



ABBCO

Service Corporation

Providing Commercial Cleaning and Facility Services Since 1955

www.abbcoserv.com

RFP 953-1

Board of Trustees
Greenville Public School
District 412 S. Main Street
Greenville, MS 38701

I, we, propose to furnish the services listed according to your specifications. These prices are guaranteed for a period of two years.

ABBCO Service Corporation

Company Name

Scott Graf

Printed Name of Company Representative



Signature of Company Representative

2125 Gravois

Address

St. Louis, MO 63104

City, State, Zip

314-571-6354

Telephone Number

sgraf@abbcoserv.com

Contact Email

ap@abbcoserv.com

Accounts Payable Email

ABBCO SERVICE CORPORATION
"providing a clean, safe and healthy work environment"



Service Corporation

**TOTAL
MAINTENANCE
CONTRACTOR**

*Janitorial
Carpet Cleaning
Floor Sealing
Floor Waxing
Pressure Washing*

May 21, 2019

Dr. Janice Page
Greenville School District
412 S. Main St.
Greenville, MS

Dear Dr. Page:

Thank you for this opportunity to submit a proposal for the cleaning, maintenance and grounds maintenance of your district. As you know, ABBCO Service Corporation has been serving the Midwest and Midsouth for over 64 years with contract cleaning and many other environmental services. Presently, ABBCO Service Corporation is providing cleaning and maintenance for over 30 million square feet each day.

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

As you can see by our **Capabilities Sheet**, ABBCO is virtually a one-stop, **Total Environmental Service Contractor**. This is due in part to the requests of our clients over these 64 years and attests to the fact that when they speak, we listen to their needs.

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



Corporate Headquarters: 2125 Gravois Avenue, St. Louis, MO 63104
314-771-3221 • FAX 314-771-4477 • 1-800-246-3221



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

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

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

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

Respectfully submitted,

A handwritten signature in black ink, appearing to read "Scott Graf", written in a cursive style.

Mr. Scott Graf
Director of Operations

TABLE OF CONTENTS

	TAB
EXECUTIVE SUMMARY	1
Experience	
Management /Supervisory Plan	
Operational plan	
FINANCIAL STABILITY	2
COI	
CIMS CERTIFICATE	3
Green Cleaning	
TRAINING PROGRAM	4
QUALITY CONTROL	5
EQUIPMENT PLAN	6
TRANSITION PLAN	7
REFERENCES	8
PRICING SHEET	9

TAB 1

ABBCO SERVICE CORPORATION'S EXECUTIVE SUMMARY Greenville School District

EXECUTIVE OVERVIEW

ABBCO Service Corporation is a family owned business with third generation management. Our home office is located in St. Louis, Missouri. We currently provide custodial services in 12 states throughout the Midwest and South. We have developed a complete understanding of K-12 schools and college/university requirements. Our proactive management approach gives ABBCO the flexibility and responsiveness to anticipate each customer's changing requirements. ABBCO is diverse in its customer base, schools, universities, multi tenant buildings, owner occupied office buildings, industrial / manufacturing plants, financial institutions and medical facilities. Each business sector provides its own unique challenges. ABBCO relies on the 64 years of experience in all environments to provide a proactive approach to managing your ever changing needs. *Since our founding in 1955, ABBCO has continued to provide a clean, safe and healthy work environment.*

WHY CHOOSE ABBCO AS YOUR PROVIDER?

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

Chairmen of the Board	Robert Pieske	51 years	(owner)
President	John Pieske	23 years	(owner)
Director of Operations	Scott Graf	15 years	

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

Ron Spoth, the Vice President of Operations, is a Registered Building Service Manager through the BSCAI.

John Pieske, CFO of ABBCO Service Corporation is on the Board of Directors for "*The Association of Contract Cleaners*"

ABBCO Service Corporation was a Charter Member of the BSCAI in 1965 and we are still active today. Robert Pieske has served on the Executive Committee of the BSCAI. We are also members of the BOMA, Building Owners and Managers Association.

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

The ongoing training and an unmatched quality control program assure that the service promised is the service delivered. The staff chosen to maintain your buildings will be thoroughly screened prior to being assigned to your buildings.

Our educational customers tell us that our staff fits in very well and are a welcome addition to their school "family".

When you partner with ABBCO, you receive trained staff to cover all your needs.

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

ABBCO's mission statement is to provide a clean, safe and healthy work environment. Therefore, all employees receive Safety Training before going to the job site. We feature a new safety topic in each of our monthly newsletters. All employees review a new safety topic at the facility in monthly toolbox meeting.

General Information Regarding Management, Staffing, & Project Implementation

ABBCO Service Corporation will manage Greenville School District with a dedicated Director of Facilities and a Custodial and Grounds Manager. Our on-site management will be responsible for the entire project. The managers will have no other responsibilities within the ABBCO organization except for providing the best level of service to the Greenville School District. The managers will have direct contact with Greenville School District administrative staff on a day to day basis. They are responsible for the quality of the service we provide and the administration of our services. Our manager will be outfitted with an I -Phone for instant feedback and response to the needs of the district. ABBCO would retain all **current employees**. ABBCO will be providing New Tennant T300 ECH20 Orbital Scrubbers to all of the schools along with Providing 3 Vehicles for the management team and maintenance department.

Management Staffing Levels & Responsibilities to the District

The following staff will have responsibilities to ensure a proactive management approach to the service of the district.

Mississippi Regional Manager: Jennifer King
Division VP: Jeff Pruitt
Director of Operations: Scott Graf
Corporate Trainer: Mike Harper

Our regional manager is required to visit the district once every 14 days to assist the managers with any needs they have and to help with quality control. At the corporate level we will have our Division VP visit the facilities to do inspections at least once per month. We would like to have quarterly meetings with the district to review performance, staffing, upcoming needs, and brain storming on possible efficiencies for the district.

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

Custodial Staff Cleaning Method

The custodial staff will use an area complete cleaning method. Each custodian will be assigned a specific area to clean. The district will have custodians that will be trained on restroom and locker room sanitization and cleaning who will be responsible for the restrooms and locker rooms. Custodians are trained on each specific area that they will be responsible for. The training system used by ABBCO is provided for you review in the proposal packet.



Green Cleaning can be used at Greenville School District. Our staff has been trained on the latest methods used to provide a green cleaned building. ABBCO has partnered with ECOLAB and CPI to provide the green seal chemicals and green certified equipment to clean our Green Buildings.



