown to include over 30 products in a myriad of colors and sizes. These products range from entrance mats to interior finishing mats to industrial mats for anti-fatigue and traction control. Whatever the mat need may be The Andersen Company has a solution.

Innovation after innovation has led the Andersen Company to become known worldwide for high quality, performance-based technological mat solutions.

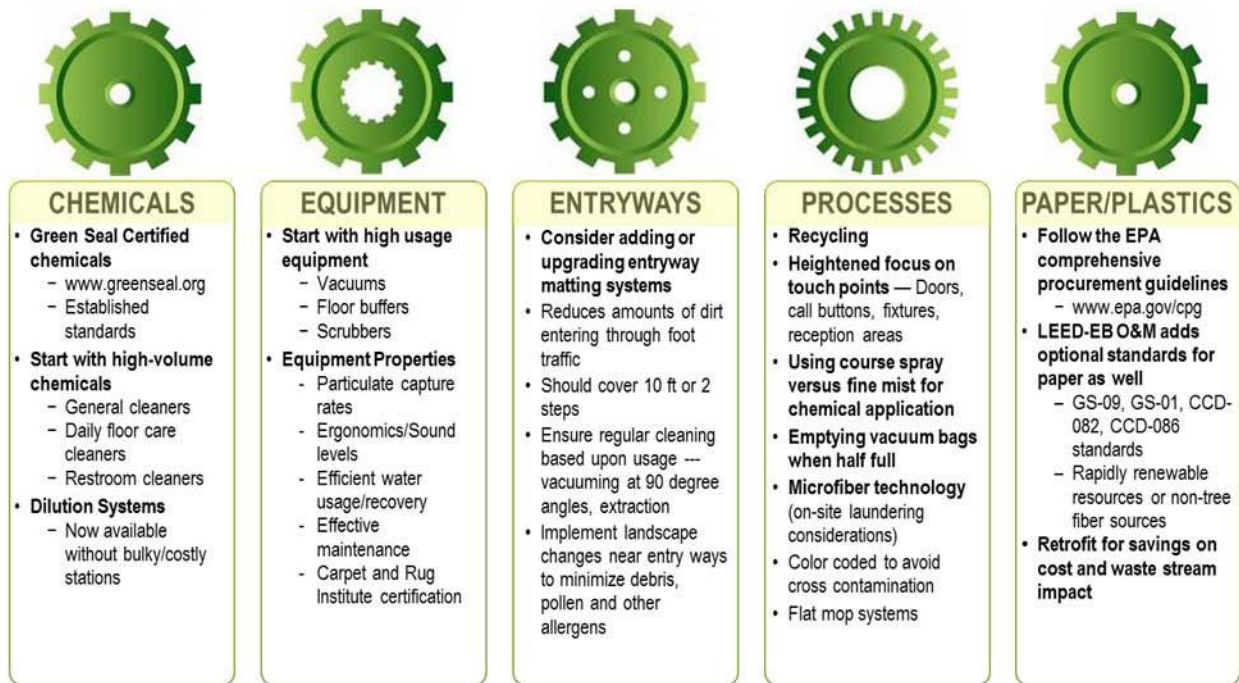


Sustainability/ABM Green Care™

- ABM Green Care™ is a leading-edge green cleaning program involving all major supplier Includes:
 - Supplies/Equipment
 - Tools/Processes
 - Management/Training
- Active Involvement with the US Green Building Council
 - USGBC Members
 - LEED AP Managers
- Successful track record supporting building owners, tenants and sustainability project teams who are pursuing (or have already attained) LEED certification initiatives

Green Cleaning Focus

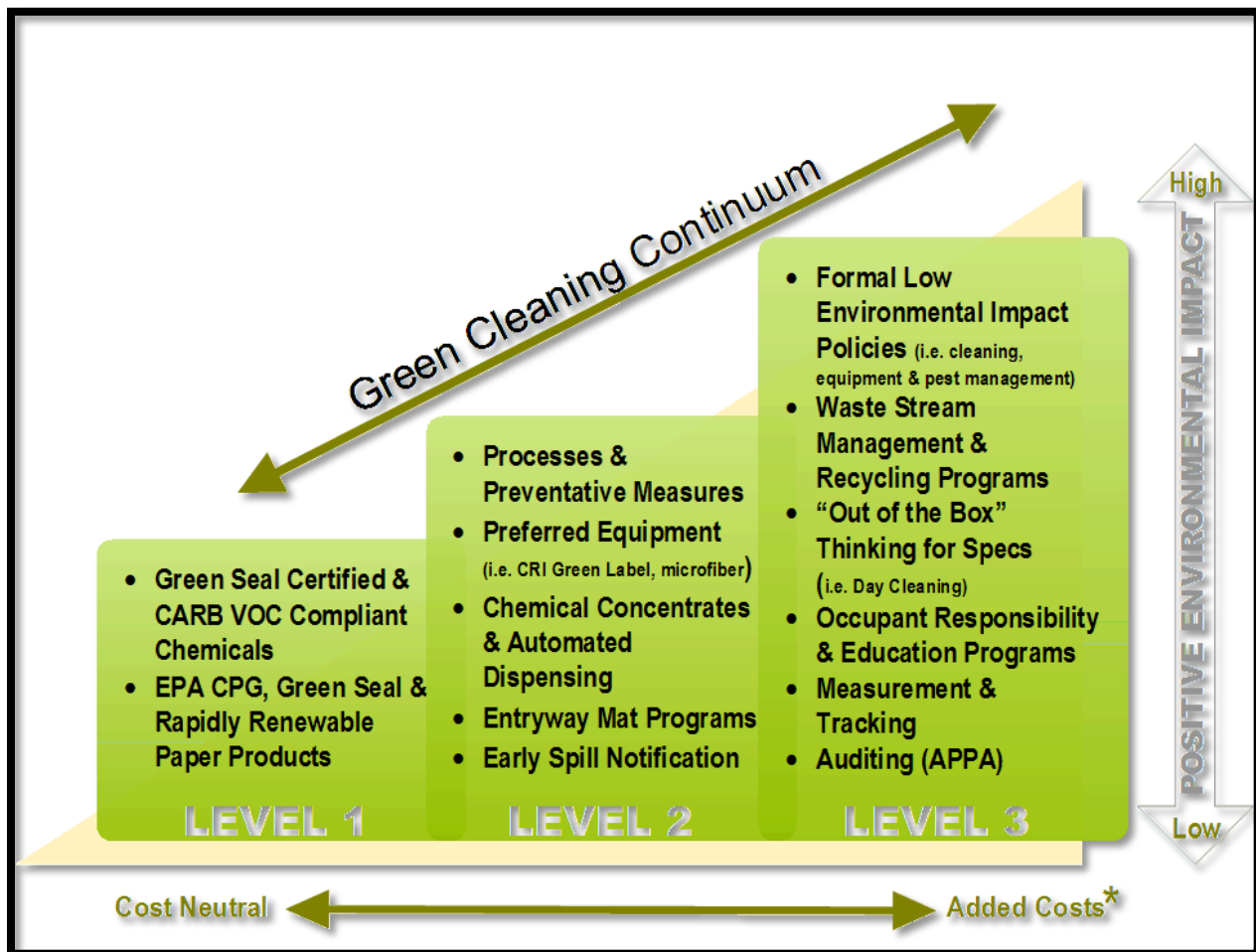
Rationalize the “gears” that make sense to drive your green cleaning program:



What Does Green Mean to You?

The ABM Green Care™ program is a multifaceted, leading-edge green cleaning program and can be tailored to meet your facility's sustainability goals.

* Added costs can be mitigated through hard-savings (i.e. waste disposal costs, energy savings associated with day cleaning) as well as soft-savings realized through employee productivity gains and health benefits



Green Cleaning Support Materials

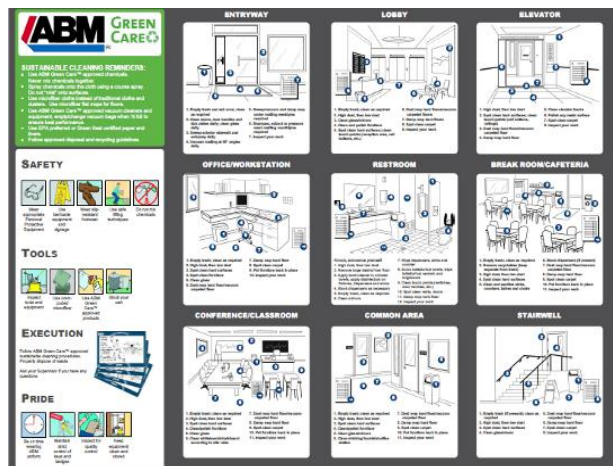
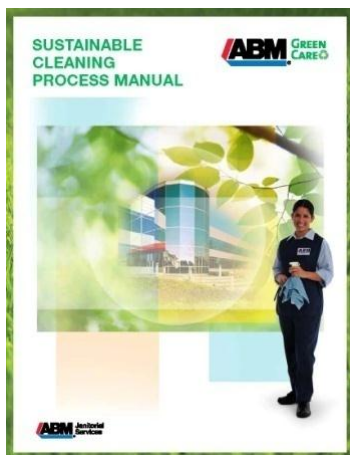
- ABM Green Care™ Policy
- ABM Green Care™ Sustainable Cleaning Process Manual
- Chemical List
- Equipment List
- Training Wall Chart (English & Spanish)
- Building Occupant Communications



EQUIPMENT LIST

CHEMICAL LIST

Chemical Name	Formulation	Application	Use	Frequency	Area	Notes
ABM Green Care All Purpose Cleaner	Concentrate	Wiping	General	Daily	All Areas	Use 1:10 dilution
ABM Green Care Glass Cleaner	Concentrate	Wiping	Glass	Daily	Glass Surfaces	Use 1:10 dilution
ABM Green Care Disinfectant	Concentrate	Wiping	Disinfection	Weekly	High Traffic Areas	Use 1:100 dilution
ABM Green Care Floor Care	Concentrate	Mopping	Floor Care	Weekly	Floors	Use 1:100 dilution
ABM Green Care Carpet Care	Concentrate	Spotting	Carpet Care	As Needed	Carpeted Areas	Use 1:100 dilution
ABM Green Care Upholstery Care	Concentrate	Spotting	Upholstery Care	As Needed	Upholstered Furniture	Use 1:100 dilution
ABM Green Care Air Freshener	Concentrate	Diffusion	Air Freshening	Daily	All Areas	Use 1:100 dilution
ABM Green Care Scented Oil	Concentrate	Diffusion	Air Freshening	Daily	All Areas	Use 1:100 dilution
ABM Green Care Scented Wax	Concentrate	Diffusion	Air Freshening	Daily	All Areas	Use 1:100 dilution
ABM Green Care Scented Gel	Concentrate	Diffusion	Air Freshening	Daily	All Areas	Use 1:100 dilution
ABM Green Care Scented Spray	Concentrate	Diffusion	Air Freshening	Daily	All Areas	Use 1:100 dilution
ABM Green Care Scented Plug	Concentrate	Diffusion	Air Freshening	Daily	All Areas	Use 1:100 dilution
ABM Green Care Scented Candle	Concentrate	Diffusion	Air Freshening	Daily	All Areas	Use 1:100 dilution
ABM Green Care Scented Oil Warmer	Concentrate	Diffusion	Air Freshening	Daily	All Areas	Use 1:100 dilution
ABM Green Care Scented Wax Warmer	Concentrate	Diffusion	Air Freshening	Daily	All Areas	Use 1:100 dilution
ABM Green Care Scented Gel Warmer	Concentrate	Diffusion	Air Freshening	Daily	All Areas	Use 1:100 dilution
ABM Green Care Scented Spray Warmer	Concentrate	Diffusion	Air Freshening	Daily	All Areas	Use 1:100 dilution
ABM Green Care Scented Plug Warmer	Concentrate	Diffusion	Air Freshening	Daily	All Areas	Use 1:100 dilution
ABM Green Care Scented Candle Warmer	Concentrate	Diffusion	Air Freshening	Daily	All Areas	Use 1:100 dilution
ABM Green Care Scented Oil Warmer Plug	Concentrate	Diffusion	Air Freshening	Daily	All Areas	Use 1:100 dilution
ABM Green Care Scented Wax Warmer Plug	Concentrate	Diffusion	Air Freshening	Daily	All Areas	Use 1:100 dilution
ABM Green Care Scented Gel Warmer Plug	Concentrate	Diffusion	Air Freshening	Daily	All Areas	Use 1:100 dilution
ABM Green Care Scented Spray Warmer Plug	Concentrate	Diffusion	Air Freshening	Daily	All Areas	Use 1:100 dilution
ABM Green Care Scented Plug Warmer Plug	Concentrate	Diffusion	Air Freshening	Daily	All Areas	Use 1:100 dilution
ABM Green Care Scented Candle Warmer Plug	Concentrate	Diffusion	Air Freshening	Daily	All Areas	Use 1:100 dilution



Service Specifications



Knox County Schools

PREPARED FOR:		ADMINISTRATION AREAS							DAYS PER WEEK:	5
SERVICES PROVIDED		FREQUENCY OF SERVICE								
GENERAL	Daily	Weekly	X Per Week	Monthly	X Per Month	Quarterly	Semi-Annually	Annually	√ COMMENTS	
Empty Trash Cans/Replace Liner as Needed	X									
Dust All Furniture Including Desks, Chairs, Tables		X								
Clean and Sanitize Drinking Fountains, Sinks, Restock Supplies	X									
Low Dust - Including Window Sills, Ledges, Moldings, Shelves, Picture Frames, Etc. to 36"		X								
High Dust - Including Shelves, Molding, Ledges, Etc. to 72"				X						
Spot Clean Desk Tops	X								Papers and Personal Items Not to be Disturbed	
Spot Clean Door and Partition Glass	X									
Dust Blinds/Vents				X						
Dust Mop/Spot Mop Hard Surface Floors or Vacuum Carpet Traffic Pattern Areas	X									
Damp Mop Mop Hard Surface Floors.		X								
Spot Clean Carpets	X									
Chalkboard / Marker Board Cleaned		X								
Spot Clean Board Trays	X									
Spot Clean Walls and Doors	X									
Secure Windows and Doors	X									
Vacuum Fabric Furniture				X						
Report & Change Defective lights	X									
Clean and Sanitize Telephones		X								
RESTROOMS	Daily	Weekly	X Per Week	Monthly	X Per Month	Quarterly	Semi-Annually	Annually	√ COMMENTS	
SEE RESTROOM PROCEDURES	X									
EXTERIOR WINDOWS	Daily	Weekly	X Per Week	Monthly	X Per Month	Quarterly	Semi-Annually	Annually	√ COMMENTS	
Clean-Outside								X	Summer Break	
Clean-Inside								X	Summer Break	
FLOORS HARD SURFACE	Daily	Weekly	X Per Week	Monthly	X Per Month	Quarterly	Semi-Annually	Annually	√ COMMENTS	
Burnish Finished Floor Surfaces/Recoat as Necessary		X								
Strip and Refinish (Minimum 5 Coats)							X		Summer Break	
CARPETS	Daily	Weekly	X Per Week	Monthly	X Per Month	Quarterly	Semi-Annually	Annually	√ COMMENTS	
Clean Carpet by Appropriate Method							X		Christmas Break / Summer Break	





Knox County Schools

PREPARED FOR:	AUDITORIUMS / STAGES							DAYS PER WEEK:	5
SERVICES PROVIDED	FREQUENCY OF SERVICE								
GENERAL	Daily	Weekly	X Per Week	Monthly	X Per Month	Quarterly	Semi-Annually	Annually	√ COMMENTS
Empty Trash Cans/Replace Liner as Needed	X								
Dust all Chairs and Tables		X							Inspect Daily
Clean and Sanitize Drinking Fountains, Sinks, Restock Supplies	X								
Low Dust - Including Window Sills, Ledges, Moldings, Shelves, Picture Frames, Etc. to 36"		X							
High Dust - Including Shelves, Molding, Ledges, Etc. to 72"				X					
Clean Entire Glass Doors Inside and Out		X							As Needed
Spot Clean Lobby Glass Including Front Doors and Partition Glass	X								
Dust Blinds/Vents				X					
Dust Mop/Spot Mop Hard Surface Floors or Vacuum Carpet Traffic Pattern Areas	X								
Damp Mop / Wet Mop Hard Surface Floors or Vacuum Carpet Wall to Wall.		X							
Spot Clean Carpets	X								
Spot Clean Walls and Doors	X								
Secure Windows and Doors	X								
Report & Change Defective Lights	X								
Detail Clean Chairs								X	Summer Break
RESTROOMS	Daily	Weekly	X Per Week	Monthly	X Per Month	Quarterly	Semi-Annually	Annually	√ COMMENTS
SEE RESTROOM PROCEDURES	X								
EXTERIOR WINDOWS	Daily	Weekly	X Per Week	Monthly	X Per Month	Quarterly	Semi-Annually	Annually	√ COMMENTS
Clean-Outside								X	Summer Break
Clean-Inside								X	Summer Break
FLOORS HARD SURFACE	Daily	Weekly	X Per Week	Monthly	X Per Month	Quarterly	Semi-Annually	Annually	√ COMMENTS
Strip and Refinish (Minimum 5 Coats)							X		Summer Break
CARPETS	Daily	Weekly	X Per Week	Monthly	X Per Month	Quarterly	Semi-Annually	Annually	√ COMMENTS
Clean Carpet by Appropriate Method							X		Summer Break





