



# PROPOSAL FOR CUSTODIAL SERVICES

*prepared for*

**St. Charles Parish Public Schools**

Contracted Custodial Services at Various District Sites

June 11, 2024

Jani-King Gulf Coast  
3230 W Esplanade Ave #100  
Metairie, LA 70002  
(504) 441-9700



June 11, 2024

### Regional Support Centers

Alexandria • Baton Rouge  
Biloxi • Daphne  
Flowood • Hattiesburg  
Houma • Lafayette • Metairie  
Montgomery • Pensacola  
Ponchatoula • Shreveport

### Franchise Locations

Abbeville • Alexandria • Ama  
Amite • Arnaudville • Avondale  
Baton Rouge • Bay Minette  
Bay St. Louis • Belle Chasse  
Bessemer • Biloxi • Bossier City  
Boutte • Brandon • Braxton  
Breaux Bridge • Brookhaven • Bush  
Byram • Cankton • Cantonment  
Carencro • Carriere • Church Point  
Clinton • Conehatta • Covington  
Crystal Springs • Daphne  
Deatsville • Denham Springs  
Destrehan • Eight Mile • Elba  
Elmore • Enterprise • Ethel  
Fairhope • Florence • Foley  
Fort Walton • Franklinton • Gautier  
Geismar • Gonzales • Gray  
Greensburg • Greenville  
Greenwell Springs • Hattiesburg  
Houma • Irvington • Jackson  
Kenner • Kilgore • Killeen  
LaCombe • Lafayette • Lake Charles  
Laplace • Lexington • Longview  
Louisville • Loxley • Lucedale  
Luling • Lutchner • Madison  
Madisonville • Magee • Mandeville  
Marksville • Marrero • Mathews  
Maurepas • McComb • McHenry  
Meridian • Metairie • Milton • Minden  
Mobile • Monroe • Montgomery  
Morgan City • Morton • Moss Point  
Mount Olive • Natalbany  
New Iberia • New Orleans  
Ocean Springs • Panama City  
Pass Christian • Patterson • Pearl  
Pensacola • Perkinston • Petal  
Pine Apple • Ponchatoula  
Poplarville • Prairieville • Prattville  
Prentiss • Purvis • Raleigh • Reserve  
Ridgeland • River Ridge • Saucier  
Semmes • Sheffield • Shreveport  
Slidell • Spanish Fort • St. Rose  
St. Bernard • St. Martinville • Sumral  
Sunset • Tallahassee • Tallulah  
Terry • Terrytown • Theodore  
Thibodaux • Tickfaw • Vacherie  
Vancleave • Vicksburg  
Wake Village • Walker • Ward  
Washington • Woodworth  
Youngstown • Youngsville • Zachary

St. Charles Parish Public Schools  
Andy Mire, Project Manager  
13855 River Road  
Luling, LA 70070

Enmon Enterprises, LLC, dba Jani-King of New Orleans is excited about the opportunity to begin a partnership with St. Charles Parish Public Schools. We share the common goal of providing a safe and clean educational environment for your students, faculty, and staff within the local community. Jani-King has a wealth of experience in the Educational Services market and we welcome the opportunity to partner with you in developing the best environment for your program to thrive.

Jani-King has recently celebrated its 50th anniversary and has been operating on the Gulf Coast area since 1988. Over this span of time on the Gulf Coast, we have serviced in excess of 300 Educational Facilities with annualized billing in excess of \$25,000,000. The experience gained over this timeframe has led us to become a leader in Educational Services. This success is sustained by our dedicated LOCAL Franchise Owners supported directly by our local Regional Support Office to keep daily quality assurances in place as well as cultivating open lines of communication with customers to partner for continued success.

Educational Facilities are evolving entities and Jani-King understands the communication and quality assurances that must be brought to our customers on daily, weekly, and monthly levels. The information presented here provides just some of the detail on training, inspections and quality assurance, history of service, and current experience. The methodology that these aspects of our service put into place, and our ability to continually fine tune and grow them, allow us to bring exceptional services to St. Charles Parish Public Schools.