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

Summer Cleaning Scheduling

The management team establishes a cleaning schedule during the summer that meets the needs of each school. We at ABBCO realize that summertime can be a very busy time for the schools even though school is not in session. We schedule around summer school, camps, summer activities and any other facility usage during the summer. The ABBCO management staff coordinates our schedule with the districts representative to ensure a smooth summer cleanup.

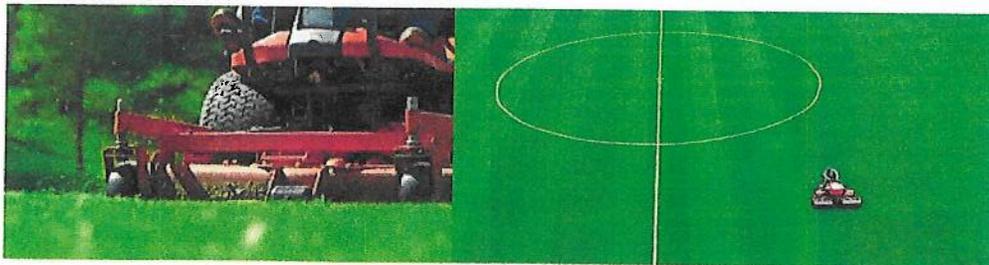
ABBBCO Service Corporation

Grounds

- ABBBCO Service Corporation has a extensive experience servicing grounds maintenance needs for many customers including 200 locations in Kansas for AT&T
- Equipment to get the job done and have your facilities looking well maintained throughout the year.
- Scheduling and Grounds work order management
- Our goal is to have your community talk about how nice your facilities look from the outside.

Available Services

- Grass Mowing
- Tree Trimming
- Mulching
- Snow Removal
- Trimming
- Field Maintenance
- Fertilization
- Shrub Trimming
- Weed Control
- Bed Maintenance



ABBBCO Service Corporation

Maintenance

- ABBBCO Service Corporation has a Corporate Maintenance Manager who supports our maintenance and project managers .
- Experience with numerous maintenance programs that are utilized by school districts.
- PM Scheduling and Maintenance work order management
- Flexible Standard Maintenance Scope for School Districts which can be customized to the School Districts needs.

Available Services

- HVAC Electrical Plumbing
- Painting General Construction Grounds Maintenance



Personnel

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

Hiring Process

Our hiring process starts with an extensive screening process. Only a select few that make it through our six step screening process. Our screening process starts when we first meet a potential candidate. Our human resources team looks for applicants that can converse well in English, do not have offensive tattoos, are not evasive or showing signs of aggressiveness. We seek only employees that your staff will feel comfortable around.

We then confirm their work history by contacting past employers to check the accuracy of dates of employment, lapses in employment or an indication that the applicant left under adverse circumstances. This is also a good way for us to check the honesty of an applicant, and gain some insight before going ahead with an interview.

Once passing the reference check stage the employee is interviewed. The interview goes far beyond asking simple questions. We dig deep to see if the applicant is a good fit for our team. The Human Resources recruiters are seasoned professionals, and are able to identify what types of people are the best fit for our team.

If the applicant passes the interview stage they must pass a background check that is applicable to the position they are being hired for, as well as E-Verify. This assures 100% that the person hired is who he/she says they are and that he/she has not been convicted of a crime that would exclude this person from employment with ABBCO.

At ABBCO finding the best employees is something that we take very seriously. We have found that spending the extra time to find great employees is critical to the success of our relationship with our customers. Starting with outstanding employees is a huge benefit to all parties.

Substance Abuse Policy

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

Orientation/Training

The training that ABBCO employees receive is second to none. The new employees are instructed on the techniques that have made ABBCO so successful. The initial orientation is held in a classroom setting where new employees are taught how they should conduct themselves around our customers and students, as well as product usage, safety, policies and procedures.



Some topics covered in orientation include: company history & mission, timekeeping, pay information & absences/time off, referral bonus program, continuous improvement reviews & annual performance reviews, termination of employment, anti-discrimination & harassment prohibition policy, dress/appearance, cellular phone policy, safety policies, MSDS information, reporting work related injuries/illnesses, substance abuse policy, security policies, insurance and time off benefits.

Depending on the location the employee is to be working they may be given asbestos awareness training, boundaries in schools training, security training, or further safety training. Some of the training information for these classes are included in the following pages.

All new employees are then given three days of on site, hands on training. After the initial three days of hands on training the manager will step back, while still stopping in often to make sure the new member is comfortable with the experience, and that he/she is meeting ABBCO's standards. Once the team member has fully taken charge of their new job he/she will be put on a more routine contact basis, where the focus of visits becomes checking cleanliness, and motivation. Routine performance checks are further explained in the section on quality.

Uniforms

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

Compensation

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

Motivation

Motivation is one of the key components that ABBCO employees enjoy. Our managers spend much of their time getting to know their employees. This helps make our team members enjoy working with the manger. The motivation that ABBCO team members receive helps to boost their confidence, and to instill pride in a job well done. This means team members with more drive, which translates into great cleaning, and happy custodians at your campus.

Equipment

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

ABBCO's Staffing Plan for Greenville School District

These are only the ABBCO Employees not District Employees to be managed by ABBCO

Title	Hours	Shift
Contract Manager	8	Varies Depending on Need
Custodial & Grounds Manager	8	Varies Depending on Need
HVAC Tech	8	Based on Current Hours
Plumbing Tech	8	Based on Current Hours
Plumbing Tech	8	Based on Current Hours
Warehouse Employee	8	Based on Current Hours
Mechanic	8	Based on Current Hours
Groundskeeper	8	Based on Current Hours
Groundskeeper	8	Based on Current Hours
Groundskeeper	8	Based on Current Hours
Groundskeeper	8	Based on Current Hours
Groundskeeper	8	Based on Current Hours
Groundskeeper	8	Based on Current Hours
Full Time Fill - in Days	8	Varies Depending on Need
Full Time Fill-in Nights	8	Varies Depending on Need

Akin

Title	Hours	Shift
Custodian	8	Based on Current Hours
Custodian	8	Based on Current Hours
Total Daily Hours	16	

Armstrong

Title	Hours	Shift
Custodian	8	Based on Current Hours
Custodian	8	Based on Current Hours
Total Daily Hours	16	

Boyd

Title	Hours	Shift
Custodian	8	Based on Current Hours
Custodian	8	Based on Current Hours
Total Daily Hours	16	