Knox County Schools

PREPARED FOR:	TEACHER'S LOUNGES / BREAKROOMS	DAYS PER WEEK:	5
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SERVICES PROVIDED	FREQUENCY OF SERVICE								√ COMMENTS
GENERAL	Daily	Weekly	X Per Week	Monthly	X Per Month	Quarterly	Semi-Annually	Annually	
Empty Trash Cans/Replace Liner as Needed	X								
Dust and Spot Clean All Furniture	X								
Clean and Sanitize Drinking Fountains, Sinks, Restock Supplies	X								
Low Dust - Including Window Sills, Ledges, Moldings, Shelves, Picture Frames, Etc. to 36"		X							
High Dust - Including Shelves, Molding, Ledges, Etc. to 72"				X					
Spot Clean Door and Partition Glass	X								
Dust Blinds/Vents						X			
Dust Mop/Damp Mop Hard Surface Floors or Detail Vacuum Carpet	X								
Spot Clean Carpets (Up to 4" Diameter)	X								
Spot Clean Walls and Doors	X								
Secure Windows and Doors	X								
Vacuum Fabric Furniture				X					
Report & Change Defective Lights	X								
Clean and Sanitize Telephones		X							
RESTROOMS	Daily	Weekly	X Per Week	Monthly	X Per Month	Quarterly	Semi-Annually	Annually	√ COMMENTS
SEE RESTROOM PROCEDURES	X								
EXTERIOR WINDOWS	Daily	Weekly	X Per Week	Monthly	X Per Month	Quarterly	Semi-Annually	Annually	√ COMMENTS
Clean-Outside								X	
Clean-Inside								X	Summer Break
FLOORS HARD SURFACE	Daily	Weekly	X Per Week	Monthly	X Per Month	Quarterly	Semi-Annually	Annually	√ COMMENTS
Burnish Composition Floors		X							
Strip and Refinish (Minimum 5 Coats)						X			
CARPETS	Daily	Weekly	X Per Week	Monthly	X Per Month	Quarterly	Semi-Annually	Annually	√ COMMENTS
Clean Carpet by Appropriate Method							X		
Spray Sanitizers	X								





Knox County Schools

PREPARED FOR:	CAFETERIAS								DAYS PER WEEK:	5
SERVICES PROVIDED	FREQUENCY OF SERVICE									
GENERAL	Daily	Weekly	X Per Week	Monthly	X Per Month	Quarterly	Semi-Annually	Annually	√ COMMENTS	
Empty Trash Cans/Replace Liner as Needed	X									
Clean and Sanitize Drinking Fountains, Sinks, Restock Supplies	X									
Low Dust - Including Window Sills, Ledges, Moldings, Shelves, Picture Frames, Etc. to 36"	X									
High Dust - Including Shelves, Molding, Ledges, Etc. to 72"				X						
Dust Blinds/Vents				X						
Dust Mop/Wet Mop Hard Floors Wall to Wall	X									
Detail Vacuum Carpets	X									
Spot Clean Carpets (Up to 4" Diameter)	X									
Spot Clean Walls and Doors	X								Up to 72'	
Secure Windows and Doors	X									
Clean Door Glass	X									
Set Up Chairs and Tables	X									
Arrange Chairs and Tables for Next Days Use	X									
EXTERIOR WINDOWS	Daily	Weekly	X Per Week	Monthly	X Per Month	Quarterly	Semi-Annually	Annually	√ COMMENTS	
Clean-Outside							X		December 1 - January 31 / Summer Break	
Clean-Inside							X		December 1 - January 31 / Summer Break	
FLOORS HARD SURFACE	Daily	Weekly	X Per Week	Monthly	X Per Month	Quarterly	Semi-Annually	Annually	√ COMMENTS	
Burnish Finished Floor Surfaces and Recoat as Necessary			2X							
Auto Scrub Hard Surface Floors	X									
Strip and Refinish (Minimum 5 Coats)							X		December 1 - January 31 / Summer Break	
CARPETS	Daily	Weekly	X Per Week	Monthly	X Per Month	Quarterly	Semi-Annually	Annually	√ COMMENTS	
Clean Carpet by Appropriate Method							X		December 1 - January 31 / Summer Break	
VENT HOODS	Daily	Weekly	X Per Week	Monthly	X Per Month	Quarterly	Semi-Annually	Annually	√ COMMENTS	





Knox County Schools

PREPARED FOR:	CLASSROOMS/LABS/MULTIPURPOSE AREAS	DAYS PER WEEK: 5
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SERVICES PROVIDED	FREQUENCY OF SERVICE								√ COMMENTS	
GENERAL	Daily	Weekly	X Per Week	Monthly	X Per Month	Quarterly	Semi-Annually	Annually		
Empty Trash Cans/Replace Liner as Needed	X									
Dust All Furniture Including Desks, Chairs, Tables		X								
Clean and Sanitize Drinking Fountains, Sinks, Restock Supplies	X									
Low Dust - Including Window Sills, Ledges, Moldings, Shelves, Picture Frames, Etc. to 36"		X								
High Dust - Including Shelves, Molding, Ledges, Etc. to 72"		X								
Spot Clean Desk Tops	X									
Spot Clean Door and Partition Glass	X									
Dust Blinds/Vents				X						
Dust Mop/Spot Mop Hard Floors or Vacuum Carpet Traffic Lanes	X									
Dust Mop/Wet Mop Hard Floors or Detail Vacuum Carpet		X								
Spot Clean Carpets (Up to 4" Diameter)	X									
Chalkboard / Marker Board Cleaned		X								
Spot Clean Board Trays	X									
Spot Clean Walls and Doors	X									
Secure Windows and Doors	X									
Detail Clean Entire Desks							X		Christmas & Summer Break	
RESTROOMS	Daily	Weekly	X Per Week	Monthly	X Per Month	Quarterly	Semi-Annually	Annually	√ COMMENTS	
SEE RESTROOM PROCEDURES	X									
EXTERIOR WINDOWS	Daily	Weekly	X Per Week	Monthly	X Per Month	Quarterly	Semi-Annually	Annually	√ COMMENTS	
Clean-Outside								X	Summer Break	
Clean-Inside								X	Summer Break	
FLOORS HARD SURFACE	Daily	Weekly	X Per Week	Monthly	X Per Month	Quarterly	Semi-Annually	Annually	√ COMMENTS	
Strip and Refinish (Minimum 5 Coats)								X	Summer Break	
CARPETS	Daily	Weekly	X Per Week	Monthly	X Per Month	Quarterly	Semi-Annually	Annually	√ COMMENTS	
Clean Carpet by Appropriate Method								X	Summer Break	
ESE/PreK Carpets Cleaned						X				
Mullti Purpose Room Carpets						X				





Knox County Schools

PREPARED FOR:	ENTRANCES / LOBBIES / HALLWAYS	DAYS PER WEEK: 5
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SERVICES PROVIDED	FREQUENCY OF SERVICE									√ COMMENTS
GENERAL	Daily	Weekly	X Per Week	Monthly	X Per Month	Quarterly	Semi-Annually	Annually		
Empty Trash Cans/Replace Liner as Needed	X									
Dust All Furniture Including Desks, Chairs, Tables	X									
Clean and Sanitize Drinking Fountains, Sinks, Restock Supplies	X									
Low Dust - Including Window Sills, Ledges, Moldings, Shelves, Picture Frames, Etc. to 36"		X								
High Dust - Including Shelves, Molding, Ledges, Etc. to 72"				X						
Clean Entrance Glass	X									
Dust Blinds/Vents				X						
Dust Mop/Auto Scrub Hard Floors or Vacuum Carpet	X									
Spot Clean Carpets (Up to 4" Diameter)	X									
Spot Clean Walls and Doors	X									Up to 72"
Secure Windows and Doors	X									
Vacuum Fabric Furniture				X						
Dust Tops of Lockers		X								
Detail Clean Lockers								X		Summer Break
RESTROOMS	Daily	Weekly	X Per Week	Monthly	X Per Month	Quarterly	Semi-Annually	Annually		√ COMMENTS
SEE RESTROOM PROCEDURES	X									
EXTERIOR WINDOWS	Daily	Weekly	X Per Week	Monthly	X Per Month	Quarterly	Semi-Annually	Annually		√ COMMENTS
Clean-Outside								X		Summer Break
Clean-Inside								X		Summer Break
FLOORS HARD SURFACE	Daily	Weekly	X Per Week	Monthly	X Per Month	Quarterly	Semi-Annually	Annually		√ COMMENTS
Burnish Finished Floor Surfaces		X								
Auto Scrub Hard Surface Floors			2X							
Strip and Refinish (Minimum 5 Coats)								X		Summer Break
CARPETS	Daily	Weekly	X Per Week	Monthly	X Per Month	Quarterly	Semi-Annually	Annually		√ COMMENTS
Clean Carpet by Appropriate Method							X			December 1 - January 31 / Summer Break





Knox County Schools

PREPARED FOR:	GYMS / LOCKER ROOMS	DAYS PER WEEK:	5
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SERVICES PROVIDED	FREQUENCY OF SERVICE								✓ COMMENTS	
GENERAL	Daily	Weekly	X Per Week	Monthly	X Per Month	Quarterly	Semi-Annually	Annually		
Empty Trash Cans/Replace Liner as Needed	X									
Dust All Furniture Including Desks, Chairs, Tables		X								
Clean and Sanitize Drinking Fountains, Sinks, Restock Supplies	X									
Low Dust - Including Window Sills, Ledges, Moldings, Shelves, Picture Frames, Etc. to 36"		X								
High Dust - Including Shelves, Molding, Ledges, Etc. to 72"				X						
Clean Entire Glass Doors Inside and Out		X								As Needed
Spot Clean Lobby Glass Including Front Doors and Partition Glass	X									
Dust Blinds/Vents				X						
Dust Mop/Wet Mop Hard Floors or Vacuum Carpet Wall to Wall	X									
Spot Clean Carpets (Up to 4" Diameter)	X									
Chalkboard / Marker Board Cleaned		X								
Spot Clean Board Trays	X									
Spot Clean Walls and Doors	X									
Secure Windows and Doors	X									
Weight Room	X									Spot Clean Glass / Sanitize Rubber Mats (Equipment Not Cleaned by Contractor)
Deep Clean Lockers								X		Summer Break
Seating Areas	X									Remove Loose Debris as Needed
Special Event Coverage	X									As Required
RESTROOMS / SHOWERS	Daily	Weekly	X Per Week	Monthly	X Per Month	Quarterly	Semi-Annually	Annually	✓ COMMENTS	
SEE RESTROOM PROCEDURES	X									
Remove Soaps and Other Foreign Matter	X									
Sanitize Floors and Walls With Germicidal Disinfectant	X									
Pressure Clean Floors				X						
EXTERIOR WINDOWS	Daily	Weekly	X Per Week	Monthly	X Per Month	Quarterly	Semi-Annually	Annually	✓ COMMENTS	
Clean-Outside								X		Summer Break
Clean-Inside								X		Summer Break
FLOORS HARD SURFACE	Daily	Weekly	X Per Week	Monthly	X Per Month	Quarterly	Semi-Annually	Annually	✓ COMMENTS	
Gym Floors										Contractor Not Responsible for Painting and Restripping
Strip and Refinish (Minimum 5 Coats)							X			December 1 - January 31 / Summer Break
CARPETS	Daily	Weekly	X Per Week	Monthly	X Per Month	Quarterly	Semi-Annually	Annually	✓ COMMENTS	
Clean Carpet by Appropriate Method							X			December 1 - January 31 / Summer Break





Knox County Schools

PREPARED FOR:	MISCELLANEOUS							DAYS PER WEEK:	5
SERVICES PROVIDED	FREQUENCY OF SERVICE								
GENERAL	Daily	Weekly	X Per Week	Monthly	X Per Month	Quarterly	Semi-Annually	Annually	√ COMMENTS
Maintain Janitor Closet in Neat and Orderly Fashion	X								
Clean and inspect equipment	X								
Observe Building Security and Lighting Procedures	X								
Notify building contact of any irregularities or equipment malfunctions	X								
Respond to After Hour Alarms	X								As Required
Clean After Hours School Events	X								As Required
MISCELLANEOUS	Daily	Weekly	X Per Week	Monthly	X Per Month	Quarterly	Semi-Annually	Annually	√ COMMENTS
Snow Removal									On an as needed basis





Knox County Schools

PREPARED FOR:	RESTROOMS	DAYS PER WEEK:	5
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SERVICES PROVIDED	FREQUENCY OF SERVICE								√ COMMENTS
RESTROOMS	Daily	Weekly	X Per Week	Monthly	X Per Month	Quarterly	Semi-Annually	Annually	
Clean, Sanitize and Polish All R.R. Fixtures Including Toilet Bowls, Urinals, Sinks	X								
Clean and Sanitize All Glass and Mirrors	X								
Empty Trash Cans and Disposals, Insert Liners as Needed, Spot Clean and Sanitize Container	X								
Empty and Sanitize Interior and Exterior of Sanitary Container	X								
Spot Clean Walls, Doors and Partitions	X								
Refill Dispensers to Normal Limits	X								
Low Dust - (36") Window Sills, Moldings, Ledges, Shelves, Frames, Etc.		X							
Dust Air Ducts				X					
High Dust - (to 72") Shelves, Moldings, Ledges, Etc.		X							
Sweep and Damp Mop Hard Floors	X								
Vacuum Carpet if Applicable	X								
High Use Restrooms									Checked at least 2x daily by Day Custodian
Remove Graffiti Where Possible	X								
Report Plumbing Issues	X								
Scrub and Foam-Gun Restrooms				X					





Knox County Schools

PREPARED FOR:	STAIRWELLS	DAYS PER WEEK: 5
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SERVICES PROVIDED	FREQUENCY OF SERVICE								√ COMMENTS	
GENERAL	Daily	Weekly	X Per Week	Monthly	X Per Month	Quarterly	Semi-Annually	Annually		
Empty Trash Cans/Replace Liner as Needed	X									
Sweep / Vacuum	X									
Clean and Sanitize Drinking Fountains, Sinks, Restock Supplies	X									
Low Dust - Including Window Sills, Ledges, Moldings, Shelves, Picture Frames, Etc. to 36"		X								
High Dust - Including Shelves, Molding, Ledges, Etc. to 72"		X								
Spot Mop	X									
Dust Blinds/Vents				X						
Dust Mop/Wet Mop Hard Floors or Vacuum Carpet Wall to Wall		X								
Spot Clean Carpets (Up to 4" Diameter)	X									
Spot Clean Walls and Doors	X									Up to 72'
Secure Windows and Doors	X									
EXTERIOR WINDOWS	Daily	Weekly	X Per Week	Monthly	X Per Month	Quarterly	Semi-Annually	Annually	√ COMMENTS	
Clean-Outside								X		Summer Break
Clean-Inside								X		Summer Break
FLOORS HARD SURFACE	Daily	Weekly	X Per Week	Monthly	X Per Month	Quarterly	Semi-Annually	Annually	√ COMMENTS	
Strip and Refinish (Minimum 5 Coats)								X		If Applicable/Summer Break
CARPETS	Daily	Weekly	X Per Week	Monthly	X Per Month	Quarterly	Semi-Annually	Annually	√ COMMENTS	
Clean Carpet by Appropriate Method							X			December 1 - January 31 / Summer Break



Uniforms

Our cleaners wear clean, neat uniforms bearing our logo clearly identifying them as employees of ABM. Our agreements with vendors enables us to provide our customers with an array of well-made, guaranteed high quality, janitorial apparel to choose from, which includes:

- Smocks and aprons
- Shirts, knit shirts, slacks and trousers
- Windbreakers, Parkas and outerwear

To promote a feeling of security and comfort in their surroundings, tenants should be able to quickly and easily distinguish who belongs in their building and who does not. Aside from the locks on your doors, clearly visible photo identification badges and clean, appropriate uniforms encourage a feeling of confidence in the professionalism of our staff and safety in the building.

Photo identification badges provide:

- Immediate recognition of authorized building personnel
- Identification of a specific worker
- An enhanced, professional image for your facilities



Did you know???