Jani-King is confident that the professional abilities and integrity we have developed over the past several decades will provide your students, faculty and staff the best possible working atmosphere. We look forward to the opportunity to implement our services and partner with you moving forward.

Yours in Service,

Chuck Cundiff  
Executive Director  
Jani-King of New Orleans

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### Confidentiality

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## EXECUTIVE SUMMARY

### THE JANI-KING ADVANTAGE

By choosing Jani-King as your supplier of custodial services, the following advantages will be realized:

- A partnership with the world's leading cleaning franchise company, whose 50 plus-year track record encompasses industry specific, relevant experience in educational facilities worldwide.
- An Educational Services Division comprised of experienced professionals which updates, develops and implements quality assurance programs and standards.
- An ongoing relationship with a company that brings to your organization the benefits of both large and small business through its national and international expertise and the dedication of local franchisees and regional offices.
- An internal/external quality control system and customer communication program that ensures total success through customer satisfaction.
- Service by a company that is flexible in meeting the specific needs of your students, faculty, and staff, but uncompromising in its high standards and consistency of service delivered.
- Access to the resources and buying power of over 8,500 franchisees and over 120 Jani-King regional support centers worldwide. Each regional office is staffed with the most qualified technical and administrative support available, assuring your satisfaction.
- Minimization of health and safety risks relevant to cleaning your facility through systematic and scientific controls of all risk factors, in particular the selection and application of chemicals, floor care, training and measurement of these results. An organization that, on every level, is driven by PEOPLE, PRIDE & PERFORMANCE.



## COMPANY PROFILE

### ABOUT US

Jani-King of New Orleans is a wholly owned subsidiary of Enmon Enterprises, LLC dba Jani-King Gulf Coast. Jani-King Gulf Coast is based in Ponchatoula, LA, and has been in business and providing commercial cleaning service to public and private entities in Louisiana, Mississippi, Alabama, and Florida since 1988. Tom Enmon has served as Owner and CEO since our inception.

Jani-King is strategically focused on the long term. It is our belief that the success of a company cannot be measured by individual accomplishments, but by years of consistency and progress from a well-organized force of capable people. High goals and expectations are set and exceeded at Jani-King.

Jani-King's proven program, guided by a strong internal obligation to its clients and franchise owners, ensures a future full of promise. By blending custom-made programs with demanding corporate objectives, the Jani-King name is synonymous with quality.

Dedication to customer satisfaction, quality franchisee support and worldwide expansion has placed Jani-King at the top of its industry. These standards are the foundation and driving force behind our continuing success.

Jani-King Gulf Coast currently provides service to more than 4,100 public entities or private businesses with Jani-King of New Orleans servicing over 700 of those entities/businesses.

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*Dedication to customer satisfaction, quality franchisee support and worldwide expansion has placed Jani-King at the top of its industry.*

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### COMPANY INFO

Legal Name	Enmon Enterprises, LLC dba Jani-King Gulf Coast
Address	300 NE I-55 Service Road Ponchatoula, LA 70454
Telephone	(985) 370-7700
Date Formed	June 30, 1988
Business Type	LLC – S Corporation

## CULTURE

In this section, we profile some of the most prominent initiatives and organizational principles that help define our culture. We invite you to learn more about Jani-King's customer service strategy which enables us to continuously improve the way we conduct business; thereby capturing greater value not just for us, but for our customers as well. We also offer a look at our benchmark approach to staying contemporary through learning opportunities for all employees and franchisees that sharpen personal skills and build deeper knowledge. We value our diversity and leverage it as a competitive advantage. In addition, our leaders are among the most respected in the franchise cleaning industry.

### Staying Contemporary

Learning has played a critical role in the success of Jani-King. We use learning to drive business success by developing great people with great talent and skills, linking learning to results and personal development, and creating an environment where learning is naturally built into working together to improve our competitiveness.