Coleman

Title	Hours	Shift
Lead Custodian	8	Based on Current Hours
Custodian	8	Based on Current Hours
Custodian	8	Based on Current Hours
Custodian	8	Based on Current Hours
Custodian	8	Based on Current Hours
Total Daily Hours	40	

GHS

Title	Hours	Shift
Lead Custodian	8	Based on Current Hours
Custodian	8	Based on Current Hours
Custodian	8	Based on Current Hours
Custodian	8	Based on Current Hours
Custodian	8	Based on Current Hours
Custodian	8	Based on Current Hours
Custodian	8	Based on Current Hours
Total Daily Hours	56	

Manning

Title	Hours	Shift
Custodian	8	Based on Current Hours
Custodian	8	Based on Current Hours
Total Daily Hours	16	

McBride

Title	Hours	Shift
Custodian	8	Based on Current Hours
Custodian	8	Based on Current Hours
Total Daily Hours	16	

Stern

Title	Hours	Shift
Custodian	8	Based on Current Hours
Total Daily Hours	8	

Triggs

Title	Hours	Shift
Custodian	8	Based on Current Hours
Custodian	8	Based on Current Hours
Total Daily Hours	16	

Webb

Title	Hours	Shift
Custodian	8	Based on Current Hours
Custodian	8	Based on Current Hours
Total Daily Hours	16	

Weddington

Title	Hours	Shift
Custodian	8	Based on Current Hours
Custodian	8	Based on Current Hours
Total Daily Hours	16	

Weston

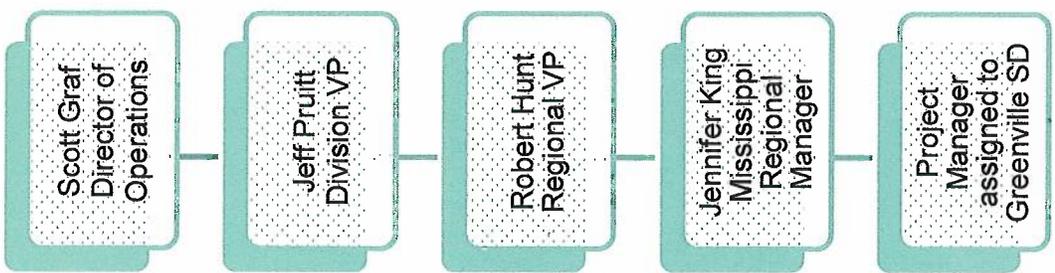
Title	Hours	Shift
Lead Custodian	8	Based on Current Hours
Custodian	8	Based on Current Hours
Custodian	8	Based on Current Hours
Custodian	8	Based on Current Hours
Custodian	8	Based on Current Hours
Total Daily Hours	40	

Vo Tech

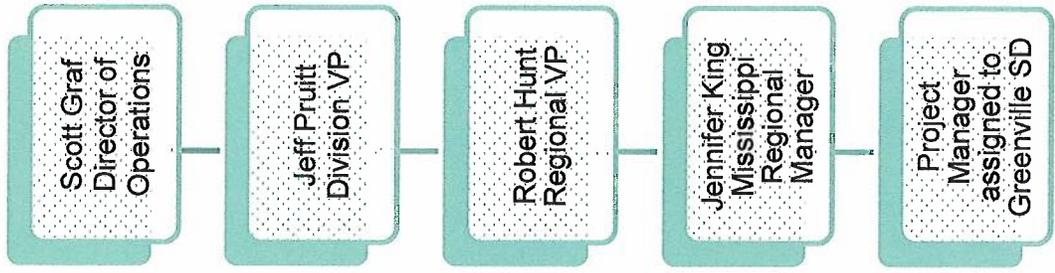
Title	Hours	Shift
Custodian	8	Based on Current Hours
Custodian	8	Based on Current Hours
Total Daily Hours	16	

Custodial Employees	36
Maintenance Employees	5
Grounds Employees	5
Project Manager	1
Grounds & Maintenance Manager	2
Total FTE's Includes Mgt.	30
Total PTE's Includes Superv.	15

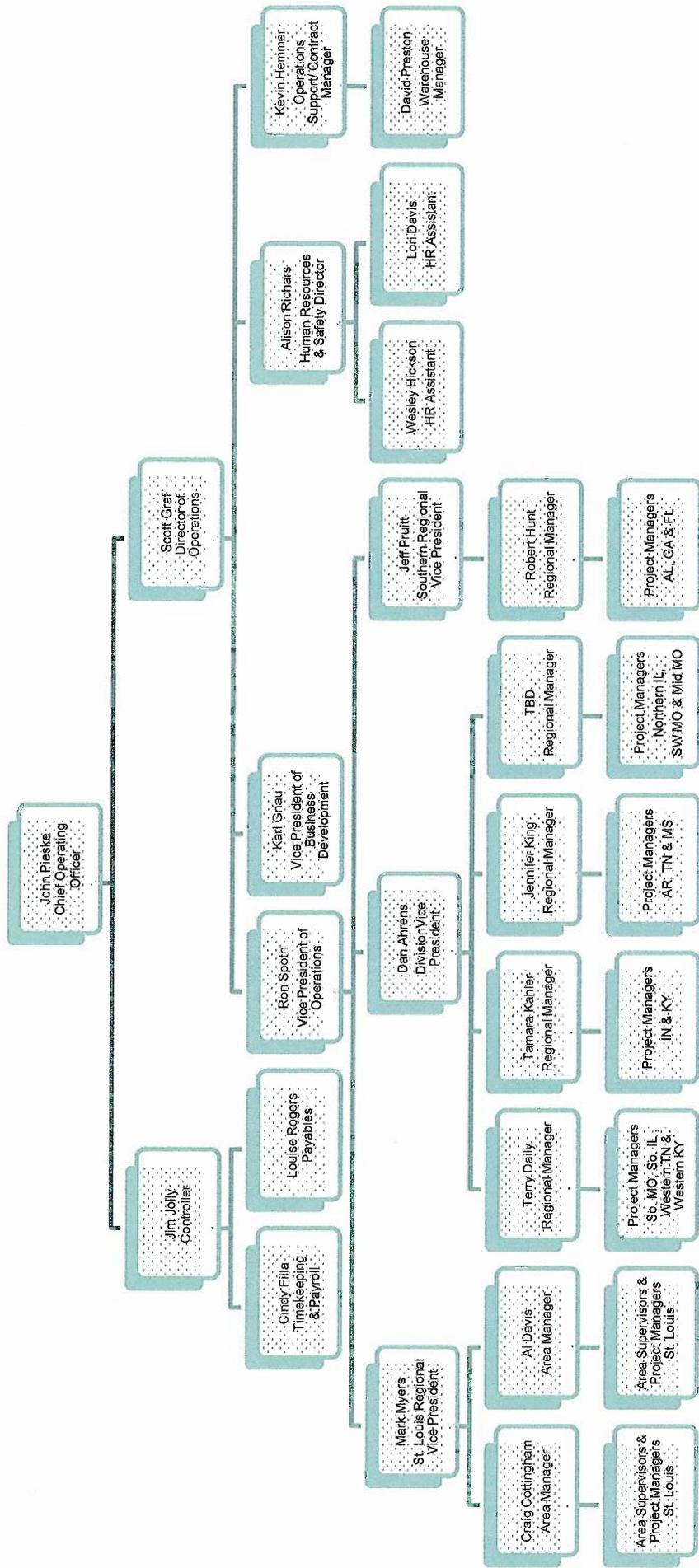
ABBCO Service Corporation's Organizational Chart for Greenville School District