ABM is the only national provider of custodial services that utilizes its own procurement, distribution and technical services divisions..



Blanca
Professional Cleaner



Cornelia and Rebecca
Mother/Daughter Team





- QMS 24/7 is a quality management system designed to drive quality service through web-based inspections involving ABM and Knox County School Officials.
- Quarterly Inspections are performed at all sites by ABM in conjunction Knox County School officials. The results of the inspections are then inputted into the QMS system where results can be viewed by ABM and Knox County School Officials
- Through score trends the QMS system generates reports that specify where improvements are needed and where service worker training should be focused.

Inspection - Inspection Update

Dashboard Home

[Logbook](#) [Schedule](#) [Inspection](#)

[Create Inspection](#)
[Find Inspection](#)
[Run Report](#)
Trey Brock at 4:43 PM

■ indicates a required field

Property:	<input type="text" value="Fort Mill - Gold Hill Elementary"/>	Space/Floor:	<input type="text" value="General"/>
Inspection Class:	<input type="text" value="K-12 Education"/>	Inspection Type:	<input type="text" value="Full Inspection"/>
Inspector:	<input type="text" value="Brock, Trey"/>	Inspection Date:	<input type="text" value="2/3/2011"/> <input type="text" value="Time:"/>
Occupant:	<input type="text"/>	Room/Area:	<input type="text"/>

Item	Score	Condition	Weight	Comments
Halls & Lobbies - Tile Floors	○4 ○3 ○2 ○1 ...	<input type="text" value="N/A"/>	100	<input type="text"/>
Halls & Lobbies - Carpet	○4 ○3 ○2 ○1 ...	<input type="text" value="N/A"/>	100	<input type="text"/>
Halls & Lobbies - Walls and Doors	○4 ○3 ○2 ○1 ...	<input type="text" value="N/A"/>	100	<input type="text"/>
Halls & Lobbies - Glass	○4 ○3 ○2 ○1 ...	<input type="text" value="N/A"/>	100	<input type="text"/>
Halls & Lobbies - Drinking Fountains	○4 ○3 ○2 ○1 ...	<input type="text" value="N/A"/>	100	<input type="text"/>
Halls & Lobbies - Edges	○4 ○3 ○2 ○1 ...	<input type="text" value="N/A"/>	100	<input type="text"/>
Halls & Lobbies - Dusting	○4 ○3 ○2 ○1 ...	<input type="text" value="N/A"/>	100	<input type="text"/>
Classrooms - Tile Floors	○4 ○3 ○2 ○1 ...	<input type="text" value="N/A"/>	100	<input type="text"/>
Classrooms - Carpet	○4 ○3 ○2 ○1 ...	<input type="text" value="N/A"/>	100	<input type="text"/>
Classrooms - Chalk and White Boards	○4 ○3 ○2 ○1 ...	<input type="text" value="N/A"/>	100	<input type="text"/>
Classrooms - Desk Tops	○4 ○3 ○2 ○1 ...	<input type="text" value="N/A"/>	100	<input type="text"/>
Classrooms - Edges	○4 ○3 ○2 ○1 ...	<input type="text" value="N/A"/>	100	<input type="text"/>
Classrooms - Dusting	○4 ○3 ○2 ○1 ...	<input type="text" value="N/A"/>	100	<input type="text"/>
Cafeteria - Tile Floors	○4 ○3 ○2 ○1 ...	<input type="text" value="N/A"/>	100	<input type="text"/>
Offices - Tile Floors	○4 ○3 ○2 ○1 ...	<input type="text" value="N/A"/>	100	<input type="text"/>
Offices - Carpet	○4 ○3 ○2 ○1 ...	<input type="text" value="N/A"/>	100	<input type="text"/>
Offices - Edges	○4 ○3 ○2 ○1 ...	<input type="text" value="N/A"/>	100	<input type="text"/>
Offices - Dusting	○4 ○3 ○2 ○1 ...	<input type="text" value="N/A"/>	100	<input type="text"/>
Restrooms - Floors	○4 ○3 ○2 ○1 ...	<input type="text" value="N/A"/>	100	<input type="text"/>
Restrooms - Mirrors	○4 ○3 ○2 ○1 ...	<input type="text" value="N/A"/>	100	<input type="text"/>
Restrooms - Sinks/Counters	○4 ○3 ○2 ○1 ...	<input type="text" value="N/A"/>	100	<input type="text"/>
Restrooms - Toilets/Urinals	○4 ○3 ○2 ○1 ...	<input type="text" value="N/A"/>	100	<input type="text"/>
Restrooms - Walls, Partitions and Doors	○4 ○3 ○2 ○1 ...	<input type="text" value="N/A"/>	100	<input type="text"/>
Campus - Entrances	○4 ○3 ○2 ○1 ...	<input type="text" value="N/A"/>	100	<input type="text"/>
Campus - Campus Debris	○4 ○3 ○2 ○1 ...	<input type="text" value="N/A"/>	100	<input type="text"/>
Campus - Sidewalks blown	○4 ○3 ○2 ○1 ...	<input type="text" value="N/A"/>	100	<input type="text"/>
Campus - Windows Outside	○4 ○3 ○2 ○1 ...	<input type="text" value="N/A"/>	100	<input type="text"/>
Grounds - Lawn edged	○4 ○3 ○2 ○1 ...	<input type="text" value="N/A"/>	100	<input type="text"/>
Grounds - Lawn mowed	○4 ○3 ○2 ○1 ...	<input type="text" value="N/A"/>	100	<input type="text"/>

You can only expect what you inspect

Whether our customers have one school or 100 schools, we provide personalized service with an emphasis on customer satisfaction. Through our organizational structure, leadership and consistent management, we've developed an approach that allows us to manage your district's needs while continually keeping you satisfied.

■ Project Manager

- Responsible for all school within your district to ensure that we are meeting your needs while maintaining ABM quality standards. Primary contact for school administration. PM is in your schools daily and will conduct inspections weekly.

■ District Manager

- Provides overall management and coordination, for all of the School Districts within a territory. Learns, Shares, and implements best practices from site to site, district to district. Has total responsibility and decision making capability. DM will visit and inspect your facilities on a monthly basis.

■ Branch Manager

- Plans, organizes, and controls the activities of a geographic area (state) within a region. This position directs the activities of district managers of specific territories in order to achieve stated company goals of profitability, growth, and customer satisfaction. BM will visit your schools on a quarterly basis.

■ Regional Manager

- Leads the regional management teams, by making sure all necessary resources are available to the Branches, and that ABM's standards are being met. Management, Human Resources, Safety, Risk, Accounting, and legal personnel are part of this team. Regional Managers visit your sites as need and are available to your staff anytime.



Key Control

Procedures

ABM Janitorial Services is committed to assuring our customers, and their visitors, that their facilities will be kept secure at all times. All employees have the responsibility to properly maintain the door keys assigned to them so that they do not get lost or stolen. In doing so, our ABM Key Control Policy requires that all employees and supervisory personnel strictly follow the key handling and control guidelines outlined in this policy. Failure to do so will result in disciplinary action including possible termination.

- Account supervision or lead personnel must keep door keys locked in a secure key lock box at all times. Only trained and assigned employees will have direct access to the key lock box. The key lock box must be securely mounted to a wall or locked inside a desk drawer or cabinet when not in use.
- Either the site manager or assigned assistant (key controller) will check out and distribute door keys to the cleaning staff. The key controller will keep the door key inventories on file and match them against the full key lock box at the end of each shift after the employees have returned the assigned door keys. Key box inventories should include a mapping system so that all keys are maintained in a known location within the box.

If the customer prefers to maintain control over the door keys, the building management or security office may retain possession of the keys when not in use. In this case, employees need to sign all keys in and out from the security guard or building management representative.



Did you know

ABM's Chief Executive Officer was featured on CBS' "Under Cover Boss" on December 5, 2010. To see this episode please go to ABM.com



KEY INVENTORY FOR: _____

Key Name or Number	Do We Have A Duplicate Key	Identify Area of Use or Doors Opened	Is This A Master	Secured or Locked at Shift-End?	ABM Janitorial Services Key User's Name	Alternate User Name	Comments

Key Control – Sign In/Out Sheet For: _____

Key Name or Number	Area of Use or Doors	Date Out	Time Out	Signed Out By	Date In	Time In	Signed In By	Secured or Locked at Shift-End?	Comments

Our Objectives — Planning for a Seamless Implementation Program

Transition

It's an easy shift

We know that changing from an In House Custodial program to an Outsourced Program at Knox County Schools can be a source of anxiety. To alleviate your concerns, we let everyone know exactly what will happen and when. We begin with our standard transition plan and then tailor it to meet your requirements and timetable.

Plan includes:

- Identifying your services needs
- Selecting the appropriate personnel
- Creating an implementation plan and timetable for a seamless transition

Putting together transition team members and local resources

- Primary Objective
 - Implement a seamless transition without interruption
- Specific Activities
 - Conduct a “Meet and Greet” with all current employees to eliminate confusion, rumors and anxiety. Also, provide direction for their continued success.
 - Acquiring and training the service workers
 - Equipment and supply delivery
 - Uniform assignment
 - Background checks completed and other HR items addressed
 - Conduct meetings with ABM billing & customer to understand invoicing needs
 - ABM will gain more “in depth” knowledge of building environments
 - Establish lines of preferred communication and escalation
 - Meet with Principals to address any issues/concerns



Transition Team

- Transition Project Manager: *REGION/AREA MANAGER*
 - Objective: Coordinate overall transition and implementation
- Coaching & Training Team: Equipment Vendors, ABM HR, ABM Regional Safety, ABM Project Management
 - Objective: Training all operational functions at the sites
 - Training and Orientation
 - Supervision and Inspection
 - Best Practice
 - Employee Communication
- Local Operations Lead: *PROJECT MANAGER*
 - Objective: conflict resolution on all local operations issues
- Transition Advisor: *REGION OPERATIONS MANAGER*
 - Customer advocate and ongoing Single Point of Contact
 - Objective: Lend support and advice to local operations working at a customer property
- Transition ABM Financial Team: *Regional Controllers*
 - Objective: Coordinate billing, work orders and account set up
- Transition Support: Regional Vice President - Operations
 - Objective: Full oversight and accountability for the entire team



Transition Specialists

Our transition specialists will be on hand for an extended period of time to provide oversight and direction insuring a seamless transition of services for Knox County Schools.



John Stringfield

Mr. Stringfield has over 28 years of service with Southern Management. He currently is a member of our Senior Leadership Committee. He is based out of our Pensacola Regional Office.



Michael B. Hill

Mr. Hill joined Southern Management in 1999. He previously served as the Supply Services Director prior to his appointment as Director of Technical Services and Engineering. Prior to joining Southern Management, Mr. Hill achieved over 29 years in the supply service industry. He is a member of our Leadership Committee and is based at the Corporate Office in Chattanooga, Tennessee



David Dockery

David joined ABM-Southern Management in 1985. David served as the District Manager over Chattanooga, TN, one of our largest districts. In 1995 he was promoted to manage our Educational Division. Then again in 2008 David oversaw the implementation of outsourcing the janitorial division in 14 schools, (1.8 million square feet) for the Fort Mill School District in South Carolina.



Don Toole

Mr. Toole has over 18 years of experience in the facility service industry. Before joining Southern Management, Don has served in various management roles for a national provider of outsourced facility services. Mr. Toole is based in Pensacola, Florida at our Southern Regional Division Headquarters and is Director of Sales and Marketing.

Transition Process

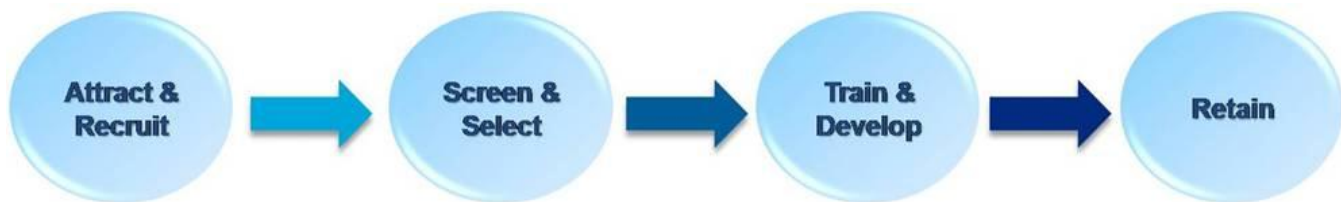
Southern Management Start Up Activities and Timeline

Task	Week 4	Week 3	Week 2	Week 1	Post Start Up
Initial Activities					
Kick-off meeting - transition team					
Assign roles & responsibilities					
Finalize and review contract and specifications					
Review current situation with incumbent					
Key Start Up Activities & Discussion Topics					
Transition plan and timeline					
Involvement in transition process					
Billing requirements					
Employee screening requirements					
Reporting requirements					
Quality Control and Work Order Management Programs					
Inspection requirements					
Call center requirements					
Problem resolution and escalation procedures					
Certificates of Insurance					
Security plan and building access					
Special facility needs and considerations					
Waste management and recycling procedures					
Uniform requirements					
Select and train Account (Operations) Manager etc.)					
Develop and document schedules					
Equipment and supply requirements					
Human Resources Process					
Assign ABM management team and review current personnel					
Conduct interviews, background checks & drug testing (as applicable)					
Setup time recording and payroll procedures					
Complete training					
Distribute uniforms and badges to ABM employees					
Site Setup					
Site location verification					
Identify and document janitor closets					
Set up & test email accounts, remote devices, all communication systems					
Location access - receipt of keys and/ or alarm codes					
Equipment and Supplies					
Determine equipment/supply needs & procurement process					
Order equipment, supplies and communication devices processes					
Billing and Accounting					
Review billing and accounting requirements & set up procedures					
Test procedures					
Quality Control Program					
Communicate customer requirements to Quality Control Implementation team					
Develop Quality Control program (inspections, surveys & KPIs) inspection systems					
Work Order/Call Center Management Program					
Define overall process & call center interaction					
Upload periodic task schedule into QMS WO Management System					
Risk Management					
Order and distribute customer & landlord COIs					
Service Partner Management (if applicable)					
Review sites and areas to self perform and where to subcontract					
Review selection of subcontractors and hire as necessary					
Finalize Transition					
Identify outstanding tasks & verify completion of all transition tasks					
Post Start Up					
Confirm start ups and review transition issues & successes					



8. Our People Make the Difference

Recruiting/Screening Process



Recruiting the best

ABM's reputation for consistent, quality, reliable service while investing in our people's success attracts prospective employees without a great deal of solicitation or marketing. People want to work for ABM, and we feel that we attract the "best-in-class."

To become an employee, an applicant must successfully complete the ABM selection process, which includes:

- Recruit, application process
 - We recruit employees from incumbent service workers, local office floater pools, referrals of current employees, local community centers and job postings
 - Currently we maintain over 100,000 applicants in our HR system
- Employment documentation
- Interviews
- Background investigations
- Drug testing (according to customer requirement)

Service Worker Benefits

The Company provides a range of benefit plans to encourage, motivate and recognize an employee's service. Eligibility requirements and descriptions for each benefit plan are summarized in this Chapter.

ABM offers employees and their eligible dependents the following benefits:

- Medical
- Dental
- 401(k) Employee Savings Plan
- Employee Stock Purchase Plan (ESPP)
- Transportation Plan (Commuter & Parking Benefits)

* The information presented here pertains only to eligible full-time, regular hourly employees, working at least 30 hours each week– and is a summary of the benefits they receive.

Certain subsidiary companies of ABM may offer benefits to their hourly/non-staff employees that may be different than the benefits described here for hourly/non-staff employees. For questions about the benefits described here, please contact your local Benefits/Human Resource Representative.

For benefits pertaining to Union employees, please refer to your collective bargaining agreement or contact your local union representative.

Staff Management Benefits

ABM offers employees and their eligible dependents the following benefits:

- Medical
- Dental
- Vision
- Health Care Flexible Spending Account
- Basic Life & AD&D Insurance
- Voluntary Life and AD&D Insurance
- Business Travel Accident Insurance
- Short Term Disability
- Long Term Disability
- 401(k) Employee Savings Plan
- Employee Stock Purchase Plan (ESPP)
- Employee Assistance Program
- Transportation Plan (Commuter & Parking Benefits)



401K

* The information presented here pertains only to eligible full-time, regular *staff/management* employees – and is a summary of the benefits they receive.

The phrase “Staff/Management Employee” means an employee who is working in an accounting, administrative, clerical, management, professional, or salaried sales position.

ABM Industries Inc., (ABM) has established a defined contribution plan for its and certain of its subsidiaries eligible employees known as the ABM 401(k) Employee Savings Plan (the “Plan”). Effective January 1, 2002, the Plan adopted a “safe harbor” matching contribution formula known to automatically satisfy the 401 (k) and 401 (m) nondiscrimination tests required by the Internal Revenue Code.