Jani-King is committed to providing exceptional customer service. This is achieved through our dedication to Continuous Quality Improvement, communication, maintaining the highest standards and working in a team atmosphere. We have developed extensive manuals and conduct both initial and ongoing training to ensure exceptional skill levels and quality of service.

Our training, which emphasizes partnership, honesty and above all customer satisfaction, includes sections on:

- Standard Operating Procedures
- Job descriptions for each custodial position
- Task analysis for each custodian
- Training programs and feedback checklists for each position and task
- Daily and periodic schedules
- Continuous Quality Improvement
- Safety, equipment and materials
- HASCOM, OSHA, ACM and State regulations
- A workplace health and safety program second to none in the industry

## VISION STATEMENT

### Our Mission

To provide every Jani-King franchisee the opportunity to be successful in a business of their own. To provide to our customers a level of service unequalled in the industry. To create a cooperative atmosphere in all areas which reflects the personality of a successful, vibrant, enthusiastic company. To develop an organization that will encourage all people to prosper and grow to their full potential.

### What We Value



#### INTEGRITY

Honesty and fairness are essential to the way we do business and how we interact with people. We are a company that keeps its promises and we will conduct ourselves in accordance with our code of ethics.



#### CUSTOMER SATISFACTION

Customer satisfaction is the source of employee, franchisee, supplier and community benefits. We will exceed customer expectations through continuous improvement in quality, service, productivity and time compression.



#### OUR FRANCHISEES

The diversity and involvement of our people is the foundation of our strength. We are committed to their fair and effective selection, development, motivation and recognition. We will provide franchisees with the tools, training and support to achieve excellence in customer satisfaction.



#### IMPROVEMENT AND INNOVATION

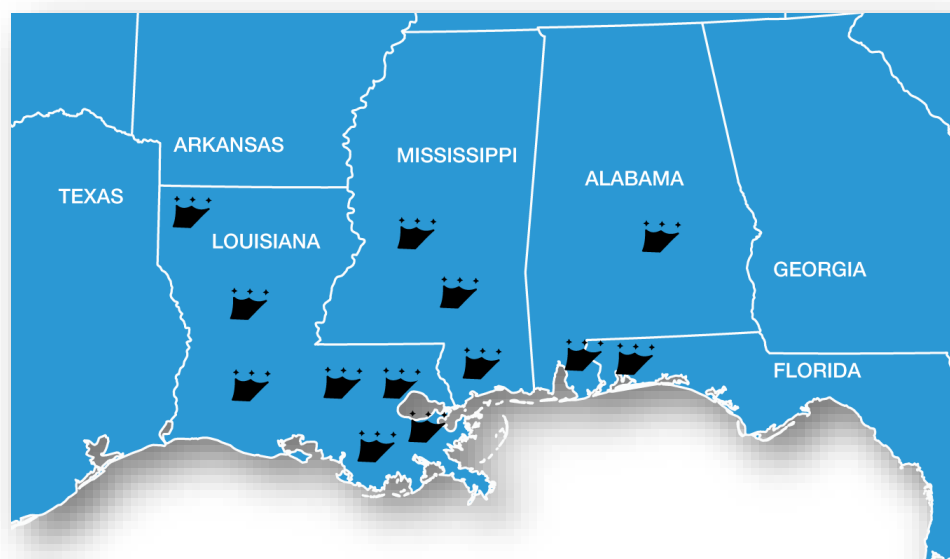
We seek improvement and innovation in every element of our business.



#### SAFETY AND THE ENVIRONMENT

Our products, services and workplaces reflect our belief that what is good for the environment and the safety and health of all people is good for Jani-King.