ABBCO Service Corporation's Organizational Chart for Greenville School District



Company Organizational Chart



TAB 2

ABBCO Service Corporation

Format Description: Profit & Loss (Corporate)

Comparative Income Statement

Date Range: 12/01/18 To 12/31/18

01/28/19 4:00:55 PM Page 4 of 4

	Current Period Amount 12/01/18 To 12/31/18	Cur-Pd Ratio	Year-To-Date Amount 01/01/18 To 12/31/18	Y-T-D Ratio	Same-Pd-Lst-Yr Amount 12/01/17 To 12/31/17	Pd-LYR Ratio	Y-T-D-Last Yr Amount 01/01/17 To 12/31/17	YTD-LY Ratio
Interest Expense	755	0.06%	7,420	0.04%	771	0.06%	5,940	0.03%
Disposal Of Fixed Assets	113	0.01%	(19,316)	(0.12%)	(954)	(0.07%)	(10,954)	(0.06%)
Income Tax Expense	0	0.00%	0	0.00%	6,847	0.50%	6,847	0.04%
Total Other Expenses	868	0.07%	(11,896)	(0.07%)	6,664	0.48%	1,833	0.01%
Net Profit (Loss)	(98,104)	(7.53%)	810,910	4.89%	(289,327)	(20.98%)	1,139,667	6.69%
Extraordinary Loss								
Bad Debt - Write Off	0	0.00%	0	0.00%	0	0.00%	3	0.00%
Net Profit (loss) After Write Offs	(98,104)	(7.53%)	810,910	4.89%	(289,327)	(20.98%)	1,139,664	6.69%

Company Totals



ABBCSER-02

ADREYER

CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)
5/20/2019

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

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

PRODUCER Bowersox Insurance Agency Company 4600 Executive Centre Parkway Suite D Saint Peters, MO 63376	CONTACT NAME: PHONE (A/C, No, Ext): (314) 832-8010 FAX (A/C, No): (636) 477-0600		
	E-MAIL ADDRESS:		
INSURED Abbc Service Corporation 2125 Gravois St. Louis, MO 63104	INSURER(S) AFFORDING COVERAGE		NAIC #
	INSURER A : Cincinnati Insurance Co.		10677
	INSURER B : Argonaut Insurance Co.		19801
	INSURER C :		
	INSURER D :		
	INSURER E :		
INSURER F :			

COVERAGES CERTIFICATE NUMBER: REVISION NUMBER:

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

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC OTHER:			CPP1086904	12/31/2018	12/31/2019	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 300,000 MED EXP (Any one person) \$ 10,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 2,000,000 PRODUCTS - COMP/OP AGG \$ 2,000,000 \$
A	<input checked="" type="checkbox"/> AUTOMOBILE LIABILITY <input type="checkbox"/> ANY AUTO OWNED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> HIRED AUTOS ONLY <input type="checkbox"/> NON-OWNED AUTOS ONLY			CPA1086904	12/31/2018	12/31/2019	COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ \$
A	<input checked="" type="checkbox"/> UMBRELLA LIAB <input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE DED RETENTION \$			EPP 0469782	12/31/2018	12/31/2019	EACH OCCURRENCE \$ 5,000,000 AGGREGATE \$ 5,000,000 \$
B	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) <input type="checkbox"/> Y/N If yes, describe under DESCRIPTION OF OPERATIONS below		N/A	WC-92-837-8401644	4/1/2019	4/1/2020	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTH-ER E.L. EACH ACCIDENT \$ 1,000,000 E.L. DISEASE - EA EMPLOYEE \$ 1,000,000 E.L. DISEASE - POLICY LIMIT \$ 1,000,000
A	Crime (Includes Burg			EPP 0469782	12/31/2018	12/31/2019	Empl Dishonesty \$ 200,000
A	Equipment Floater			EPP 0469782	12/31/2018	12/31/2019	Lease/Rent \$ 25,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

CERTIFICATE HOLDER Greenville School District 412 South Main St. Greenville, MS 38701	CANCELLATION SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS. AUTHORIZED REPRESENTATIVE <i>Douglas S. Clift</i>
---	---

TAB 3



Having undergone a comprehensive assessment of its management structure and green cleaning operations by an independent accredited CIMS-GB assessor

ABBCO Service Corporation

is hereby CERTIFIED WITH HONORS to
the ISSA Cleaning Industry Management Standard
Green Building Criteria

and has successfully demonstrated a commitment to the delivery of environmentally preferable services designed to meet customer needs and expectations.

This Certification is valid August 10, 2018 through August 10, 2020.



A handwritten signature in black ink, appearing to read "John Barrett".

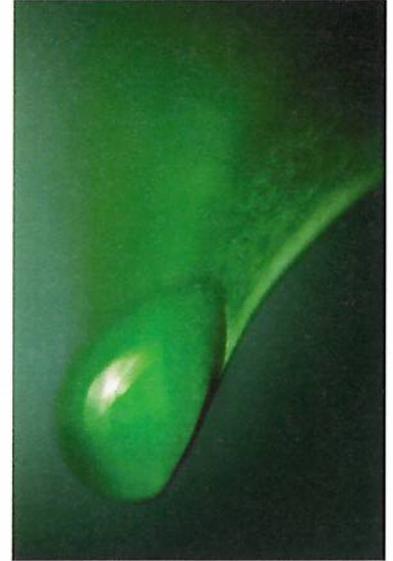
John Barrett, Executive Director
ISSA

ABBCO's Green Cleaning Program

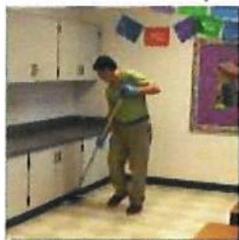
At ABBCO we implement a "Green Cleaning" program company wide. ABBCO is teaming with ECOLAB & CPI to use products and procedures that provide the customer the healthiest environment possible.