Eligibility

To be eligible for the plan you must:

- Have completed 1,000 or more hours of service during 12 months of service as measured from your hire date at ABM or a participating subsidiary or any subsequent Plan Year (1/1-12/31) (Year of Service);
- Be a nonunion employee and not be eligible to participate in the ABM 401(k) Employee Savings Plan II;
- Not be classified as a temporary or seasonal employee; and
- Not be a non-resident alien who receives no US income.

Hours of Service

You will be credited with 190 hours of service for each month in which you worked at least 1 hour of service with ABM or its subsidiaries. If, however, you are paid on an hourly basis and you are an employee for whom records of hours are maintained, hours of service will be based on actual hours.

Participation

You can participate in the Plan on the first date of the month coincident with or following your completion of a Year of Service.

Amount of Deferrals into the Plan

You may elect to defer a whole percentage of your pay from 1% to 50% (including annual bonuses of up to \$999) on a federal pretax basis up to the annual IRS limit of \$16,500 for 2011. You may elect to defer your Annual Bonus of more than \$999 in whole under the plan. If you are or will be 50 or older during the calendar year in which you make deferrals, and defer the maximum amount allowed under federal regulations, you can make an additional “Catch-Up” deferral. The additional catch up maximum amount is \$5,500. This means if you are 50 or older in 2011, you can defer a total of \$22,000.



Pay

Pay means all amounts you are paid for the work you perform for ABM or its subsidiaries. Pay under the Plan is limited to the applicable dollar limit in effect for the Plan Year. For 2011, the limit is \$245,000. If you enter the Plan on a day other than the first day of the Plan Year, your pay will include pay you earned only from the date that you entered the Plan.

Safe Harbor Company Match

ABM will match on a monthly basis 100% of the first 3% of pay you defer and 50% of the next 2% of pay you defer.

You will be 100% vested at all times in the safe harbor matching contributions.

Training & Development

The investment in training and development that ABM makes in its people is perhaps the single-most important way we guarantee the quality and customer service that our clients have come to expect. At ABM, our people are our greatest asset, because it's our people who make the difference. Many companies claim the same thing, but we deliver. ABM provides our staff with a variety of ways to build their knowledge and skills. We believe in nurturing the professional and personal growth of our team members. Our successful history of developing employees for growth within the organization is evident by the number of managers and executives who have previously worked as service employees in our subsidiary companies.

Management Training

Satisfied and highly-trained employees who recognize the potential for career advancement are eager to serve customers with excellence.

ABM management training, is an investment in our employees' – and company's - future. We support our managers' continuing education efforts with training curricula and support related to a myriad of relevant topics, including:

- Business acumen
- Customer service
- Communication skills
- Leadership and managerial development
- Employment law and supervisory skills
- Software training
- Professional association memberships
- Safety certification courses
- Conferences or seminars.



Development opportunities such as the ones offered at ABM helps employees hone leadership, management and other skills that can be directly applied on the job. Thus, employees feel encouraged to move forward both personally and professionally. Our commitment to training helps the company retain top talent, which directly impacts ABM's superior levels of quality, and customer service that our clients expect and demand.

Our Valued Programs: Training & Development in Action

Team members receive a thorough orientation that includes training in Safety Protocols and Procedures, Professional Conduct and Ethics, and Anti-Harassment as well as extensive on-the-job training. After orientation our team members never stop learning. To assist in the continuing development of each team member, we actively support the many independent training initiatives of our subsidiary companies, including a variety of external and internal classroom-based training programs.

To ensure maximum participation throughout our organization and to optimize efficiency we have invested in a state-of-the-art Video Conferencing Network, as well as self-directed training programs and our library of video-based programs.

Finally, team members who are supervisors, managers, and/or Human Resources personnel participate in additional training to complement and certify their unique responsibilities at ABM. Supervisors and managers are required to attend supervisory training courses at least semi-annually, and Human Resources team members receive ongoing training on topics to ensure awareness and compliance with the latest changes within our industry and the law.

Regional ABM Training Courses

Regional ABM Training Courses are offered nationwide for project managers and above levels.

Regional Supervisor Training (M.E.E.T. On Common Ground: Speaking up for Respect in the Workplace) is an annual two-hour workshop designed to teach ABM supervisors how to recognize, respond to and resolve difficult employee interactions while maintaining a respectful workplace.

Harassment Prevention Training (The Right Side of the Line: Creating a Respectful and Harassment-Free Workplace) is an annual two-hour workshop designed to help ABM leaders take a proactive approach to building a respectful and harassment-free work environment directly supporting ABM's Policy Against Harassment in the Workplace.

Zodiak: The Game of Business Finance and Strategy is a program designed to raise the level of business knowledge and understanding through strategic partnerships, managing debt, process improvement, supply chain management, investment in research and development and more.

Civil Treatment for Managers provides a comprehensive approach to legal and inclusive employment practices, and provides behavioral tools to help leaders manage diversity, deal effectively with employee issues on the job, and build accountability.

ABM's Road Map to the Future is an online program of ten business-based educational training courses designed to support ongoing professional development of ABM District Managers, Assistant Branch Managers, and Human Resource Managers.

Interactive Voice Recorded Harassment Prevention Training helps reinforce ABM's Policy Against Harassment in the Workplace and assists employees with understanding what to do if they see or experience workplace harassment.

Wage and Hour Online Training is offered to ABM leaders overseeing employee breaks, issuing discipline, touching, changing or signing time cards, and processing payroll to ensure overall compliance.

Educational Assistance Program

We believe that an employee's higher education and personal development outside of the workplace contribute to our overall success. Employees who are empowered to pursue their dreams are happier, healthier, and more productive people. For eligible management employees, value-added benefits like tuition reimbursement help to create a strong, loyal management team. This, in turn, fosters more efficient and effective business operations for ABM and our customers.



AHL minimedical®

ABM Industries, Inc.

NOTE: If you are already eligible for a different ABM healthcare plan, please talk to your supervisor before enrolling.

PLAN SUMMARIES	\$15,000 Plan
Medical Expense Insurance	\$15,000
Annual Maximum Benefit for all Covered Medical Expenses	
<i>Within this Maximum, the following limits apply:</i>	
Hospital Inpatient Services (Other than Room & Board) <i>Applies only to the hospital bill, not to physician services provided in a hospital</i>	\$3,000
Outpatient Services (per insured) <i>Applies to everything not covered as Inpatient Hospitalization</i>	\$3,000
Daily Allowance for Hospital Room & Board Charges	
Intensive Care Unit	\$1,000
All Other Accommodations	\$500
<i>If the actual charge is more, the excess over the day limit is not covered</i>	
Office Visit Benefit (not subject to deductible)	
Copayment by Insured Person - per visit	\$20
In Network	
Office Visit charge	100%
Other Charges in the Doctor's Office	100%
Out of Network	
Office Visit charge	100%
Other Charges in the Doctor's Office	70%
Annual Deductible	
Coverage Year Deductible In or Out of Network	
Per Insured Person	\$200
Per Family	\$600
Insured Percent	
In Network	80%
Out of Network	70%
Accidental Death & Dismemberment Benefit	
Employee Amount	\$10,000
Spouse Amount	\$5,000
Spouse Amount	\$5,000
Prescription Drug Plan	includes Catalyst Rx
Vision Care	includes EyeMed Vision Care Discount Plan
Weekly Premium	
Employee	
Employee & One Dependent	
Family	
Bi-Weekly or Semi-Monthly Premium	
Employee	
Employee & One Dependent	
Family	
*These premiums are paid with pre tax dollars as part of the Section 125 plan.	

The Hospital Inpatient Services and Outpatient Services limits under Medical Expense Insurance are internal limits that accumulate towards the Annual Maximum Benefit. The Daily Room & Board benefits are in addition to the Inpatient Services limit for other expenses and accumulate with that limit towards the Annual Maximum Benefit. The Outpatient Services are subject to the Deductible and Copayment with the exception of the physician's fee for the office visit. The fee for the office visit charge is subject to the Insured Percent shown above after the Copayment is paid by the patient.

AHL minimedical®, Term Life, Critical Illness, Accident and Dental coverage is underwritten by American Heritage Life Insurance Company, a wholly-owned subsidiary of The Allstate Corporation.

Catalyst Rx Generic Prescription Drug Plan is underwritten by Fidelity Security Life Insurance Company;
Policy Forms M-9031/M-9022.

Please Note:

Actual Language in the Group Policy may differ, if required by the laws of the state in which the policy is issued.

Saving for Retirement

401(k) Employee Savings Plan

The ABM 401(k) Employee Savings Plan offers you an excellent opportunity to save for your retirement through deferring a percentage of your pay on a pre-tax basis. Eligible employees can participate in the Plan on the first of the month following completion of one year of qualifying service **AND** a minimum of 1,000 hours worked within that one year period. If you are a rehire who previously qualified

for the ABM 401(k) Employee Savings Plan, you will qualify immediately upon your rehire.

Merrill Lynch is the Plan's recordkeeper and trustee. To enroll, visit their website at www.benefits.ml.com or call their Retirement Service Center at 800.228.4015.

401(k) Plan	
Eligibility	You must be employed by ABM for one year and have worked 1,000 hours in that year in order to be eligible for this benefit. Rehired employees, who previously qualified, will be eligible immediately.
Maximum contribution amount	You may defer (contribute) up to 50% of your eligible earnings once you are eligible for the plan, pre-tax, up to the annual IRS limit. For 2011, the limit is \$16,500. Amounts earned during the year in which you first become eligible but prior to the actual date of eligibility, are not considered eligible earnings.
Catch-up contributions	Individuals who will reach age 50 in 2011 or are older than 50, can defer additional amounts as determined by the IRS. The catch-up amount for 2011 is \$5,500. Both the deferral and catch-up limits are indexed to inflation.
Changing your contributions	You can start, stop or change your deferral (contribution) at any time. Call the Merrill Lynch Retirement Service Center, 800.228.4015, or access your account at www.benefits.ml.com to make changes.
ABM match	ABM will match your contributions, dollar for dollar, for the first 3%. For the next 2%, ABM contributes \$0.50 for each dollar you contribute. This potentially represents \$0.80 on each dollar you contribute up to 5%.
Vesting	Your contributions and match are immediately vested. This means you have a non-forfeitable right to all money in your account.
Roll overs	You may roll over pre-tax money from a former employers' qualified 401(k), 403(b) or 457 plan at any time even before you become a participant in ABM's plan. However, you cannot roll over post-tax monies. Additional restrictions may apply. Contact Merrill Lynch for more information.
Beneficiary designation	It is your responsibility to ensure that your beneficiary information is correct. If you are married, your spouse is automatically designated as your beneficiary. To make changes, visit your account at www.benefits.ml.com .

If you leave ABM, you may be able to roll over your 401(k) contributions to another qualified plan (e.g., your new employer's 401(k)). However, if you have less than \$1,000 in your ABM 401(k) account, Merrill Lynch will mail you a check for your balance if you do not request distribution.

Employee Stock Purchase Plan (ESPP)

The ESPP provides all employees of ABM, including hourly, union, and part-time employees, a convenient way to become owners of the Company through the purchase of ABM common stock directly from the Company. Once enrolled, you can purchase ABM common stock each month through payroll deduction.

Design features of the Plan include:

- Employee Discount: 5%
- Payroll Deduction: Minimum 1% of your pay
- Offering Period: Monthly
- Stock Purchased: Monthly (no minimum)
- Stock Hold Period: Six months from purchase date

There is no waiting period to enroll in this Plan.

As an ABM employee, the Company will provide a 5% discount on the stock price. The price per share of stock will be 95% of the market price on the last trading day of any calendar month.

Details of the Plan are explained in the ABM Employee Stock Purchase Plan Prospectus – available from ABM's Benefits Service Center. You should read the Prospectus carefully before you decide to participate in the offering. If you decide to participate, you will need to submit a completed Employee Stock Purchase Plan Enrollment form on or before the Offering Date.

Eligibility for Benefits

Who is Eligible

If you are a regular full-time Staff/Management employee of ABM or an affiliated company working at least 30 hours each week (20 hours in Hawaii), you are eligible for benefits. Staff/Management employees are accounting, administrative, clerical, management, professional or salaried sales employees of ABM and specific other groups as previously designated. Additionally, you may enroll the following eligible family members in the medical, dental and vision programs.

- Your legal spouse
- Your children who are:
 - a. Under age 26 (children ages 19-26 must be ineligible for other employer sponsored healthcare);
 - b. Disabled, any age, if incapable of gainful employment because of a physical or mental disability that existed before the child's attainment of age 25;
 - c. In Ohio – your unmarried children under age 28;
- In New Hampshire – Ex-spouses if the member lives and works in New Hampshire;
- In Minnesota – HealthPartners Plan: only ex-spouses without other medical coverage, newborn grandchildren who are financially dependent on the member;
- In Texas – grandchildren under age 25, regardless of student status.
- Your partner in a relationship which includes domestic partners, civil unions, reciprocal beneficiaries, dependent beneficiaries and other state-created healthcare beneficiary relationships. In California, ABM recognizes both same and opposite sex domestic partners. In all other states, ABM benefits can only be extended to same-sex partners.

Call ABM's Benefits Service Center at 888.351.4003 for more information or if you have questions.

To include new dependents on your coverage, you will need to provide documentation to confirm their eligibility. We will accept the following documents:

- For all dependent children – Birth certificate or hospital record accepted for a newborn
- For a spouse – Marriage certificate or 1040 tax filing (first page only – please delete any confidential information)
- For same-sex marriage – Marriage certificate only
- For Civil Union – Civil Union certificate

- For Reciprocal or Dependant Beneficiary – Reciprocal Beneficiary certificate
- For a domestic partner – Proof of registration with a government authority or ABM Domestic Partner Affidavit
- For an adoption/legal guardianship – Court order
- For grandchildren residing in Texas and Minnesota – Birth certificate and 1040 tax filing
- For ex-spouses – marriage certificate and divorce decree

If you are adding an eligible dependent who was previously covered under the plan and supporting documentation was submitted, you will not be required to resubmit documentation at this time.

Duplication of Coverage

If you are a subscriber to ABM benefits as an employee, you cannot also be covered as a dependent under another employee on the ABM plans.

When Benefits Become Effective

- For new employees, benefits become effective on the first day of the month following 30 days of continuous employment, unless otherwise indicated.
- If you are a rehired employee who has already satisfied the service requirements for benefits eligibility, your benefits eligibility period will generally be reinstated effective the first day of the month following your date of rehire if your break in service is not more than 36 months from the last day you worked. (Note: An exception to this rule is ABM's Short Term Disability Plan – a 12 month waiting period is required for all new and re-hired employees.)
- If you are rehired after more than 36 months, you must satisfy the new employee eligibility period. Additionally, if you return to work as a rehired employee, you are still required to satisfy the rules of the particular plan.
- If you are transferring from a position in which you had no benefits to a position in which you are eligible for benefits (and you have at least 30 days of service), your benefits become effective the first day of the month following your date of transfer.

Reminder! To include new dependents on your coverage, you will need to provide documentation to confirm their eligibility.

Your 2011 Benefits



Eligibility for Benefits (cont.)

Making Changes to Your Benefits

You can change your benefit choices during Open Enrollment. Open Enrollment is typically held in November and changes are effective on January 1. Your coverage is effective January 1 even if you have not yet received your new medical card. Your decisions remain in effect for all of 2011. You cannot change your benefits during the year unless you have a qualifying life event as defined by the IRS, such as:

- The addition of a dependent through birth, adoption or marriage
- The loss of a dependent through divorce or death, or if your child reaches the maximum age limit for coverage
- A change in your employment or your spouse's employment status from full-time to part-time or vice versa
- Loss of employment for spouse
- Creation or termination of a qualified domestic partnership, civil union or other state-created beneficiary relationship which confers the right to be designated as a beneficiary of a life or health insurance plan
- Change in eligibility for Medicaid or Children's Health Insurance Program (CHIP) subsidy

Any benefit changes must be consistent with the type of event you experience. If you add a dependent, you can add them to your benefits but you cannot drop another dependent from benefits. For example, if you have a baby, you can add the baby to your medical plan but you cannot drop a spouse from the plan.

If you experience a qualifying life event and want to change your benefits, you **MUST** contact the Benefits Service Center within 31 days of the date of the event.

If you decline enrollment for yourself or your dependents (including your spouse) because of other health insurance coverage and that coverage ends, you may be able to enroll yourself or your dependents in this plan outside of Open Enrollment. In order to exercise this option, you must request enrollment during the first 31 days after your other coverage ends.



If you experience a qualifying life event and want to change your benefits, you MUST contact the Benefits Service Center within 31 days of the date of the event.