## GEOGRAPHIC TERRITORY



### ALEXANDRIA/MONROE

4 Support Team  
10 Franchise Owners  
200 Customers

### BATON ROUGE

10 Support Team  
80 Franchise Owners  
700 Customers

### BILOXI/GULFPORT

4 Support Team  
20 Franchise Owners  
200 Customers

### HATTIESBURG

4 Support Team  
20 Franchise Owners  
200 Customers

### HOUMA

4 Support Team  
10 Franchise Owners  
200 Customers

### JACKSON

4 Support Team  
45 Franchise Owners  
300 Customers

### LAFAYETTE/LAKE CHARLES

6 Support Team  
35 Franchise Owners  
400 Customers

### MOBILE

5 Support Team  
30 Franchise Owners  
300 Customers

### MONTGOMERY/DOTHAN/

COLUMBUS  
5 Support Team  
30 Franchise Owners  
200 Customers

### NEW ORLEANS/ NORTHSORE

15 Support Team  
150 Franchise Owners  
1,000 Customers

### PENSACOLA/ TALLAHASSEE

4 Support Team  
20 Franchise Owners  
200 Customers

### SHREVEPORT/TEXARKANA

4 Support Team  
20 Franchise Owners  
200 Customers

### PONCHATOULA (HEADQUARTERS)

30 Support Team

### JANI-KING GULF COAST

**101 Support Team**  
**470 Franchise Owners**  
**13 Support Offices**  
**7 States**  
**4,100 Customers**



## OPERATIONAL STRUCTURE

Every Jani-King Franchise Owner is fully vested in their business; each is active daily in their operations. Each has demonstrated the ability to manage capital by purchasing their Jani-King business. Each has completed our initial and ongoing training programs. The Jani-King Franchise Owner is truly a point of differentiation between our system and all others; they are involved in their local communities, they know what is at stake in securing and retaining your business, and they are committed to your facility. The Jani-King Franchise Owner interacts directly and daily with the assigned facility leader. The Jani-King Franchise Owner will be in each facility, every day. Each Franchise Owner will also employ a dedicated supervisor. The Franchise Owner and their supervisor will be responsible for staffing and training of employees throughout the campus.

The Franchise Owner is responsible for compliance with all agreed to standards and for the coordination of activities between custodial care and our counterparts servicing the balance of your facility management structure. It is completely unacceptable to have three outstanding buildings and one that is not; students have the right to expect a clean environment, day in and day out, and it is the Franchise Owner who will utilize our computerized inspection program to drive consistent improvement, day in and day out. Each Franchise Owner is responsible for completing a full inspection of each facility, each month, with our Regional Operations Team. The inspection is a coaching tool, not a punishment vehicle; we work together to get better every day.

It is the Franchise Owner who serves as the primary point of contact for all operations on a countywide basis, and thus, it is the Franchise Owner who will serve as the primary point of contact with your team. The goal is to minimize churn and turnover at all times; on those rare occasions when a member of our team has not been successful delivering the desired results, the Regional Director is responsible for initiating action with the concurrence of the Franchise Owner and other appropriately involved representatives of the campus.



## PERSONNEL

### STAFFING

Jani-King franchisees recruits employees through all available sources. Candidates should be judged by past performances as they relate to their duties. Background checks are thorough and are conducted at the request of the client. All criminal checks are performed by outside agencies.

Jani-King maintains a \$1,000,000 Comprehensive Crime Policy, that Includes Loss to a Third Party. We understand the importance of the screening requirements of schools and universities and provide the required information to the organization's Human Resources department for their approval. Resumes are required for any position except for labor positions. Employment applications must be completed for labor applicants. References are always checked and I-9 status is verified with appropriate documents (SS#, drivers license, etc.).

We routinely hire applicants recommended by our clients, provided they meet all federal, state and local labor requirements.

### EMPLOYER DIVERSITY

Jani-King is a franchisor and, therefore, cannot impose employment practice mandates upon our franchisees. However, franchisees are trained to meet the standards set forth by federal law, OSHA, HASCOT, ACM and local requirements. Franchisees are independent business owners and are allowed to operate their business operations as such. We have great diversity among our franchise owners. Jani-King partners with our clients to assist them in meeting their Small/Disadvantaged and Women/Minority owned business enterprise initiatives. These initiatives are often accomplished by assigning franchise owners to service the account and/or purchasing custodial supplies from a company having the necessary designations.