Important components are using:

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



MicroFiber System used by ABBCO



The goal is to:

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

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

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



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

Environmental Policy

We will conduct business in a manner that conserves resources and constantly reduces our environmental footprint. We seek continual improvement in our environmental performance by setting, reviewing and updating environmental goals.

We are committed to:

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

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

John C. Pieske
Chief Operating Officer
ABBCO Service Corporation



DILUTION CONTROL SOLUTIONS

Do More With Less

ECOLAB[®]
Everywhere It Matters.™

Name	Description	Size	Green/Biobased
GLASS CLEANER			
■ QC™ 50 Ultra Concentrated Glass Cleaner	Streak-free, fast-drying performance on windows, mirrors, glass, plastic, acrylics and painted surfaces. Removes tough soils including smoke and grease films. USDA Certified biobased product. Low sudsing.	1.3 L	
■ Quik Fill™ 50 Glass Cleaner		2.5 gal	
MULTI-PURPOSE CLEANER			
■ QC™ 54 Peroxide Glass & Surface Cleaner	Daily multi-surface cleaner gives a streak-free shine through the use of peroxide. Formulated to clean windows, countertops, glazed porcelain, metal fixtures, walls, impervious floors and other hard surfaces. USDA Certified biobased product.	1.3 L	
■ Quik Fill™ 54 Peroxide Glass & Surface Cleaner		2.5 gal	
BATHROOM CLEANER			
■ QC™ 91 HD Acid Bathroom Cleaner	Acid cleaner fights dirt, soap scum and hard water deposits. Effective on bathroom chrome, porcelain, vinyl, tile and fiberglass. Integrated odor counteractant leaves surfaces odor-free.	1.3 L	
■ Quik Fill™ 91 HD Acid Bathroom Cleaner		2.5 gal	
■ QC™ 92 Ultra Concentrated Neutral Bathroom Cleaner	Neutral cleaner formulated to remove soils from toilet bowls, urinals, shower walls and floors. USDA Certified biobased product.	1.3 L	
■ Quik Fill™ 92 Neutral Bathroom Cleaner		2.5 gal	
■ QC™ 93 Ultra Concentrated Acid Bathroom Cleaner	Acid bathroom cleaner helps effectively remove dirt, soap scum and hard water deposits. Safe for use on bathroom chrome, porcelain, vinyl, tile and fiberglass. USDA Certified biobased product.	1.3 L	
■ Quik Fill™ 93 Acid Bathroom Cleaner		2.5 gal	
ODOR CONTROL			
■ QC™ 72 Odor Counteractant	Counteractant for any washable surface where odors may be prevalent, particularly those arising from organic and decomposition sources. Provides immediate malodor knockdown and residual control for up to 10 hours, particularly those arising from organic and decomposition sources.	1.3 L	
■ Quik Fill™ 72 Odor Counteractant		2.5 gal	
DISINFECTANT			
■ A-456® II Disinfectant (QC™)	Broad spectrum, one-step, hard surface, disinfectant/cleaner and sanitizer. Delivers effective cleaning and biocidal action against bacteria, fungi and viruses. EPA-Registration No 6836-78-1677.	1.3 L	
■ A-456® II Disinfectant (Quik Fill™)		2.5 gal	
■ Neutral Disinfectant Cleaner (QC™)	Multi-purpose, germicidal detergent that disinfects, cleans and deodorizes in one labor-saving step. Effective on hard surfaces and can also be used on non-porous athletic mats, exercise and personal safety equipment. EPA Registration No 47374-129-1677.	1.3 L	
FLOOR CARE			
■ QC™ 34 High Performance Ultra Concentrated Neutral Floor Cleaner	Neutral floor cleaner designed for daily use in automatic scrubbers and mop buckets. Powerful blend of surfactants helps remove soils without leaving a film or haze. Cleans without removing finish or dulling gloss and does not require rinsing. Safe on all floor types. Very low sudsing.	1.3 L	
■ Quik Fill™ 34 Neutral Floor Cleaner		2.5 gal	
■ Quik Fill™ Magnum 34 Neutral Floor Cleaner		55 gal	
■ QC™ 35 MAXX Dual Action Floor Cleaner (Bright Speed)	Dual-purpose alkaline floor cleaner for daily maintenance and scrub and recoat use. Clean, fresh scent is less disruptive for daily cleaning while ultra-low foaming technology increases auto scrubber productivity. Very low sudsing.	1.3 L	
■ Quik Fill™ 35 MAXX Dual Action Floor Cleaner		2.5 gal	
■ Quik Fill™ Magnum 35 MAXX Dual Action Floor Cleaner		55 gal	
DEGREASER			
■ QC™ 89 Industrial Degreaser	Industrial-strength, extra heavy-duty degreaser that attacks tough soil deposits rapidly. Metal safe when diluted and also effective on concrete, road equipment and heavy machinery.	1.3 L	
■ Quik Fill™ 89 Industrial Degreaser		2.5 gal	
■ Quik Fill™ Magnum 89 Industrial Degreaser		55 gal	
FINISH RESTORER			
■ QC™ 33 Floor Finish Restorer	Versatile, dual-purpose mild alkaline cleaning and refurbishing formula. Provides superb cleaning performance while restoring a lustrous shine in one operation. Damp mop or auto scrub.	1.3 L	
■ Quik Fill™ 33 Floor Finish Restorer		2.5 gal	



GREEN SEAL

This product meets Green Seal® Standard GS-37 based on effective performance, concentrated volume, minimized/recycled packaging and protective limits on: VOCs and human & environmental toxicity. Green Seal.org.

ABBCO

Service Corporation

TAB 4

A Training Program Like No Other

Our unique, extensive, and comprehensive method of training employees has proven to become a great asset to our customers and to our employees. Through the years, we have spent countless hours revising our methods until they seemed to ‘click’ into the program that it has now become. Because of our training program’s success, at the annual national convention and trade show, ABBCO presents a seminar to help other companies better prepare their managers for the national accreditation exams.