ABM Industries, Incorporated

Your Medical Plan Choices

ABM offers employees a wide variety of medical plans at varying costs. It is important to ABM that you have the tools necessary to make the best choice in plans for you and your family. We have provided comparisons of each of the medical plans as well as a brief description of how each plan works. Read the descriptions carefully and refer to the Glossary if you don't know what a particular word means.

PPO Plans – With these plans, employees have the flexibility at the time of service to seek care from an in-network or out-of-network provider. If you receive care from an in-network provider, you will receive a higher level of reimbursement. Conversely, employees choosing to seek care from out-of-network providers will have less coverage for the same services, and may be required to submit claims paperwork.

The deductible is the amount you pay before the carrier starts paying benefits. There are a range of deductibles from which you can choose. Selecting a plan with a higher deductible means that your fixed monthly costs (i.e., contribution) will be less but that you may have to pay more when you receive care. Depending on the plan you select, some services will be provided even before you satisfy the deductible. For example, all of our plans provide annual medical exams at little or no cost to you if you use an in-network provider even if your deductible is not yet met.

If you and/or your dependents are not currently covered under a group medical plan and are enrolling in ABM's plans for the first time, there may be a waiting period before there is coverage for pre-existing conditions if you enroll in a PPO plan. A pre-existing condition exclusion may be waived if you provide a certificate of creditable coverage from your prior health insurance carrier or if you or your dependents are under age 19.

HMO Plans – When enrolling in an HMO plan, employees and their dependents select a Primary Care Physician (PCP). All care, except emergency services, must be coordinated through your selected physician in order to receive the benefit. Most services are covered at 100% after a small co-payment. **There is no waiting period before the plan covers pre-existing conditions.** You can change your PCP by calling Member Services.

Kaiser HMO – When you enroll in a Kaiser HMO plan, you must receive all services from a Kaiser physician at a Kaiser facility, except in cases of medical emergency. When using Kaiser providers, most services are covered at 100% after a small co-payment.

Remember! Your choice of medical plans is determined by where you live. Double check that the medical plan you select is offered in your area.

How to Choose a Medical Plan

Choosing the medical plan that best meets the needs of you and your family is an important decision. Unless you experience a qualifying life event, the plan you choose now will remain in effect for the plan year. To make an informed choice, it is important to carefully review each medical plan for which you are eligible. Your review should include the plan provisions (e.g., deductible, co-pays, coinsurance, hospital benefits and prescription drug benefits). These plan provisions represent the amount of money you will have to pay out-of-pocket when you receive services. Once you estimate the out-of-pocket costs, you should compare those to the amount you will have to pay each month for benefits. Multiply your monthly contribution by 12 to determine the annual cost of the medical plans you are considering. You may prefer to choose a plan with a lower monthly contribution and higher out-of-pocket costs.

Before you get started, here are some key terms you need to understand in order to evaluate medical plans.

Deductible: The amount you have to pay, out-of-pocket, before the insurance company starts paying benefits. Generally, if a plan provision has a co-pay (e.g., \$10 co-pay for an office visit), it is not subject to the deductible.

Coinsurance: After you have paid the deductible, coinsurance is the percentage you have to pay until you reach the out-of-pocket maximum. For example, if a hospital charges \$20,000 to deliver a baby and the coinsurance is 20%, you have to pay \$4,000.

Out-of-pocket maximum: This is the maximum amount you have to pay each year. After you have reached the out-of-pocket maximum, the insurance company pays 100% of most costs. Depending on the plan, you may have to continue paying co-pays for services like doctor visits and prescription drugs.

Be a Savvy Consumer—Make the Most of Your Medical Benefits

- **Get an annual check-up.** Most ABM medical plans provide annual physical exams at little or no cost to you, even before the deductible is met. These exams are important for your health because doctors can identify potential problems early.
- **Ask for generic medications.** If your doctor prescribes a brand-name drug ask if there is a generic equivalent. All drugs are regulated by the Food and Drug Administration. Generic drugs contain the same active ingredients as brand name and cost you a lot less.
- **Use the mail order benefit.** Are there prescriptions that you or your family members take every day? These are called “maintenance medications” and you can save yourself time and money by ordering them through the mail order program if your plan offers it. For most plans, mail order gives you a three-month supply of medicine for only two months of co-pays plus the medicines are delivered to your door—that’s a 33% discount!
- **Find the nearest Urgent Care center.** If you need help after your doctor’s office is closed, consider using Urgent Care instead of an emergency room. Urgent Care centers typically provide care on weekends and in the evenings. Using them can save you time and money.
- **Program the Member Services’ phone number in your cell phone.** If you have questions about a benefit or how much you will have to pay, call Member Services before you visit your doctor. Of course, if you think you are having a medical emergency, call 911 or go to the nearest emergency room right away.

ABM Industries, Incorporated



All states except Hawaii & Minnesota Blue Shield PPO Plans – Summary

If you choose a PPO plan, you may see any provider you wish. If you choose an in-network provider or hospital, you will pay less. Before Blue Shield starts paying for hospital visits or other services, you must pay the deductible. After you satisfy the deductible, you will have to pay a percentage of the cost for hospitalization or other services, until you reach the calendar year out-of-pocket maximum.

Out-of-network providers do not agree to negotiated fees with the insurance carrier. Their charges are subject to Reasonable and Customary (R&C) reimbursement. This means they may charge a higher rate than is allowed by the carrier. In these cases, you are responsible for the coinsurance plus any amount above the R&C reimbursement level.

	PPO Green Plan	
	In-Network	Out-of-Network
General Plan Provisions		
Maximum lifetime benefit	Unlimited	Unlimited
Calendar year deductible (individual/family)	\$1,150/\$2,300 (combined in and out of network)	\$1,150/\$2,300 (combined in and out of network)
Calendar year out-of-pocket maximum (individual/family)	\$4,500/\$9,000 (does not include deductible)	\$8,000 / \$16,000 (does not include deductible)
Outpatient Services Co-pays		
Office visit	You pay \$28, deductible does not apply	You pay 40%, after deductible
Specialist	You pay \$45, deductible does not apply	You pay 40%, after deductible
Routine physical – adults	You pay \$28, deductible does not apply	You pay 40%, after deductible
Well baby visits/routine physicals – children	You pay \$28, deductible does not apply	You pay 40%, after deductible
Diagnostic lab and X-rays	You pay 20%, after deductible	You pay 40%, after deductible
Outpatient surgery	You pay \$170 plus 20%, after deductible	You pay 40%, after deductible
Urgent care	You pay \$28 PCP/\$45 for Specialist; deductible does not apply	You pay 40%, after deductible
Hospital Services		
Emergency room (waived if admitted)	You pay \$115 plus 20%, deductible does not apply	You pay \$115 plus 20%, deductible does not apply
Inpatient hospital	You pay \$575 plus 20%, after deductible	You pay 40%, after deductible
Maternity	You pay \$575 plus 20%, after deductible	You pay 40%, after deductible
Mental Health and Substance Abuse		
Outpatient Services Co-pays	You pay \$28 PCP/\$45 for Specialist; deductible does not apply	You pay 40%, after deductible
Inpatient hospital	You pay \$575 plus 20%, after deductible	You pay 40%, after deductible
Prescription Drugs		
Retail – up to a 30 day supply	Generic - no charge Brand - you pay 35% (minimum charge \$25; maximum charge \$75) Deductible does not apply	Generic - you pay 25% Brand - you pay 25% of allowable amount plus an additional 35% (minimum charge \$25; maximum charge \$75) Deductible does not apply
Mail order – up to a 90 day supply	Generic - no charge Brand - you pay 35% (minimum charge \$50; maximum charge \$150) Deductible does not apply	Not covered

The PPO Green Plan includes the MetLife Green PPO Dental Plan. If you elect this medical plan, you will automatically be enrolled in the MetLife Green PPO Dental Plan at no cost to you.

Your 2011 Benefits



All states except Hawaii & Minnesota

Blue Shield PPO Plans – Summary

General Plan Provisions	PPO Yellow Plan	
	In-Network	Out-of-Network
Maximum lifetime benefit	Unlimited	Unlimited
Calendar year deductible (individual/family)	\$575/\$1,150	\$1,000 / \$2,000
Calendar year out-of-pocket maximum (individual/family)	\$2,300/\$4,600 (does not include deductible)	\$4,000/\$8,000 (does not include deductible)
Outpatient Services Co-pays		
Office visit	You pay \$28, deductible does not apply	You pay 40%, after deductible
Specialist	You pay \$45, deductible does not apply	You pay 40%, after deductible
Routine physical – adults	You pay \$23, deductible does not apply	You pay 40%, after deductible
Well baby visits/routine physicals – children	You pay \$23 (under age 3) deductible does not apply	You pay 40%, after deductible
Diagnostic lab and X-rays	You pay \$28 for PCP/\$45 for Specialist	You pay 40%, after deductible
Outpatient surgery	You pay \$170 plus 15%, after deductible	You pay 40%, after deductible
Urgent care	You pay \$28 for PCP/\$45 for Specialist	You pay 40%, after deductible
Hospital Services		
Emergency room (waived if admitted)	You pay \$115 plus 15%	You pay \$115 plus 15%
Inpatient hospital	You pay \$575 plus 15%, after deductible	You pay 40%, after deductible
Maternity	You pay \$575 plus 15%, after deductible	You pay 40%, after deductible
Mental Health and Substance Abuse		
Outpatient Services Co-pays	You pay \$28 for PCP/\$45 for Specialist; deductible does not apply	You pay 40%, after deductible
Inpatient hospital	You pay \$575 plus 15%, after deductible	You pay 40%, after deductible
Prescription Drugs		
Retail – up to a 30 day supply	Generic - you pay \$10 Brand - you pay 35% (minimum charge \$40; maximum charge \$120) Deductible does not apply	Generic - you pay 25% plus \$10 Brand - you pay 25% of allowable amount plus an additional 35% (minimum charge \$40; maximum charge \$120) Deductible does not apply
Mail order – up to a 90 day supply	Generic - you pay \$20 Brand - you pay 35% (minimum charge \$80; maximum charge \$240) Deductible does not apply	Not covered

If you would like more specific information about how these plans cover specific medical conditions, please call Blue Shield Member Services at 888.235.1765 or ABM's Benefits Service Center at 888.351.4003 to request a plan summary.

ABM Industries, Incorporated



All states except Hawaii & Minnesota

Blue Shield PPO Plans – Summary

	PPO Purple Plan	
	In-Network	Out-of-Network
General Plan Provisions		
Maximum lifetime benefit	Unlimited	Unlimited
Calendar year deductible (individual/family)	\$3,450 per family member (combined in and out of network)	\$3,450 per family member (combined in and out of network)
Calendar year out-of-pocket maximum (individual/family)	\$2,300 per family member (does not include deductible)	\$10,000 per family member (does not include deductible)
Outpatient Services Co-pays		
Office visit	You pay \$10, deductible does not apply	You pay 40%, after deductible
Specialist	You pay \$10, deductible does not apply	You pay 40%, after deductible
Routine physical – adults	You pay \$10, deductible does not apply	Not covered
Well baby visits/routine physicals – children	You pay \$10, deductible does not apply	Not covered
Diagnostic lab and X-rays	You pay \$10, after deductible Diagnostic testing: you pay 20% after deductible	You pay 40%, after deductible
Outpatient surgery	You pay 20%, after deductible	You pay 40%, after deductible
Urgent care	You pay \$10, deductible does not apply	You pay 40%, after deductible
Hospital Services		
Emergency room (waived if admitted)	You pay 20%, deductible does not apply	You pay 20%, deductible does not apply
Inpatient hospital	You pay \$285, after deductible	You pay 40%, after deductible
Maternity	You pay \$285, after deductible	You pay 40%, after deductible
Mental Health and Substance Abuse		
Outpatient Services Co-pays	You pay \$10, deductible does not apply	You pay 40%, after deductible
Inpatient hospital	You pay \$285, after deductible	You pay 40%, after deductible
Prescription Drugs		
Retail – up to a 30 day supply	Generic - you pay \$10 Brand formulary - you pay \$30 Brand non-formulary - you pay \$55 Deductible does not apply	Generic - you pay 25% + \$10 Brand formulary - you pay 25% + \$30 Brand non-formulary - you pay 25% + \$55 Deductible does not apply
Mail order – up to a 90 day supply	Generic - you pay \$20 Brand formulary - you pay \$60 Brand non-formulary - you pay \$110 Deductible does not apply	Not covered

If you would like more specific information about how these plans cover specific medical conditions, please call Blue Shield Member Services at 888.235.1765 or ABM's Benefits Service Center at 888.351.4003 to request a plan summary.

Your 2011 Benefits



Custodial Training

Training Agenda

- Orientation to ABM and to the facility
- Orientation to specific facility rules and regulations
- ABM policies and procedures
- Safety training (policies, emergency procedures, chemical use and handling, personal protective equipment, blood-borne pathogens, hazard recognition, lifting and material handling, etc.)
- Office, restroom and common area cleaning procedures
- Green cleaning processes via ABM Green Care™
- Explanation of individual job duties
- Proper use of tools and equipment
- Waste Disposal
- Site security rules and procedures
- Uniform distribution



Recurrent Training Sessions

Periodically, ABM managers conduct recurrent training sessions for current and replacement employees at the customer's site. These sessions are more technical in nature and concentrate on specific job tasks and duties. Employees are trained in groups specific to their function.

Topics for these sessions include:

- Interdisciplinary training in job-specific topics (e.g., floor waxing, restroom cleaning, machine-cleaning techniques, window cleaning standards and requirements, etc.)
- Safety issues (e.g., accident investigation procedures, hazard detection/inspection, return-to-work programs, etc.)
- Communication skills
- Customer relations skills
- Specialized training required certification
- Supervisor Development Training
- Quickstep Training



QuikSteps Training

The goal of QuikSteps training is to help the employees understand the procedures for basic cleaning and improve their efficiency, productivity and capabilities.

During initial training our instructor demonstrates the five basic cleaning skills of vacuuming, dusting, spot cleaning, trash removal and restroom cleaning. Instructional videotapes are sometimes used to supplement the hands-on instruction.

During in-service training a new employee is paired up with an experienced lead, working alongside and learning about the position's on-site requirements. Our process has proven to be an effective way for new employees to gain confidence, improve their skills and quickly learn the site's cleaning needs.

Quik STEPS+ Upright Vacuum Cleaning
Limpieza con Aspiradora Vertical

EXECUTION/Proceso

Remove large debris. Levante la basura grande.

Move vacuum slowly back and forth, overlapping strokes. Aproveche espacio hacia adelante y atrás, encimando las pasadas.

Turn and vacuum in opposite direction to lift hair. Déle la vuelta y aspire en dirección opuesta para restar las fibras.

Don't bump into furniture legs and corners. No golpee las patas de los muebles ni las esquinas.

Use attachments for corners and baseboards. Utilice los accesorios para las esquinas y los zócalos.

Note spots and stains and report to supervisor. Observe si hay manchas y reporte al supervisor.

PRIDE/Calidad

No visible soil. No hay manchas visibles.

Uniform, rinsed mops. Frazos limpiados y uniformes.

Equipment cleaned and stored. Equipo limpiado y almacenado.

ABM **ECOLAB**

Quik STEPS+ Dusting
Limpieza para quitar el polvo

EXECUTION/Proceso

Spray solution on dust cloth or wipe. Don't spray surfaces. Rocíe el paño o trapo. Cúbralo no rocíe las superficies.

Start on high surfaces and work down. Comience limpiando las superficies de arriba hacia abajo.

Move around room from left to right. Muévase de izquierda a derecha en los cuartos.

Use clean high duster for small surfaces. Utilice el plumero con mango limpio para las superficies pequeñas.

Use dust cloth to wipe surfaces. Utilice el paño para frotar las superficies.

Don't use dust cloth on glass. No utilice el paño en los vidrios.

Pick up dust - don't move it around. Recoge el polvo - no lo muevas de un lado a otro.

PRIDE/Calidad

Wash glove out. Lávese el guante blanco.

No dust on surfaces & perimeter. No polvo en las superficies.

Equipment cleaned and stored. Equipo limpiado y almacenado.

ABM **ECOLAB**

Quik STEPS+ Dusting
Limpieza para quitar el polvo

SAFETY/Seguridad

Eye protection. Protección para los ojos.

Rubber gloves. Guantes de hule.

Dust mask. Mascaras para el polvo.

Always place and remove wet floor signs or barricades. Siempre coloque y quite los letreros de piso mojado o las barreras.

TOOLS/Herramientas

Duster. Plumero.

Dust cloth or wipe for large surfaces. Paño o paño para quitar el polvo de las superficies más grandes.

Dust control solution. Solución para controlar el polvo.

INSPECT: Start with clean duster and dust cloths.

PREPARE: Stock your cart. Spray dust control solution.