#### Valuing Diversity

At Jani-King, we define diversity as the uniqueness each employee/franchisee brings to fulfilling our company's vision, values and goals. It permeates everything we do. It impacts each of our key constituents: our people, customers, suppliers and communities.

#### People

We're striving to create a workplace in which each person is empowered, has the opportunity to grow and develop



and is recognized for his or her contribution. Jani-King's team initiates new ideas and develops its creativity to be a leader in today's fast paced global market.

### Employees

As a company, Jani-King offers many diverse services and products. The variety of our services provides exciting opportunities for our franchisees to learn many different businesses and markets. Our unique culture and management approach allows each franchise to have its own personality, while maintaining the same Jani-King values.

### Customers

We provide an increasing percentage of our services to customers in countries outside the United States. Understanding these customers, as well as the wide variety of individuals and companies who make up our markets, allows us to supply the kinds of services and products that meet and exceed their needs. Being knowledgeable about and respectful to differences is an essential element in the relationships we seek to build with our clients.

### Suppliers

In the same way that diversity contributes to innovation and effective problem solving by our employees/franchisees, a diversity of suppliers supports the continuous improvement of our products and processes. We are committed to developing and utilizing minority and women owned business enterprises.

### Affirmative Action

Jani-King International, Inc. is a large, privately held business enterprise which does not have a formalized written affirmative action program as Jani-King is the franchisor. As the franchisor, Jani-King assigns the servicing of specific client locations to individual franchise owners, who may or may not be certified small/minority business enterprises. Jani-King will endeavor, upon request, to utilize minority-owned and/or women-owned businesses both in the purchasing of cleaning supplies and for the labor required.

**Jani-King is an Equal Opportunity Employer.**

## JOB DESCRIPTIONS

The Team Cleaning or “Specialist” methodology will be implemented throughout the school. Within each building and/or assigned area, a team of Specialists moves through in a systematic method of performing pre-assigned, specific tasks. Although there are four primary types of Specialists (Light-Duty, Vacuum, Restroom, and Utility), a team can be comprised of any number and any configuration, depending on space utilization and customer specifications. This method incorporates systematic training and a multi-check approach. Backpack vacuums, portable micro-fiber flat mops and other state of the art equipment will be utilized, resulting in peak efficiency and a higher indoor air quality.

### LIGHT DUTY SPECIALIST

*Dedicated to dusting, spot-cleaning and emptying trash.*



**Application:** Light-duty specialist rolls the waste collector and tools directly to the location where needed, dusts, spot-cleans, empties trash and replaces liners, then moves to next location.

**Tools:** A mobile waste collection system such as a resin-molded polyethylene refuse barrel equipped with wheels and fitted with a wrap-around apron or caddy with pockets for holding spot cleaning spray solution, dusting cloths and poly liners of various sizes.

### VACUUM SPECIALIST

*Dedicated to vacuuming carpeting, hard floors, upholstery, other surfaces*

**Application:** Vacuum specialist works systematically throughout the facility, using a side-to-side six-foot fanning technique with a lightweight vacuuming wand to clean carpeted and hard floor areas with minimal fatigue. One-piece backpacks capture more dust than unsealed systems, enhancing indoor air quality and reducing dust.

**Tools:** Lightweight HEPA backpack vacuuming system with four-stage filtration, ergonomic design and harness for distributing weight across hips and strap-mounted attachments.

### RESTROOM SPECIALIST

*Dedicated to cleaning and sanitizing restroom fixtures, restroom floors and drinking fountains.*

**Application:** Restroom specialist uses commercial grade cleaners to disinfect and clean restroom fixtures. Color-coding of all products eliminates mistakes.