We believe that empowering our cleaners and managers with knowledge is one of the best ways to help them to succeed at ABBCO. This knowledge and experience ultimately serve as tools for employee promotions, as shown by the majority of our management team that originally began as cleaners.

Within the following pages you will be taken on a walk through all of these topics:

- ABBCO Employee Training**
- On-Site Employee Training**
- Safety Training**
- Security Training**
- Boundaries Training**
- Special Services Employee Training**
- ABBCO Manager Training**
- Industry Certification of Our Management Team**
- Recognizing Our Employees**

ABBCO EMPLOYEE TRAINING

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

Pre-Employment

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

Interview

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



Orientation

- Each employee must attend a two-hour orientation prior to beginning work. This session is used to cover the

following topics: Our Company History, our dedication to customers, explanation of our Mission Statement, explanation of timekeeping procedures, policy for reporting absences, scheduling time-off, and our referral bonus program.

- Employee orientation sets the stage for our in-depth and detailed training that our employees receive before beginning work.

Training

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

Areas of competency include:

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



ON-SITE EMPLOYEE TRAINING WITH ABBCO FACILISTEPS PROGRAM

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

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

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

Day One

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

Day Two

- Review of Day One
- The trainer will address information in the Tell, Show, Do, Review manner
- Tell – Verbally review procedures
- Show – Visually review procedures
- Do – Perform the procedures
- Review – Trainer and trainee role-play in opposite roles

- Clean the facility. The trainer and trainee perform the work together.

Day Three

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

Day Four

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

Day Five

- Certification on all tasks and procedures
- Clean the facility



Additional topics covered during employee training:

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

ABBCO SAFETY TRAINING

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

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

Protective Equipment

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

Attire

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

Use Caution Signage

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

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

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

- Bend at the knees to reach the ground
- Get a firm grip on the object with both hands
- Keep the object close to your body as you use your legs to stand up slowly

- Only fill the trash container to where you are able to easily remove the bag
- Always tip the trash container on its side to pull the trash bag out
- Use both hands to lift trash bags into the dumpster
- Do not walk on wet floors or icy grounds when transporting trash

Report Accidents & Unsafe Conditions

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

Trash Removal

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

Assigned Areas

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

Elevator Use

Never ride in an elevator if you are working alone. Make sure someone is always near.

Alcohol or Illegal Substances

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

Material Safety Data Sheets (MSDS)

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

Correct Use of Chemicals

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

- Glass Cleaner - mirrors, glass, non-wood surfaces, desks, and countertops
- Neutral Cleaner - mopping and surface cleaning
- Bathroom Disinfectant - sinks, walls, toilets, urinals, and partitions
- 3-in-1 Floor Cleaner - mopping and auto scrubbing when floors are soiled
- Comet - non-porous surfaces for removal of stubborn stains
- Prozone Stainless Steel Cleaner - NOT a cleaner, but a polish for stainless steel



Equipment Maintenance

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

Appropriate Storage of Chemicals and Equipment

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

Personal Property

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



ABBCO SECURITY TRAINING

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

Shift Time

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

Access and Communication Items

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

Authorized Personnel

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

Customer Equipment

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

Removing Items

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

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

Document Privacy

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

Setting the Alarm

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

Locking Doors, Windows, and Utility Closets

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

SPECIAL SERVICES EMPLOYEE TRAINING

Our Special Services Employees are extensively trained to become experts at caring for windows, hard surface floors, and carpeted floors. Through our nine-week training program, Special Services Employees gain superior knowledge and unsurpassed technical experience which allows each employee to make good decisions while out on-site. By effectively determining and performing only necessary procedures, your company could potentially be saving money.

Nine-Week Training Program

Weeks One and Two

- Carpet cleaning
- Carpet cleaning equipment and chemicals
- Tell, Show, Do, Review – Carpet cleaning skills

Week Three

- Burnishing
- Hard surface cleaning equipment and chemicals
- Tell, Show, Do, Review – Burnishing techniques

Week Four

- Scrubbing and Recoating
- Scrubbing and Recoating equipment and chemicals
- Tell, Show, Do, Review – Scrubbing and Recoating techniques



Week Five

- Stripping and Recoating
- Stripping and Recoating equipment and chemicals
- Tell, Show, Do, Review – Stripping and Recoating techniques

Week Six

- Window cleaning
- Window cleaning equipment and chemicals
- Tell, Show, Do, Review – Window cleaning techniques

Weeks Seven and Eight

- Employee works side-by-side with a trainer where he/she will be performing all of the skills that have been learned so far during training.

Week Nine

- Certification on all skills that have been learned and demonstrated.

Important Note:

Believe it or not, the most noticeable area of a building is its floor! We are confident that our Special Services Employees will be able to give your floors the type of TLC that they need and deserve!

INDUSTRY CERTIFICATION OF OUR MANAGEMENT TEAM

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

A CBSE (Certified Building Service Executive) is a step above the RBSM and in turn, becomes a LEADER of the industry. We have three people who have attained this prestigious level!

Rest assured that your facility will be kept in top notch condition with an RBSM directly overseeing procedures and two CBSE certified persons at the top of our management team.

On-Going Self Improvement

We believe that on-going training for our management team is just as important as training for a new employee. Even after attaining industry certification, our managers attend several seminars outside of ABBCO to update and refresh their skills.

Yearly Convention and Trade Show

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

Dale Carnegie Courses

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

Vendor Sponsored Seminars (Such as SC Johnson Wax)

- Hard Surface Care
- Chemistry of Cleaning
- Equipment Repair



ABBCO BOUNDRIES TRAINING

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

Importance of Boundary Policies

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

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

Professional Conduct

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

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



Physical Contact in the Schools

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

Unprofessional Conduct

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

- **Being alone with a student**

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

TAB 5

Quality Control Plans & Procedures

ABBCO's Quality Assurance Plan

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

Excellent Training

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

Training Verification Form

The ABBCO Operations Training Verification form is used to assure that each important aspect of an employee's training is completed. As these items are completed; both the employee and the trainer initial that this was completed. This not only ensures that the employee is fully trained but, also, that an employee knows that he/she can not state that they were not trained in a specific area if he/she fails to follow procedures as trained.

Superior Results

ABBCO prides itself on the ability to self-manage its quality so that our customers don't have to.