CLEANUP: Wash or discard dust cloths. Shake high duster over trash or into a bag to clean.

INSPECCIÓN: Comience con el plumero y las paños limpios.

PREPARACIÓN: Surta su carreta. Rocíe con solución para controlar el polvo.

LIMPIEZA FINAL: Lave o tire los trapos. Desempeñe el plumero sobre el basurero o dentro de una bolsa para limpiarlo.

31587/8900/0101

Quik STEPS+ **OFFICE/Oficina**

Procedures:

1. Remove trash. ■
2. Dust. ■
3. Clean glass. ■
4. Polish furniture.
5. Spot clean hard surfaces.
6. Spot clean carpeted surfaces. ■
7. Dust mop hard floor/vacuum carpeted floors. ■
8. Damp mop hard floors. ■
9. Put furniture back in place.
10. Inspect for quality control.

■ Task Card

Proceso:

1. Saque la basura. ■
2. Quite el polvo. ■
3. Limpie los vidrios. ■
4. Lustre los muebles.
5. Desmanche las superficies duras.
6. Desmanche las superficies alfombradas. ■
7. Trapee en seco los pisos/aspire los pisos alfombrados. ■
8. Trapee los pisos con trapeador húmedo. ■
9. Ponga los muebles en su lugar.
10. Realice control de calidad.

■ Tarjeta de Tareas

31617/8900/0101

Pod Training

K-12 Pod Training

ABM attributes a large amount of its success in K-12 systems, to our highly trained staff. Our semi-annual specialized “POD” training program is designed specifically for the K-12 environment, and ensures that each employee is given proper training to deliver the standard of service our customers expect.



Train and Develop All Employees

Southern Management, an ABM Company is committed to providing all of its employees with the training and resources needed to perform their work in a safe and professional manner. Southern Management, an ABM Company recognizes that a safe and professional workplace is the right and the responsibility of every employee.

Southern Management, an ABM Company provides safety training to new employees as well as continuing education for all employees.

New Employee Orientation:

Cleaning the ABM Way—DVD with focus on basic safety rules and guidelines.

Welcome to ABM—DVD with focus on Southern Management, an ABM Company’s core values and professionalism.

Emphasizing Safety

Monthly Safety Programs

Month	Week	Department	Topic	Frequency
01. January	1	Operations	Cleaning Professionalism	Quarterly
01. January	2	Safety	PPE	Annually
01. January	3	Human Resources	Attitude/Behavior	Quarterly
01. January	3	Human Resources	Quality Customer Service	Quarterly
01. January	4	Operations	Restroom Cleaning & Maintenance	Semi-Annually
01. January	5	Operations	Spill Cleanup	Semi-Annually
01. January	Monthly Meeting	Safety	Trashing the ABM Way	Annually
02. February	1	Operations	Carpet Cleaning	Annually
02. February	2	Safety	Lifting and Back Safety	Annually
02. February	3	Human Resources	Drug & Alcohol Abuse	Quarterly
02. February	4	Operations	Windows & Mirrors	Annually
02. February	Monthly Meeting	Safety	Speak Up about PPE Problems	Annually
03. March	1	Operations	Damp Mopping	Annually
03. March	2	Safety	Employee Security & Awareness	Annually
03. March	3	Human Resources	Harassment Prevention	Quarterly
03. March	4	Operations	Upright & Backpack Vacuuming	Annually
03. March	5	Safety	Biohazards	Annually
03. March	Monthly Meeting	Safety	Effective Barricading	Annually
04. April	1	Operations	Cleaning Professionalism	Quarterly
04. April	2	Safety	Chemical Safety	Annually
04. April	3	Human Resources	Attitude/Behavior	Quarterly
04. April	3	Human Resources	Quality Customer Service	Quarterly
04. April	4	Operations	Floor Mats	Annually
04. April	Monthly Meeting	Safety	Key Control Policy	Annually
05. May	1	Operations	Classroom Training	Annually
05. May	2	Safety	Communicable Diseases	Annually
05. May	3	Human Resources	Drug & Alcohol Abuse	Quarterly
05. May	4	Operations	Spill Cleanup	Semi-Annually
05. May	Monthly Meeting	Safety	Corrective Action Baseline Safety Procedures	Annually
06. June	1	Operations	Floor Stripping	Annually
06. June	2	Safety	Communication	Annually
06. June	3	Human Resources	Harassment Prevention	Quarterly
06. June	4	Operations	Floor Finishing	Annually
06. June	5	Operations	Baseboards	Annually
06. June	Monthly Meeting	Safety	Be Safe! Lift Properly!	Annually

Encouraging Professional Growth

HR Training:

- Delivery Quality Customer Service
- Harassment Prevention and Awareness
- Drug and Alcohol Abuse Policy
- Diversity Inclusion
- Power of One – Supervisor Training

Managing Risk

- Risk Training:
- Reporting a Worker's Compensation Claim
- Vehicle Safety Policy
- Return to Work Program



As a service industry leader, Southern Management, an ABM Company recognizes the importance of our employee learning and development needs. We are committed to providing comprehensive, ongoing, consistent employee training programs that will fit all learning needs.

Regional Southern Management, an ABM company Training Courses Regional Southern Management, an ABM Company Training Courses are offered nationwide for project managers and above levels.

Regional Supervisor Training (M.E.E.T. On Common Ground: Speaking up for Respect in the Workplace) is an annual two-hour workshop designed to teach ABM company supervisors how to recognize, respond to and resolve difficult employee interactions while maintaining a respectful workplace.

Harassment Prevention Training (The Right Side of the Line: Creating a Respectful and Harassment-Free Workplace) is an annual two-hour workshop designed to help Southern Management, an ABM Company leaders take a proactive approach to building a respectful and harassment-free work environment directly supporting Southern Management, an ABM Company's Policy Against Harassment in the Workplace.

Zodiak: The Game of Business Finance and Strategy is a program designed to raise the level of business knowledge and understanding through strategic partnerships, managing debt, process improvement, supply chain management, investment in research and development and more.

Civil Treatment for Managers provides a comprehensive approach to legal and inclusive employment practices, and provides behavioral tools to help leaders manage diversity, deal effectively with employee issues on the job, and build accountability.

ABM's Road Map to the Future is an online program of ten business-based educational training courses designed to support ongoing professional development of ABM District Managers, Assistant Branch Managers, and Human Resource Managers.

Interactive Voice Recorded Harassment Prevention Training helps reinforce ABM's Policy Against Harassment in the Workplace and assists employees with understanding what to do if they see or experience workplace harassment.

Wage and Hour Online Training is offered to ABM leaders overseeing employee breaks, issuing discipline, touching, changing or signing time cards, and processing payroll to ensure overall compliance.



Safety Training

DVD Training Presentation

ABM's DVD presentation training has a heavy emphasis on performing work in a safe manner. Topics covered include employee professionalism, PPE utilization, HazComm, MSDS, ABM cleaning products, and corrective action for violating safety policies and rules. This training program is implemented on an on-going basis using hands-on practice; personal, videotape and classroom instruction; seminars and on-site training meetings.

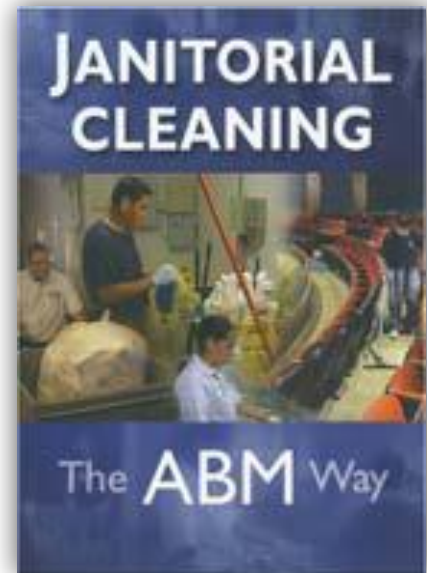
Before being assigned to a specific job site, ABM employees are given mandatory training which includes topics addressing basic safety, operations, and human relations. Mandatory training topics include:

General Safety and Accident Prevention Training with Site-Specific Safety Items

- Proper Lifting
- Preventing Slips/Trip/Falls
- Barricade Program
- Ergonomic Safety (general body-mechanics)
- Return-to-Work Program

OSHA Compliance Training with Site-Specific Safety Items

- Task Hazard Determination related to the job
- What are the hazards of the job
- What are the PPE requirements for those hazards
- HazCom (MSDS – Chemical awareness)
- Emergency Evacuation (exit routes and gathering area)
- Reporting accidents



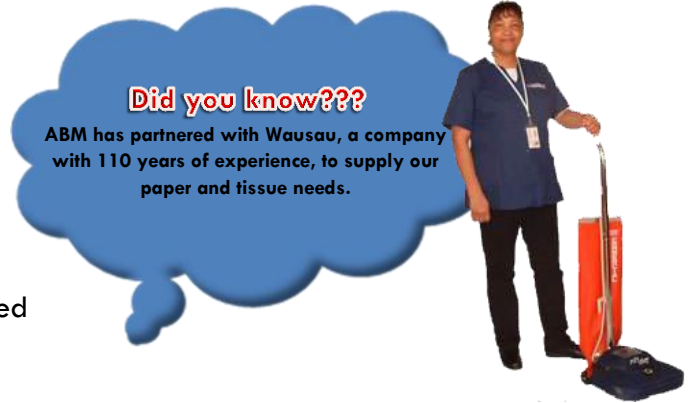
Recurrent Training Sessions

Periodically, Southern Management managers conduct recurrent training sessions for current and replacement employees at the customer's site. These sessions are more technical in nature and concentrate on specific job tasks and duties. Employees are trained in groups specific to their function.

Topics for these sessions include:

- Interdisciplinary training in job-specific topics (e.g., floor waxing, restroom cleaning, machine-cleaning techniques, window cleaning standards and requirements, etc.)
- Safety issues (e.g., accident investigation procedures, hazard detection/inspection, return-to-work programs, etc.)
- Communication skills
- Customer relations skills
- Specialized training required certification
- Supervisor Development Training
- Quickstep Training

Compliance of the staff to training is measured and tracked by attendance, job performance, tests, etc. to ensure all employees are receiving the proper level of training.



“Slips, Trips, and Falls”

ABMST-64



Slips, trips, and falls are one of the most common causes of ABM workplace injury. Many of these incidents can be prevented by keeping walking and working surfaces clear and clean, by using good lighting and by paying attention to what you are doing at all times. Don't assume that a visible electrical cord or an "almost dry" floor won't create a slip, trip, or fall hazard for someone else. Instead, assume that EVERY condition that you create – as a part of your normal duties – WILL cause an injury. Take appropriate precautions to ensure that nobody can unwittingly walk into a temporary hazard that you may have created. By eliminating hazards and practicing good safety behaviors, you will prevent painful and costly accidents.

SAFE WORK BEHAVIORS PREVENT...

SLIPS

- Practice safe walking skills. If you must walk on wet or slippery surfaces, take short steps to keep your center of balance under you and point your feet slightly outward. Move slowly and pay attention to the surface you're walking on.
- Think about the safest way to do your job before you start. After finishing a floor, is walking across it the safest practice? Or is there a safer way to accomplish the task without losing efficiency?
- Clean up spills right away. Whenever you see any kind of spill, clean it up or report it to a person who can do something about it immediately. Even minor spills can be dangerous.
- Wear the right shoes. When selecting the proper shoes, anticipate the conditions and/or hazards you face most often on the job. Choose shoes that will provide traction between the shoe and the surface you are walking on.
- Use signs and barricades. These will remind you and others of wet and/or slippery surfaces.



TRIPS

- Pay attention to where you are going and don't rush. Remember: watch where you walk!
- Be careful while carrying loads. Make sure you can always see where you are going.
- Keep work areas well lighted. Turned off lights and burned out bulbs can interfere with your ability to see clearly. Don't grope in the dark. Use a flashlight or extension light to make your walking area visible in unlighted areas.
- Electrical cords on floors are dangerous! Keep them out of the way or temporarily tape them to the floor so that they won't be in the way.
- Move objects out of your way before you start. Even small objects can cause trips and falls.
- Report dangerous conditions immediately. Loose carpeting, floor tiles, floorboards, stair treads, or handrails are dangerous.
- Keep your work areas clear and uncluttered. Store materials and tools in closets, cabinets, or especially assigned storage areas.
- Keep one hand on the handrail whenever you use the stairs! Falls from stairs can cause serious injury or death. Use elevators to move loads from floor to floor.

FALLS

- Don't jump. Lower yourself carefully from docks, trucks, or other elevated work areas.
- Check lighting. Make sure hallways, stairs and work areas are properly lighted.
- Use a ladder! Never use machinery, crates, boxes, desk chairs with wheels or furniture to reach heights.
- Watch your step! Be alert to uneven surfaces, drop-offs, ice/snow, and objects in your path.
- Use equipment with railings, safety belt lanyards, safety lanyards, grab bars, or 4" tall toe boards.



ONLY YOU CAN ANTICIPATE SLIPPING, TRIPPING, AND FALLING HAZARDS. TAKE PROPER PRECAUTIONS AND CONTROL THESE HAZARDS.

- If an item appears too heavy or if upon trying to lift the item, it is heavier than you thought, put the item back down immediately. Do not use alternatives.
 - Always ask a coworker or supervisor for assistance when lifting heavy items.
 - Use a hand truck or cart, if available, so you only have to lift the trash slightly.
 - Divide the load into smaller pieces that can be lifted safely.
- Recycling containers are usually very heavy; grab the containers on the bottom to get a solid grip. If the load is too heavy, remove some of the paper waste first by hand.
- If the trash container is mounted in place (like in restrooms), remove the liner making sure to keep the trash bag away from you and not allowing it to contact your body when you dispose of it. Sometimes restrooms have improperly discarded needles in the trash.
- When emptying sanitary napkins receptacles in the women's restroom, you must carefully lift the liner out so that you do not touch anything and then dispose of it entirely. Do not reuse these liners and always use the proper sized liner when replacing them. Improper contact with these items may result in infection.



Removing the Bag from a Brute Barrel

When the brute barrel is full (or you are done trashing with it for the day), you will need to remove the bag by following these steps:

- Bring your brute barrel (with the bag and trash still in it) to the designated location in your building where you are to unload your trash. Do not remove the trash bag and carry or drag it to a designated area. You could injure your back carrying a heavy load or create a large mess in the building if the bag leaks.
- Upon arriving at the designated area, tie the brute barrel bag with a double knot.
- Never attempt to lift the bag straight up and out of the barrel, it must be removed with the barrel **tipped on its side** so that your back is not strained.
- Slowly tip your barrel on its side while keeping the barrel in control at all times so that it does not fall on you, hit a wall or other object, and so your supplies stay in place.
- Keep your back straight, bend at your knees and slide the bag out by pulling on it.
- Place the bag at one of the designated areas as explained in this next section.
- Depending on your situation you will need to do one of the following as you place the bag at one of the designated areas.
 - Place the bag on top of a new brute barrel bag/liner or a large tarp provided to you in a designated area (usually near the freight elevator). Never leave a trash bag on hard surface floor or on carpeting without some type of plastic liner or tarp underneath to prevent spills leaking from a possible tear in the bag.
 - Place the bag directly in the freight elevator. Watch for leaks. To prevent straining your back, pull the bag slowly and carefully. Do not attempt to lift these large bags, as they are typically heavy.
 - Place the bags yourself into a dumpster or compactor. This will require lifting so you must be certain that you only fill each brute barrel bag with the amount of weight that you can handle safely. You do not have to fill these bags entirely if you cannot manage the load safely, so think ahead.



Introduction

The steps of picking up and removing trash and debris are not complicated. However, employees need to be careful in how they carry out this routine task. Variables, such as the location of trash receptacles, the weight of the trash itself in the bag, and the actual garbage itself may pose concerns that will determine the best way to efficiently and safely remove trash from the building. The following material is designed to keep you healthy, avoid injury, and to ensure that we are keeping our customers happy by providing a quality service for them.

Equipment Needed – Preparations



- Brute barrel wheels must work properly and be locked in place.
- Extra Caddy bags or brute barrel bags.
- Waste can trash liners (all sizes necessary for your cleaning area).
- Personal protective equipment – Use disposable gloves to spot clean with chemicals and to avoid touching unknown substances while handling trash containers or waste cans.
- All-purpose cleaner chemical for spot cleaning trash containers.
- Towels or rags for spot cleaning stains or spills inside or outside trash containers.

Trashing Waste Cans

Avoid tripping hazards while carrying trash, make sure that the brute barrel is placed close to the area you are trashing and that there is a clear and safe path to the waste cans that you will empty.