**Tools:** A restroom cart holding plastic mop bucket with fill-line markings, mop, other tools, restroom supplies, color-coded spray bottles for glass cleaner and disinfectant.

### UTILITY SPECIALIST

*Dedicated to cleaning entrance glass, lobbies, flooring, etc.*

**Application:** Performs various tasks throughout a facility, including glass cleaning, floor care, peripheral vacuuming, etc. Picks up trash bagged by the light duty specialist at scheduled times for each floor, depositing it in an outside dumpster

## TRAINING

### ELEMENTS OF TRAINING

Jani-King offers a unique alternative in the educational services market. We offer you professionally trained franchise owners who have a personal commitment to your satisfaction. The Jani-King training program is mandatory for all Jani-King Franchisees and their employees. In addition to other requirements established by the corporate office, before a franchisee is authorized to operate a Jani-King franchise, they must pass all segments of the training program. Jani-King will ensure task, frequency and the use of proper cleaning chemicals. Each franchisee and their supervisors will be required to understand and pass a written test relative to subject proficiency. This training will be required annually with modification inputs as needed. Jani-King provides extensive training manuals detailing policies and procedures on many subjects. Listed below are just a few of the 54 procedures covered including class room, general cleaning and floor maintenance. Along with the training manual are several Jani-King Educational Services training videos that cover the complete program. All staff will be trained to understand the concepts of educational cleaning and are technically proficient to provide quality services to your organization. Staff are also required to pass the written competencies of the procedures within the program.

#### Safety for custodial workers

Straightforward view of safety and how the department can implement safety procedures. Eight rules of safety. Subject matter shows common causes of accidents. Encourages staff to report all injuries, defective equipment and to remove spills and objects from the floor. Includes comprehensive list of custodial service tasks as such as high and low dusting, wiping, sanitizing floor care, trash removal and organizing class rooms and offices. Provides step-by-step approach to cleaning and reinforcing questions are asked throughout the training.

#### Carts, Closets, Equipment & Supplies

Demonstrates proper procedures for loading custodial service carts, maintaining equipment, managing the supply closets and using cleaning supplies. This training shows how these preparations improve efficiency, simplify housekeeping tasks and help avoid subsequent cleaning errors. The training discusses each of these specific subjects: supply closets, equipment, chemical supplies, supply item care, dust and wet mops, buckets, wringers and carts.

## Stripping and Finishing Floors

Reviews theory, proper equipment and procedures for professionally stripping old floor finish, then preparing and re-coating hard floor surfaces. Analyzes various types of stripping chemicals including liquid and pre-measured. Demonstrates the importance of following chemical instructions. Discusses complete floor machine operation and maintenance including pads and brushes, and shows how to properly move and replace school furnishings. Presents how to prepare to refinish a floor, clear the area of furnishings, post caution signs, strip and rinse the floor, check for dryness, apply new finish to floor, return furnishing and inspect.

## High Speed Floor Maintenance Methods

Explains the theory and practice of high-speed burnishing to restore resilient hard floors and repair scuffs and marks without build-up. Describes how to extend the life of floor finish and maintain a just finished “wet look”. Reviews the necessary equipment and chemicals including use of floors pads and drive blocks, plus equipment maintenance. Introduces the following procedures: preparing the floor, dust mopping, applying high-speed finish, performing high-speed burnishing and maintaining equipment and supplies.

## Maintaining Carpet

Outlines three methods of carpet cleaning: hot-water extraction, rotary floor machine shampooing and the spin-pad bonnet method. Illustrates preparation of carpet to be cleaned, clearing the area of furnishings, posting caution signs, removal of stains, replacing furnishing, inspecting work and returning equipment and supplies. Shows how to extend the life of carpet through proper maintenance.