Daily Use of "Comment Log" Books

ABBCO keeps a comment log book at each school. The purpose of the book is so that your staff has an avenue for direct communication with the on site custodians. Instructors, site contacts, and other staff can pass important information on to our cleaners through the log books. It also allows for our day staff to communicate with the night staff. Our staff is trained to communicate in a professional manner in these books and the log book is reviewed and signed each night by the person supervising the building.

Damage Report

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



Site Visit Report (SVR)

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

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

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

Quarterly Customer Satisfaction Survey

Each quarter ABBCO delivers a customer satisfaction survey to all customers. The customer returns the completed Satisfaction Survey in a pre paid postage package directly to our operations support manager, our company management team receives a copy of all returned surveys. This allows our customers the opportunity to rate our services and tell us if anything needs improvement. It also allows for customers to make special requests that are not part of the general cleaning requirements.

Emergency Hotline

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

Bio-Hazard Clean-Up

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

TAB 6

Equipment	Brand	Quantity
Maid/Restroom Carts	Nuance	7
Micro Fiber Mopping Systems	Nuance	20
Micro Fiber Towel Cleaning System	Nuance	20
Upright Vacuums CRI Green Certified	Advance	15
Proteam Back Pack CRI Green Certified	Pro Team	9
Micro Fiber Dust Mopping System	CPI	12
Viper Professional Wet/Dry Vac.	Viper	12
Windsor Extra Large Carpet Vac.CRI Cert.	Windsor	4
Propane Burnisher	Pioneer Eclipse	5
Advance High Speed Burnisher	Advance	6
Advance Low Speed Machine	Advance	6
Air Movers	Advance	15
T300 ECH20 Orbital 20" Walkbehind Scrubber	Tennant	12
Brutes	Rubbermaid	20
Glass Squeegee		10
Deck Brush		10
Micro Fiber Rags, Color Coded		Continuously replaced
Toilet Bowl Swabs		Continuously replaced
PPE, Safety Glasses and Rubber Gloves		Continuously replaced
Extension Cords		12
Biohazard Clean-up Kit		15
SDS Books		20
Spray Bottles and Triggers		500
Split Buckets	Rubbermaid	12
Miscellaneous office equipment and laptops		2



TAB 7

**Transition Plan
for
GREENVILLE SCHOOL DISTRICT**

“The mission statement of ABBCO Service Corporation is to provide a clean, safe and healthy work environment.” With over 64 years in the building maintenance industry we have found that a systematic approach to management directly affects the quality of cleaning in the facility.

ABBCO Service Corporation understands that one of Greenville School District’s major objectives is to have smooth transition between the current cleaners and the new contractor. Our transition plan will outline the important tasks that will be instituted upon acceptance by Greenville School District.

PHASE ONE

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

PHASE TWO

- ABBCO Service Corporation’s Human Resource Department will begin the recruiting / interviewing process with the current eligible employees. It is our goal to hire the best candidates for the job which include those current employees that meet our hiring practices which include Background Checks.
- ABBCO Service Corporation will also set up employment screening locally.

- Previous employment, background checks, reference checks, immigration status, drug screening and nationwide police records checks will be conducted before any interviewees are hired.
- The management team for Greenville School District will be established.

PHASE THREE

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

PHASE FOUR

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

PHASE FIVE

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

PHASE SIX

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



Corporate Headquarters: 2125 Gravois Ave., St. Louis, MO 63104
314-771-3221 FAX 314-771-4477 1-800-246-3221



ABBCO

Service Corporation
Greenville School District

Task Name	Duration	Start Date	Resources Name	Finish Date
Pre-Start	28 days			
HR	24 days			
Receive staffing information from Sales / Operations	4 days		HR	
If not already done identify ABBCO's Contract Manager	4 days		HR	
Receive Brief job descriptions from sales	4 days		HR	
Receive pay and benefits information from sales	4 days		HR	
Setup interview location	4 days		HR	
Pursue present custodial staff as candidates	18 days		HR	
Place ads in local papers	18 days		HR	
Partner with local Job works location	20 days		HR	
Receive applications	16 days		HR	
Check References	16 days		HR	
Interview Potential Candidates	16 days		HR	
E-verify all candidates	16 days		HR	
Complete Criminal Background check	16 days		HR	
Conduct employee orientation	1 day		HR	
Prepare ID badges	1 day		HR	
OPERATIONS	28 days			
Receive staffing levels from sales	4 days		OPS	
Receive floor plans from sales	4 days		OPS	
Receive Specifications from sales	4 days		OPS	
Order equipment	5 days		OPS	
Meet with Principals	5 days		OPS	
Tour Schools with representatives	5 days		OPS	
View all closets	5 days		OPS	
Receive keys or cards for access	5 days		OPS	

Identify how schools likes to communicate with ABBCO staff	5 days		OPS
Review Maintenance Records from Past Program	5 days		Maint
Input past Maintenance Records into system	7 Days		Maint
Set PM Maintenance Schedules	7 Days		Maint
Complete custodial task schedules	5 days		OPS
Contract Manager meets Principals & Directors	5 days		OPS
Start on Site training	5 days		OPS
ACCOUNTING & BUDGETING	5 days		
Setup customer and job files in win team	5 days		ACCT
Enter Job Budget Information for wages and hours	5 days		ACCT
Establish billing for service	5 days		ACCT
Customize billing if applicable	5 days		ACCT
Post Start			
HR	13 days		
Meet with employees to see if there are any questions	13 days		HR
Talk to employees to ensure their training is going well	13 days		HR
OPERATIONS	260 days		
Setup visits for quality review audits.	3 days		OPS
Continue on site training	13 days		OPS
Contract manager reviews nightly hours worked at the district	260 days		OPS
Review Maintenance Schedules and Work Orders	52 days		OPS
Allow cleaners to work independently for longer periods of time	6 days		OPS
Contract manager will touch base with principals at least weekly	260 days		OPS
Regional and Branch support management will contact principals monthly	260 days		OPS
ACCOUNTING & BUDGETING	123 days		
Provide Contract Manager with daily hours budget comparison	123 days		ACCT
Provide operations managers with monthly job cost reports	123 days		ACCT
Utilize automated timekeeping system for all hourly employees	123 days		ACCT
Invoicing can be customized for the customer	123 days		ACCT
All accounting and payroll transactions processed	123 days		ACCT