- Avoid excessive strains caused by reaching while lifting. Use proper lifting techniques when trashing to avoid injury to your back. When lifting a waste can keep your back straight and bend at your knees, not your waist. Pick up the waste can by gradually straightening your legs up to a standing position.
- Hold the trash container or waste can **waist high** in your "power zone" (your body's strongest position for carrying) while walking to brute barrel.
- If the waste can is too heavy, immediately set it down carefully. Break up the load by removing heavier items by hand such as phone books, manuals, and binders and make multiple trash dumps.
- Walk with the waste can until you are next to and facing the brute barrel.
- Slowly dump the contents into barrel so that debris will not fly into your face. Do not twist your torso trying to dump trash "sideways" into the barrel. This can overload the spine and it may lead to injury.
- If the waste can liner is soiled or broken remove the liner and replace it.
- Pull the new trash liner tightly around the rim of the waste can and fully open the bag.
- If the trash container or waste can is dirty, spot clean it with all-purpose cleaner and cloth or towel. Note: breakroom trash containers require frequent cleaning.
- Return the waste can to the exact place where you found it.



Trashing with Other Items

If an item is **anywhere**, outside of a waste and does **not** have an approved TRASH sticker stuck to the item, **leave it there and report it to your supervisor!** This directive applies to anything that appears to be trash left in a corridor, hallway, reception area, common area, freight area, etc. These **must** have the approved TRASH stickers directly attached on each item for you to remove or dispose of them, otherwise do not touch them. If there are trash items that are **properly labeled** with the approved TRASH stickers, follow these steps for proper disposing:

- Make the habit of planning ahead to be sure you plan a safe path clear of tripping hazards when moving the trash. Sometimes you may have to carry trash loads and drop them off inside or near the freight elevator without the use of equipment.
- Follow the same lifting and dumping procedures outlined above.
- Be careful not to crush your hands while emptying the trash load.

Proper Procedures for Disposing Trash into a Dumpster or Compactor

- Wear heavy canvas or leather gloves when trashing into dumpsters and compactors to help prevent your hands from being accidentally stuck by a needle or cut by a sharp object. Since some trash is heavy, you may need to grab trash bags on the side or bottom of the bags in order to lift them into a dumpster or compactor properly.
- Wear proper eye protection (glasses or goggles with impact resistant lenses) when operating a trash compactor.
- Visually inspect all trash to check for sharp objects in areas you may need to grab. Use caution, the gloves you use may not prevent all sticks and cuts.
- If the dumpster or compactor opening is directly next to you or at a lower level, you can hold the trash bags at the top knot and slowly drop them into the container.
- If the dumpster or compactor opening is above ground, you will need to grab one hand on the top knot and place the other hand near the bottom or side of the bag to safely lift it and place it in the container.
- Always seek assistance when you need help dumping items that are too heavy for you.
- Follow ALL safe lifting procedures that you had learned in the previous sections and always use smooth and fluid motions to set the trash into the dumpster or compactor.
- Do not circumvent or shut off safety devices in compactors, these are necessary for your safety.
- Never step or reach into a compactor while it is energized (turned on). The machine must be locked and tagged out before any maintenance or repair begins. You can be seriously injured or killed by an energized compactor.
- Always maintain a safe distance from the edge of the dock area while trashing. Be aware of your surroundings such as ledges and uneven floor surfaces; particularly in these areas.

Additional Safety Tips for Proper Trashing

- Use smooth fluid motions when dumping trash. Quick and sudden movements or "tossing" trash around can strain your back and cause injury.
- Unloading or placing a load down near the ground requires the same technique as when you lifted the load: keep your back straight, bend at your knees, slowly lower your body by gradually squatting with your legs and set down the load softly.

Avoiding Needle Sticks, Cuts and Exposure to Unknown Hazards While Trashing

- Avoid picking up a trash bag by the sides or the bottom.
- Be careful to not let your lower body touch a trash bag or let the bag "bump" against your body.
- Do not reach into a trash container and remove trash with your hands.
- If you need to remove visible bulky items near the top of the trash, be certain that you can safely remove these items without touching any other trash or a possible sharp object.
- Never push down the trash with your hands. Use a small waste can to do this for you. After emptying a waste can, simply push down on the bottom of the can to compress the trash in your brute barrel.
- Never dispose of regulated hazardous chemicals or medical red bag trash unless you are both trained and authorized to do so. In most cases, you must not touch this trash.



Not all workplace hazards can be eliminated. ABM works at reducing your exposure to known and potential hazards by developing safer procedures and using safer products/equipment. However, there are still tasks which will require that you take extra precautions to protect yourself. **When a hazard cannot be eliminated or reduced, then Personal Protective Equipment is the last line of defense against the hazard.**



What are the hazards of your job and your work area?

What procedures and processes are used to keep you safe from these hazards?

What PPE are you required to use for your job? How do they protect you from these hazards?

It is important that you understand why PPE is required and how they can protect you. **ABM policy states that, if required, you must wear PPE to protect yourself from hazards in your workplace.** PPE may be as simple as safety glasses when dealing with flying debris or chemical splashes. Or it can be more complex like specialized breathing apparatus or fall protection equipment. Other forms of PPE can include hearing protection, foot protection, and total body protection. You need to be familiar with the type and use of all PPE required for your job.

KNOW YOUR PERSONAL PROTECTIVE EQUIPMENT



PPE should be supplied by your supervisor. However at times you may have to obtain your own PPE such as footwear and eyewear. Selecting the right PPE is serious business. The PPE you select should fit comfortably and be designed to protect you from specific hazard(s).

In order for your PPE to do its job, you have to wear it properly and consistently. You also have to take good care of it so it will work properly in a crisis. Before you use your PPE, remember to inspect it for any defects or damage. Remember to clean and store the equipment, or discard it according to the manufacturer's instructions.

Care of PPE can be relatively simple. Keeping a hardhat clean and free of damage and wear is not difficult. Or it can be quite complicated. Changing respirator cartridges requires knowledge and understanding of the hazard.

How do you maintain your safety equipment so it will continue to protect you?

Finally, if you have any questions about PPE, speak up. Talk to your supervisor.

If you are having problems with your PPE, if it is uncomfortable or does not fit properly, report it to your supervisor immediately. You may be exposing yourself to hazards unnecessarily.

KEY CONTROL PROGRAM

It is expensive to replace keys or re-key buildings when employees lose keys. \$1,000 TO \$1,000,000!

STEP 1

- Evaluate Current Key Security and Look for Needed Improvements
 - Grand Masters vs. Floor Masters
 - Who has key access?
 - Who is responsible?
 - Are keys kept in a locking key box?
 - Is there a daily key inventory process?
 - We need to consider or anticipate problems before they may happen!

STEP 2

- Develop a Written Key Control Program
 - Use our E-Z form
 - Carefully select employees
 - Make an inventory of keys
 - Make sure you have customer input
 - Follow-up and monitor program
 - Use Sign In/Sign Out sheet

Slips and falls make up a substantial portion of all workplace accidents, and ABM Janitorial Services is largely responsible for preventing these incidents from occurring to customers, tenants, employees and other building visitors. Slip and fall accidents usually occur when a hazardous floor condition was either not attended to promptly or not barricaded properly by the cleaners.



Effective barricades prevent people from entering the entire area where potential slipping hazards are present. Each ABM employee must make a reasonable effort to direct someone's movement away from an area where there is a known hazard. Barricading equipment and wet floor signs should not only announce a slip hazard, but should also effectively redirect traffic around the hazard.

Wet floor signs alone are not sufficient to keep people from crossing through a slip hazard area. A proper barricade setup should consist of floor signs, cones or panels along with caution tape, ropes, chains or bars blocking the path of traffic. Barricades are **mandatory** when hazardous floor conditions exist along with the possibility of pedestrian traffic.

WHEN TO USE BARRICADES

In addition to the slip and falls that typically occur when walking on wet floors, other potential **slip and fall hazards** include stepping off a wet carpet or lobby mat and onto a hard-surface floor and stepping out of an elevator, escalator, or stairway and onto a wet floor surface. It will be necessary to use a barricading system for the following scenarios:

- Floor maintenance such as damp mopping, auto scrubbing, and spray buffing.
- Floor restoration work such as stripping and waxing or resurfacing.
- Floor work in front of or on escalators, hallways, stairways, dock areas, or entrance and exit doorways.
- Floor work in front of or inside restrooms, elevators, or revolving doors.
- Weather related mopping or floor clean up.
- Carpet cleaning with scrubbing or extracting.
- Using water to clean outside areas with hoses or with pressure washer systems.

Remember to document floor finishing work by logging the date, start and end times, area serviced, type of floor product used, barricade system setup, and the name and signature of person in charge.

BASIC PRINCIPLES OF BARRICADING

- The underlying principle of effective barricading is to use the **proper** placement of the **necessary** signs and barriers to **redirect** pedestrian traffic around or away from a hazardous floor condition.
- People need a way to enter or exit an area, so always leave a **safe path** to follow outside of a barricaded area. Divide larger work areas (such as lobbies and public walkways) into smaller sections so pedestrian traffic won't be impeded.
- Do not block an entire area with a barricade **unless** there is no way (or need) for anyone to enter the barricaded area.
- If someone crosses your barricade system, stop what you are doing and politely assist them out of the barricaded area. Report the incident to your supervisor and **evaluate the setup** of your barricade system to see if it is proper.
- The drying time on floors is affected by how much water is applied, along with the temperature and humidity. Always verify that the floor is completely dry **before** removing your barricades or shifting them to the next section.

BARRICADING MYTHS

Some ABM employees believe that if they use wet floor signs alone (with no caution tape or other barrier equipment) that everyone will know to stay clear of the entire slip hazard area. **This is NOT true;** you can not assume this because:

- People will typically walk the shortest distance possible and this may include walking right around wet floor signs.
- With a caution sign alone, it is often difficult to see where the hazard exists (or where it begins and where it ends).
- Simply placing signs up that "announces" a hazardous condition does not legally constitute an acceptable barricade.

The purpose of barricades is to eliminate pedestrian traffic where hazards exist. Failure to set up effective barricades or removing them before the floor is completely dry may result in disciplinary action up to and including termination.

KEY CONTROL PLAN

1. For building/job/site: _____
2. Primary key custodian (ABM Janitorial Services): _____
3. When not in use, keys are kept secure in: _____
4. Duplicate or emergency keys may be obtained from: _____
Telephone # _____
5. Lost/stolen keys should be immediately reported to: _____
Telephone # _____
6. Is key inventory checked at end of shift? Y / N By whom: _____
7. Does building use floor masters or zone masters to minimize lost key problems? Explain: _____
8. Are locks capable of being re-pinned? _____
9. Are lock cylinders replaceable? _____
10. Are lanyards or retractable cords used to carry keys? Explain: _____
11. Other comments: _____

CUSTOMER NOTIFICATION

TO: ACME BUILDING, INC. ATTN: JOHN DOE
 Customer Name Customer Contact

Building Or Location: Acme Building – 123 Main Street

Area of Building or Floor: Entire building

During the course of our work on your premises, ABM Janitorial Services will occasionally observe a defect, hazard condition, or other irregularity that may affect building operations or safety. As part of our continuing service commitment, we would like to bring the following to your attention and request that you take appropriate action.

Condition Observed: Key control and security could be significantly improved by adopting a program using "floor masters" as opposed to "building masters". In addition, we recommend installation of a locking "key box" in the maintenance area with access restricted to your security chief and our senior supervisor.

Suggested Correction/Remedy (optional): Re-key using floor masters and install key control box (approximately \$100 – 24 key box)

(Check all that apply)

<input type="checkbox"/> Potentially unsafe condition	<input type="checkbox"/> Repair suggested	<input checked="" type="checkbox"/> Urgent action required
<input type="checkbox"/> Potentially unsafe activity	<input type="checkbox"/> Further investigation suggested	Security enhancement

Report Prepared By (ABM Janitorial Services) Mary Q. Manager Report Received By (Customer) John Doe

Report Date: _____ Sent Via: Mail Fax Hand Delivery

ABM Janitorial Services District Managers/Project Managers/Supervisors – Give original to customer's representative and retain a copy in the contract file. Notify your ABM Janitorial Services Regional Risk Management Director of any serious conditions.

ABM Janitorial Services is committed to assuring our customers, and their tenants, that their facilities will be kept secure at all times. All ABM employees have the responsibility to properly maintain the door keys assigned to them so that they do not get lost or stolen. In doing so, our ABM Key Control Policy requires that all employees and supervisory personnel must strictly follow the key handling and control guidelines outlined in this policy. Failure to do so will result in disciplinary action including possible termination.

DOOR KEY DISTRIBUTION

- Account supervisor or lead personnel must keep door keys locked in a secure key lock box at all times. Only trained and assigned ABM employees will have direct access to the key lock box. The key lock box must be securely mounted to a wall or locked inside a desk drawer or cabinet when not in use.
- Either the site manager or assigned assistant (key controller) will check out and distribute door keys to the cleaning staff. The ABM key controller should keep the door key inventories on file and match them against the full key lock box at the end of each shift after the employees have returned the assigned door keys. Key box inventories should include a mapping system so that all keys are maintained in a known location within the box.
- If the customer prefers to maintain control over the door keys, the building management or security office may retain possession of the keys when not in use. In this case, employees need to sign all keys in and out from the security guard or building management representative.

DOOR KEY CONTROL and MAINTENANCE

- Building master keys, along with any keys to interior doors, MUST NEVER leave the building. The only keys that may be taken away from the building are those by employees required to maintain a building entrance key. These must be kept on a secured key ring at all times. Once inside the building, employees should obtain other door keys and master keys via the key lock box system and never leave the building with all of the building's keys.
- Key rings must be soldered closed when possible or if required by the customer.
- The following list contains KEY HANDLING and CONTROL RULES that must be adhered to at all times.
 - Never take any key off a key ring.
 - If your account uses lanyards, all keys must be kept attached to the ABM lanyard at all times.
 - Key lanyards must be tied to a belt loop AND kept inside a secure pocket OR
 - Key lanyards must be pinned to a smock AND kept inside a secure pocket OR
 - Key lanyards must be kept around your neck, as long as you do not work near moving equipment.
 - Rubber band, wrist, key holders are not to be used at any time.
 - If lanyards are available, you must keep all keys on a key ring and keep the ring in a secure pocket.
 - Master keys will not be issued without a lanyard and only supervisors/leads can ever handle master keys.
- Key controllers, who distribute keys as a part of their normal responsibilities, must train and authorize other employees who substitute for them, when they are out sick or on vacation. This training must be documented and maintained in a file at all times. Review these policies before a scheduled vacation.
- Key boxes should never be kept open and unattended.
- If electronic key cards are assigned in the place of door keys, follow your account's building management policies and report any problems or losses to your supervisor immediately.

LOST DOOR KEY REPORTING POLICY

- To prevent loss, inspect the lanyards and key rings daily and have damaged lanyards or key rings replaced immediately by your supervisor.
- If you notice your keys are missing, immediately retrace your steps and try to locate them. If you can not locate them within 15 minutes, notify your supervisor promptly. A team search shall be conducted to locate the keys. If unsuccessful, area operations managers must be notified within the hour. Operations managers must report the loss to the district manager by the end of the shift so that the customer can be notified immediately. Risk Management must receive a written report of the loss with 12 hours.
- If the door key inventory check at the end of each shift shows that a key(s) is missing, the above mentioned search and report system must be followed immediately, even if overtime is necessary.
- If an ABM Janitorial Services key lanyard is lost, include a description of lost key(s) in your loss report so your account can be notified.

1. Purpose

It is essential that ABM Janitorial Services, Inc and its subsidiaries appropriately address decisions and behaviors that result in unsafe work practices or uncontrolled/uninformed exposure to hazards. Undesired and unsafe behaviors make corrective action necessary. The purpose of this corrective action guideline is to provide a consistent approach for addressing unsafe work behaviors and conditions that may result in serious injury to our employees. **This guideline applies to all ABM Janitorial Services subsidiary employees.** This policy is not intended to be used to punish an employee who has an injury and files a worker's compensation claim.

2. Responsibilities

2.1 Division Leadership, Regional Safety and Regional Human Resource Directors shall:
 Communicate this guideline to employees, supervisors and managers and enforce appropriate corrective action activities throughout the region.

2.2 Supervisors / Managers shall:

- a. Communicate, comply with, and enforce the Baseline Safety Procedures, Accident Prevention Rules, Division Safety and Health Policies, and regulatory requirements.
- b. Take responsibility for assuring adherence to safe work practices and shall have the authority to take corrective measures to ensure safe working practices and conditions in all work areas.

2.3 Employees shall:

- a. Read, understand and comply with the Baseline Safety Procedures, Accident Prevention Rules, Safety and Health Policies, and regulatory requirements. Direct any questions regarding these guidelines to the immediate supervisor or manager.
- b. Each employee has the ultimate responsibility for his or her own work behavior. However, the person charged with the direction of work (supervisor or project manager) is responsible for informing subordinates on safety matters and initiating corrective action when non-conformance with safety rules, procedures, guidelines, etc., occurs.