## Daily Floor Maintenance

Reviews maintenance procedures that custodians are expected to do, every day, with carpeted and resilient tile floors. Selection and use of dust mop heads, gum removal, toy brooms, radiator brushes and dustpans. Explains using disposable mop heads and many other relevant daily floor maintenance topics, upright vacuum cleaners, moving furniture, start positions of furniture and working around computers.

## Office/Library Cleaning

The theory and practice of cleaning offices and other areas of the school. The routine for cleaning an office can also be applied to lobbies, entrances, employee rest areas, training rooms and officework areas.

A seven-step process for cleaning schools includes:

- Student awareness
- Getting ready to clean
- Empty wastebaskets-insert liners
- Horizontal dusting
- Spot clean walls, knobs and plates
- Vacuum carpet and mop floors
- Inspect work, correct problems





## IMPLEMENTATION

### OPERATIONAL PHILOSOPHY

At start-up, corporate representation will be involved to work with the client and the franchise owner, providing first-hand knowledge of the operation. Any transitional problems will be effectively resolved through proper communication at the local level and through a well-executed start-up strategy. Customer locations will be serviced by independent Jani-King franchise owners, each having a vested interest in the consistently superior quality of work provided. These independent business owners are supported by a Jani-King regional and corporate operational staff that is committed to their success and the cleanliness of your school or campus. Every franchisee providing services is individually trained to Jani-King's unyielding specifications, so that their quality levels are consistent. Our versatility in providing services to both the educational and commercial sector has enabled us to share best practices with our educational facility partners. We work closely with our clients to develop customized programs that meet your needs, improve performance and reduce costs.

### IMPLEMENTATION PLAN

This is a sample implementation plan. Jani-King Gulf Coast will customize a plan to meet your needs and schedule.

The start-up of all facilities will be accomplished through the combined efforts of the Educational Division, Regional Office and Corporate Operations Advisors. This team is available to the client and the franchise owner 24 hours a day, 7 days a week.

The Team Cleaning or "Specialist" methodology will be implemented throughout the facility. Within each facility and/or assigned area, a team of specialists moves through in a systematic method of performing pre-assigned, specific tasks.

Although there are four primary types of specialists (light duty, vacuum, restroom, and trash), a team can be comprised of any number and any configuration, depending on space utilization and customer specifications. This method incorporates systematic training and a multi-check approach. HEPA backpack vacuums will be utilized, resulting in a higher indoor air quality. The regional support offices have response teams on-call 24 hours a day, seven days a week for resolving any emergency issue. Each regional support office has a contingent of operations managers responsible for day-to-day operations and continual quality improvement. Jani-King's infrastructure enables us to initiate startups with as little as 30-days notice. An example of an account start-up plan including work assignments is submitted for your review.

## Implementation Schedule/Start-Up Plan

### 30 Days Prior

- Begin to select franchisees/employees.
- Determine work schedules and routes for all sites.
- Assign account responsibility (specific locations) for supervision/production.
- Provide refresher training and/ or competency verification.

### 25 Days Prior

- Contact suppliers: chemicals, equipment and paper products.
- Meet with client contact person and develop priority list of needs.
- Establish a plan of tasks/time line for priority needs.
- Communicate that plan to the client contact.

### 21 - 15 Days Prior

- Begin account orientation for franchisees/employees.
- Work schedules/priority projects.
- Access to building/security issues.
- When and where to meet/supply needs.
- Schedule 10% more people than needed.
- Assemble all supplies and equipment.
- Order uniforms as needed.
- Reconcile ordered equipment and supplies to ensure that all necessary items have been received. Order as needed.

### 7 Days Prior

- Meet with client contact person.
- Communicate start-up plans.
- Coordinate times/access to building.
- Change the locks on janitor closets (if applicable).
- Review priorities for start-up night.
- Hold brief meeting with supervisors/management resolving any outstanding issues.
- Contact franchise/employees and confirm start-up.