TAB 8

REFERENCES

Leflore County Schools

Leflore County Schools

Leflore, MS

Dr. Hayes

bhayes@lefcisd.org

662-466-2685



Mississippi Delta Community College Greenville

Greenville, Mississippi 88,000 sf

Mr. David Dodd

662-379-0515

dodd@msdelta.edu

DEXTER SCHOOLS



Home of the Bearcats

Dexter School District

Dexter, Missouri

Gavin Miller

573-614-1000

gmilller@dexter.k12.mo.us



Alexander City School District

375 Lee St.

Alexander City, AL 35011

Rhonda Blythe

256-234-5074

Custodial Service Since 2010

Leflore County School District

MR. JAMES JOHNSON-WALDINGTON
INTERIM SUPERINTENDENT

1901 Hwy 82 West * Greenwood, MS 38930
662-453-8566 (office) * 662-459-7265 (fax)



Dr. Byron Haynes
Deputy Superintendent

10 May 2019

To Whom It May Concern:

I am writing this letter to recommend the services of ABBCO Service Corporation. Our school district has been using ABBCO for almost four years and they consistently do a great job in our school buildings. Their employees are professional, punctual and thorough. If, for any reason, there is a concern about an ABBCO employee, I can rest assured that management will address our concerns and resolve any issues.

In our central office auditorium, we often have staff meetings, professional development sessions and other activities taking place regularly. ABBCO ensures that the auditorium is cleaned prior to and after each meeting. Other areas, such as restrooms and offices, are cleaned every day and are inspected throughout the day, keeping our working environment pleasant and fresh every single day.

The Leflore County School District will be consolidating with the Greenwood Public School District on 1 July 2019. By then, I will be retired. So, I do not know the plans of the new district administration when it comes to employing cleaning services. However, I am confident that ABBCO will do an outstanding job in any district that it contracts with. Therefore, I confidently recommend them for all of your building cleaning needs.

Sincerely,

A handwritten signature in blue ink that reads "Byron C. Haynes".

Byron C. Haynes, Ph.D.
Deputy Superintendent

TAB 9

RFP NUMBER: 953-1

BID FORM

SCHOOLS (ALL BUILDINGS ON SITE; TO INCLUDE ALL ATHLETIC FACILITIES AND FIELD HOUSES)

Akin Elementary School	\$ 8,150.50 Month
Armstrong Elementary School	\$ 5,890.30 Month
Boyd Elementary School	\$ 8,965.55 Month
Coleman Middle School	\$ 22,376.25 Month
Greenville High School	\$ 44,012.00 Month
Greenville Technical Center	\$ 16,301.00 Month
McBride Pre-K Academy	\$ 7,335.45 Month
Stern Elementary School	\$ 6,205.35 Month
Trigg Elementary School	\$ 6,520.40 Month
Webb Preparatory Kindergarten	\$ 6,520.40 Month
Weddington Elementary School	\$ 5,890.30 Month
Weston Middle School	\$ 16,321.00 Month

Other Locations (all buildings on site)

Central Office	\$ 1,630.10
Child Guidance Building	\$ 815.00
Manning Curriculum/Admin Offices	\$ 8,150.50
Maintenance/Transportation Offices	\$ 815.00
Darling (Maintenance/Grounds Only)	\$ 405.00
Solomon (Maintenance/Grounds Only)	\$ 405.00

Monthly Total \$ 166,709.10

Yearly Total \$ 2,000,509.20

Cost per man hour for additional work which may be required periodically.

\$ 21.00

Additional work shall be on a time and materials basis.

BID BOND

**Travelers Casualty and Surety Company of America
Hartford, CT 06183**

KNOWN ALL BY THESE PRESENTS, That we, ABBCO Service Corporation, as Principal, and Travelers Casualty and Surety Company of America, as Surety, are held and firmly bound unto Greenville Public School District, as Obligee, in the sum of Two Hundred Fifty Thousand and NO/100 Dollars (\$250,000.00) for the payment of which we bind ourselves, and our successors and assigns, jointly and severally, as provided herein.

WHEREAS, Principal has submitted or is about to submit a bid to the Obligee on a contract for 953-1 Professional Custodial, Grounds, and Maintenance Services ("Project").

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

Signed this 22nd day of May, 2019.

ABBCO Service Corporation
(Principal)

By: 

Travelers Casualty and Surety Company of America

By: 
K. Fontana, Attorney-in-Fact



Travelers Casualty and Surety Company of America
Travelers Casualty and Surety Company
St. Paul Fire and Marine Insurance Company

POWER OF ATTORNEY

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

IN WITNESS WHEREOF, the Companies have caused this instrument to be signed, and their corporate seals to be hereto affixed, this 3rd day of February, 2017.



State of Connecticut

City of Hartford ss.

By:
 Robert L. Raney, Senior Vice President

On this the 3rd day of February, 2017, before me personally appeared Robert L. Raney, who acknowledged himself to be the Senior Vice President of Travelers Casualty and Surety Company of America, Travelers Casualty and Surety Company, and St. Paul Fire and Marine Insurance Company, and that he, as such, being authorized so to do, executed the foregoing instrument for the purposes therein contained by signing on behalf of the corporations by himself as a duly authorized officer.

In Witness Whereof, I hereunto set my hand and official seal.

My Commission expires the 30th day of June, 2021



Marie C. Tetreault, Notary Public

This Power of Attorney is granted under and by the authority of the following resolutions adopted by the Boards of Directors of Travelers Casualty and Surety Company of America, Travelers Casualty and Surety Company, and St. Paul Fire and Marine Insurance Company, which resolutions are now in full force and effect, reading as follows:

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

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

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

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

I, **Kevin E. Hughes**, the undersigned, Assistant Secretary of Travelers Casualty and Surety Company of America, Travelers Casualty and Surety Company, and St. Paul Fire and Marine Insurance Company, do hereby certify that the above and foregoing is a true and correct copy of the Power of Attorney executed by said Companies, which remains in full force and effect.

Dated this 22nd day of May 2019



Kevin E. Hughes, Assistant Secretary

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

State of Missouri

County of St. Louis

On this 22nd day of May, 2019 before me, Sally A. Hutchison, a Notary Public in and for the said County of St. Louis, State of Missouri, residing therein, duly commissioned and sworn, personally appeared K. Fontana, known to me to be the Attorney-in-Fact of Travelers Casualty and Surety Company of America, the corporation that executed the written instrument.


Notary Public in and for the County of St. Louis, State of Missouri. My Commission Expires on November 15, 2022



SALLY A. HUTCHISON
My Commission Expires
November 15, 2022
St. Louis County
Commission #14113783