3. General

3.1 Use the guidelines established in this document to determine corrective action when an employee is determined to be in violation of safety rules, procedures, policies, etc. Document any corrective action taken in accordance with company policy. Local management, with the support of the appropriate Human Resources representative, will determine what appropriate corrective action to initiate.

3.2 Safety violations have been divided into two categories. Category 1 violations consist of behaviors or violations of "baseline" safety rules and practices. Category 2 violations consist of safety violations are considered acts of gross misconduct which cause hazardous conditions that may result in serious injury or death.

4. Corrective Action for Safety Violations

Violations of this policy will result in progressive disciplinary measures based upon the circumstances of the event and any active disciplinary documentation on file for employees involved. Before any formal corrective action can take place, there must be documented evidence that the employee has been properly trained. Without proper documentation of training, corrective action for most first minor offenses should result in an informal verbal warning.

Any employee permitting a known hazard to remain unresolved which could potentially cause serious injury to another person, or who intentionally "covers up" a hazardous condition or incident will receive a formal written warning and may be subject to disciplinary action up to and including discharge depending on the facts of the incident.

To All Employees:

All ABM employees are required, at minimum, to abide by these Baseline Safety Procedures to ensure compliance with our safety program. Although there are many things that require safety precautions and attention, the following practices and conditions are being singled out as items for which strict compliance and full conformity are required in order to create a safe working environment for all employees. Every employee is accountable for compliance with the following Baseline Safety Procedures and failure to do so will result in the disciplinary action as outlined.

CATEGORY 1 – Common Practices Baseline Safety Procedures

- Proper Footwear** – must be worn at all times. You need to wear specially designed work shoes or gym shoes with good slip resistant soles. No open toed shoes, sandals, flip-flops, slippers, etc. are allowed.
- Eye Goggles** – are mandatory when the possibility exists of overexposure to a cleaning chemical that may result in serious or permanent eye damage.
- Trashing with Brute Barrels** – requires tipping the barrel on its side and sliding the trash bag out when emptying. You are not allowed to lift the trash bag straight up and out of the barrel.
- Barricades** – must be utilized when performing any floor work that results in a slippery and hazardous floor condition. Also, you must always post caution signs at all entrances during wet weather conditions.
- No Standing Allowed** – on bathroom fixtures, countertops, furniture, chairs, tables, boxes, etc. to reach and clean or dust areas.

FAILURE TO COMPLY

- Category 1 Infractions** – will result in progressive disciplinary action.

CATEGORY 2 – Hazardous Conditions Baseline Safety Procedures

- Modifying or Bypassing Safety Equipment** – is not acceptable. Examples would include removing or altering a safety guard device on a trash compactor, willful disregard of barricade policy, unauthorized entrance into confined space or unauthorized removal of lock-out, tag-out device, or removing ground plugs from electrical cords. Never use a piece of equipment that has been pulled from service because of a mechanical problem or is broken.
- Working with Live Electricity** – is strictly prohibited without first completing the appropriate training and receiving written permission from both the ABM Branch Manager and the Regional Safety Director.
- Working on an Aerial Lift** – is not allowed without first receiving Platform Lift Safety Training.
- Mixing Two or More Chemicals** – together (other than diluting with water) is unacceptable as it could create a dangerous and poisonous gas that may be toxic or even lethal.
- No Horse Play** – or improper use of any motorized vehicle or equipment will be tolerated.

FAILURE TO COMPLY

- Category 2 Infractions** – will result in progressive discipline up to and including suspension and/or termination pending an investigation.

Signature _____ Date _____

Printed Name _____

WHAT ARE BLOODBORNE PATHOGENS

Bloodborne pathogens are microorganisms such as viruses or bacteria that are carried in blood and can cause disease in people. There are many different bloodborne diseases, but Hepatitis B (HBV) and the Human Immunodeficiency Virus (HIV) are the two most common. Hepatitis B is a chronic liver disease and those infected with HIV can develop AIDS. Bloodborne diseases can result from direct contact with human blood or other bodily fluids, but they are not airborne (meaning that they can not be breathed in with air).



WHY ARE THEY HAZARDOUS AND HOW CAN YOU BE EXPOSED

While performing certain job tasks, bloodborne diseases may accidentally be absorbed into your body and they can make you very sick (or could even be deadly). Therefore, it is critical that if you have the possibility of exposure to blood or other bodily fluids, that you take the correct precautions to prevent becoming infected. **Exposure to bloodborne pathogens** can result when performing potentially hazardous janitorial services, such as when the following occur:

- Touching contaminated blood directly or blood present in human waste, saliva or vomit with hands and then touching mouth, eyes, nose, skin sores, etc;
- Contact on broken or damaged skin (most likely hands) with contaminated blood or other bodily fluids.
- A mishap with a bloodborne contaminated device that can pierce the skin, such as needles, broken glass, knives, scissors, or other sharp objects.
- Splash or splatter of a bloodborne contaminate onto mouth, eyes, nose, cuts and abrasions, skins sore or acne.

SAFE WORK PRACTICES AND ENGINEERED CONTROLS

"**Universal Precautions**" is the term used to describe a prevention strategy in which all blood and potentially infectious materials are treated as if they are, in fact, infectious. Most times you will not know if something is contaminated, so act as if it is to be safe. Do not panic if you need to cleanup a bloodborne mess, just concentrate and do the job safely. Getting infected with a bloodborne disease is not common and is difficult to do (especially if you use proper care).

Always place a barrier between you and any moist or wet substance originating from another person by wearing the proper Personal Protective Equipment (PPE). Never reach into trash bags or use your hands to compress trash, you may inadvertently get exposed to a disease or get stuck with an infected sharp object. Also, always carry trash bags away from your body while holding the top knot to prevent accidental getting stuck by a contaminated sharp.

HOW TO HANDLE BLOOD AND BODILY FLUIDS SAFELY

It is our business to keep buildings clean, and although not common, this may include cleaning human waste, vomit or blood. **Do not touch** a blood or other bodily fluid mess if you are not sure on how to properly clean it. Your supervisor can advise you on how to safely do this job. You may be required to utilize a **Blood and Bodily Fluid Clean-up Kit**, which will contain all of the necessary PPE and tools to properly clean possibly infectious blood or other bodily fluids.

Hand protection is important when cleaning these messes. Disposable latex gloves **must** be worn when working in a contaminated area. Gloves must be removed and disposed of before eating, drinking, opening doors or touching other non-affected areas. Do not reuse these gloves. Wash hands thoroughly after cleaning is complete and you have removed the gloves. Use other protection, if necessary, that is included in the clean-up kit (eye shield, face mask, booties, etc.).

DISPOSAL

All materials used in a Blood and Bodily Fluid Clean-up Kit must be disposed of in a leak proof bag (supplied in the kit) and carefully disposed of in the trash. Make sure that this bag is tied securely and is not damaged, torn, or punctured (double bag if necessary). Any clean-up equipment that is to be used again must be decontaminated prior to reuse. If this is not possible or if you are not certain of decontamination procedures, then properly dispose of these items as well.

When you need to cleanup a bloodborne spill, make sure that you do the job properly and safely. If necessary, contact your supervisor for assistance.

Stop the spread of germs that make you and others sick!

Cover your Cough

Cover your mouth and nose with a tissue when you cough or sneeze or cough or sneeze into your upper sleeve, not your hands.

Put your used tissue in the waste basket.

You may be asked to put on a surgical mask to protect others.

Wash hands with soap and warm water for 20 seconds, or clean with alcohol-based hand cleaner.

Clean your Hands

after coughing or sneezing.



Chemicals are an extremely common part of our workplaces, yet they pose all kinds of hazards to safety and health.

This is why it is essential that you become as knowledgeable as possible about the chemicals you deal with in the workplace, their hazards and how to handle them.



Hazardous chemicals, whether they come in the form of liquids, particles or gases, can harm you in many ways. They can burn your skin or cause blindness. They can poison you, make you sick and even give you cancer. They can cause spills, vapor releases, fires and explosions. But their hazards can be minimized through knowledge and safe practices.

KNOWLEDGE

The first step to preventing chemical hazards is to read the label and **Material Safety Data Sheet (MSDS)** which are provided by product manufacturers. It should give the user vital information about the hazardous chemical and how to work with it safely.



This is some of the information you will find on an MSDS: Hazard symbols, dangerous ingredients, unique chemical characteristics and physical hazards such as explosive limits, and health hazards such as the potential for causing cancer.

The MSDS will also tell you about the right Personal Protective Equipment (PPE) to wear when working with hazardous chemicals, such as body, hand and eye protection and possibly respirators. You should also be able to find out on the MSDS what to do in the case of a chemical emergency or what kind of first aid treatment is required. The manufacturer's address and phone number is also included for inquiries.

If you have trouble understanding the MSDS, ask your supervisor to go over it with you.

Find out if you are exposed to hazardous chemicals beyond acceptable safe exposure limits. Has your workplace been tested? Often, the degree of harm caused by a hazardous chemical is in direct proportion to the length and concentration of the exposure. This should indicate the protection and precautions you want to consider when around that particular chemical.

SAFE PRACTICES

On a personal level, it is important to **wash your hands** before and after you smoke, eat or drink so you don't transfer chemicals into your mouth from your hands. When you have been using chemicals, wash your hands before using the toilet too. The second you or someone else comes in contact with a chemical, wash immediately with soap and water - never use solvents. If the chemical contacts skin or eyes, use an eyewash station or safety shower if available, and flush with water for at least 15 minutes. Get medical help immediately.



The work area must also be kept organized and clean at all times to help prevent chemical hazards. Chemicals should be correctly labeled and stored in proper containers in a safe, out-of-the-way place. Chemicals that are spilled should be immediately cleaned up and properly disposed.

Besides knowing how to properly handle hazardous chemicals and wearing the right PPE, it is vital for you to **know how to handle chemical hazards** - both those that happen to you and those that happen around you. Learn all the first aid procedures for chemical exposure. Know who to call for help in such emergencies. Become familiar with the proper emergency procedures to follow in the case of a chemical fire, explosion, spill or gas leak.

Be aware of chemicals around you, understand how to handle them, and know how to respond to chemical exposure.

Cold vs. Flu

Know the Difference

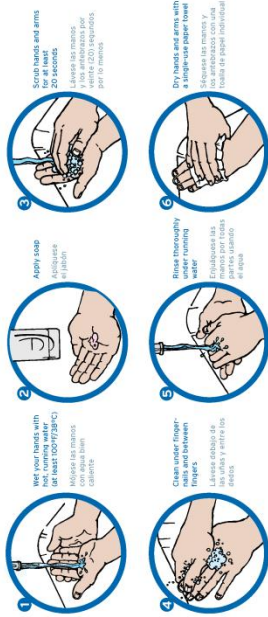
Symptoms	Cold	Flu
Fever	Rare	Usual - can be 100 to 102° or higher, lasting 3-4 days
Chills	Uncommon	Common
Muscle Aches and Pains	Uncommon or mild	Common - can be severe
Headache	Uncommon	Common - can come on suddenly and be severe
Feeling Tired and Weak	Sometimes - usually mild; you don't feel tired.	Common - can be moderate to severe; can last for 2-3 weeks. You can feel extreme tiredness that occurs suddenly
Coughing	Common - mild to moderate hacking	Common - can become severe and last for several weeks
Sneezing	Common	Sometimes
Stuffy Nose	Common	Sometimes
Sore Throat	Common	Sometimes
Chest Discomfort	Sometimes - can be mild to moderate	Common - can be severe

How you can help prevent the spread of colds or flu



- ▶ **KEEP YOUR HANDS CLEAN** - Wash with soap and water or use alcohol-based hand rubs.
- ▶ **COVER COUGHS AND SNEEZES** and dispose of used tissues promptly.
- ▶ **KEEP SURFACES CLEAN** - Make sure to clean all surfaces touched by you and others often, such as countertops, faucets, computer keyboard & mouse, light switches, TV remotes, phones, and handles on doors and cabinets.
- ▶ **STAY HOME WHEN SICK**
- ▶ **GET VACCINATED FOR FLU**
Getting a flu shot or the nasal spray every year is the best way to protect yourself from getting seasonal flu.

PROPER HAND WASHING PROCEDURES PROCEDIMIENTOS DE LAVADO DE MANOS



ECOLAB
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PROPER SANITIZING PROCEDURES PROCEDIMIENTOS DE SANEAMIENTO



Rob until dry, DO NOT RINSE.
Seal (rub until) seco que se seque por el ECOLAB.

Rub hands together, paying special attention to the surface area of the hand, the fingers, and around nails.
Frote el saneador cubriendo la superficie entera de las manos, superior e inferior de las manos, área entre los dedos y alrededor de las uñas.

For use between hand washings, if your hands are visibly dirty, or if you have handled food, be sure to wash your hands with soap and water.
Para usarse entre lavados de manos, si las manos están visiblemente sucias o si ha tocado la comida, lávese las manos con jabón y agua.



ECOLAB
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Influenza Pandemic Contingency Plan & Service Protocol

PERSONAL PROTECTION FROM THE INFLUENZA VIRUS

The possibility of local or national influenza epidemic is a concern to all of us. While individuals cannot completely limit their exposure to the viruses that cause various types of influenza, there are things that can be done to reduce the likelihood of becoming infected. The following information is intended to help increase personal awareness and decrease the possibility of becoming exposed to the virus that causes influenza or other Type A influenzas. Additionally, it will help prevent exposing others should someone become ill.

Spreading the Flu Virus

Influenza viruses are spread when a person who has the flu coughs, sneezes, or speaks and spreads virus into the air, and other people inhale the virus. When these viruses enter the nose, throat, or lungs of a person, they begin to multiply, causing symptoms of the flu.

The viruses can also be spread when a person touches a surface with flu viruses on it (for example, a door handle) and then touches his or her nose, mouth or eyes.

A person who is sick with the flu can spread the virus (i.e., is contagious) from 1 day before developing symptoms to up to 7 days after getting sick. Children can be contagious for longer than 7 days. An individual recovering from influenza may remain contagious even while claiming to feel better.

Preventing Exposure to Flu Virus

Employees can prevent exposure to the flu by being vaccinated each Fall, but there are other common-sense ways to protect against the flu:

- Avoid close contact:** Avoid close contact with people who are sick. Employees who feel ill should keep their distance from others to protect them from getting sick too.
- Wash hands:** The best way to kill flu viruses on one's person is by cleaning hands several times a day for at least 20 seconds with either soap or hand sanitizers. Washing hands often protects the individual from the flu virus and other germs.
- Cover the mouth and nose when coughing or sneezing:** Covering the mouth and nose with a tissue when coughing or sneezing is not only courteous, it is expected. This practice will help prevent those in the vicinity from getting sick.
- Avoid touching the eyes, nose or mouth:** The flu is often spread when a person touches something that is contaminated with the virus and then touches his or her eyes, nose, or mouth.
- Stay home to prevent exposure to others:** If possible, individuals with flu-like symptoms should stay home from work and not run errands in public. This will help prevent others from catching others' illnesses.

These seemingly insignificant prevention measures can make a significant difference, particularly when employees in a work area follow them consistently.



Safety Reference Guide

You are an important part of the ABM team. ABM needs you to be committed to working safely and to promoting a safe work environment with your coworkers and the general public.

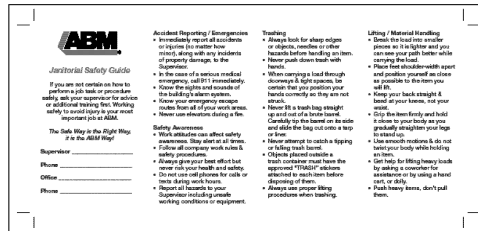
We face safety challenges every day. It may be tempting to do what is fastest and easiest. Considering these challenges you face on the job, we are dependent on you to do your job safely.

ABM Janitorial Services wants to reinforce the importance of safety in the minds of all employees through the use of the new ABM Janitorial Safety Guide.

The guidelines covered in this pamphlet have three primary goals:

- Promote the safety and health of every ABM employee;
- Strengthen our understanding of the common and basic skills needed to perform our work safely;
- Reinforce in each of our minds that each employee has the responsibility to work safely and to be aware of and avoid the hazards that may be present in the workplace.

As a valued ABM employee, we ask that you keep this pocket guide with you while at your job. Your supervisor may refer to this during training moments. We invite you to refer to it often and ask questions as needed.



You must remember that if you are ever unsure about a procedure or situation, you should ask your supervisor for help before doing the job. Working safely to avoid injury is your most important job at ABM. Your safety and job performance, and that of your coworkers depends on it!

The Safe Way is the Right Way, it is the ABM Way!

Safety Reference Guide Intro Memo - English