## Start-up

- Assign groups of cleaners to managers/franchisees.
- Systematically begin to work.
- Initiate and/or complete tasks from the account priority list.
- Have managers/franchisees continually monitor their zones.
- Franchisees/supervisors tour the buildings.
- Being sure all class rooms, office areas, trash, restrooms, lobby, cafeteria and libraries are clean.
- Inspecting the special projects for quality completion.
- Managers will put the last touches on the building after the cleaners have left.

## 1 Day After

- Tour the facility with the client contact and review what was accomplished.
- Continue to build a good relationship.
- Adjust cleaning as needed.

## 1-7 Days After

- Monitor all aspects on a daily basis.
- Communicate issues to the appropriate persons.
- Watch the custodial staff closely to ensure their ability to handle the building.
- Adjust the program if necessary.

## 7-21 Days After

- Initiate Quality Control program.
- Review cleaning performance.
- Reward.
- Correct.
- Communicate with the client contact.
- Adjust cleaning as needed.

## 6 Months After Continuous Quality Improvement

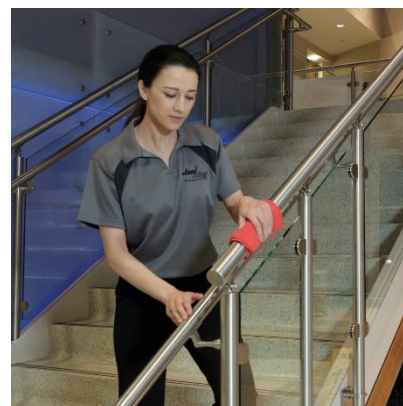
- Plan, do, check, act.

## QUALITY CONTROL

What separates Jani-King from our competition is our passion and support across all avenues of our industry. Given the fact we are a franchise-based company, all guidelines for purchasing a franchise are governed by the Federal Trade Commission. After a franchise has been purchased, all initial, ongoing, and specialized training is conducted under strict guidelines as mandated by our corporate officers. Training is provided by a time-tested system that provides advanced methods of cleaning and maintaining a building, also incorporating the operating standards necessary to sustain a lasting business. There is no point throughout a franchise owner's affiliation with Jani-King that support is not available. Throughout our affiliation with your program, you will find that our local Regional Office will offer an unparalleled commitment to your needs. Your students, faculty, and staff come first.

Jani-King's Regional Office support includes:

- 24-hour emergency response to your concerns as well as Franchise Owner issues.
- Full operational support to assist in training, cleaning methods, business standards, large scale equipment leasing programs, on-going quality assurance programs as well as specialized training in specific industries.
- A fully integrated and supportive inspection system designed to continuously improve your facilities.
- Complete customer service assistance which calls, logs, and responds to all client and franchise concerns.
- An administrative division that provides accurate and itemized earnings reports, collection assistance, and comprehensive insurance and workman's compensation coverage among other day to day administrative support.
- A professionally trained marketing support team.
- All of the above mentioned items are done in full support of the franchise owner. Our Regional Office commitment is the framework of Jani-King's franchise system.
- In addition to our Regional Office, our corporate offices in Ponchatoula, Louisiana, and our Educational Services Division in our metropolitan Dallas, Texas, office remain available for support and assistance at all times.



## Inspection Process

The Jani-King Educational Services program was designed with quality standards in the forefront. The program utilizes scheduling databases for cleaning and special projects completions and state of the art computer software to track the organization's cleaning processes and to work with the client's quality improvement team. Jani-King will customize reports needed to track quality and meet our customer's standards. The following are the highlights from the tracking program:

- Chemicals and Equipment approved by the customer
- Employee cleaning schedules developed and posted
- Written procedures for all areas of cleaning
- Special procedures for cleaning classrooms, locker rooms and general areas
- Procedures approved by the Operations Director
- Custom performance improvement program
- Monitoring results and reporting monthly
- Using a quality inspection process
- Daily inspections
- MSDS program that tracks usage and exposure
- Project book that indicates the frequency of project cleaning and the completion of tasks
- Documented preventive maintenance inspection program

Customized Inspection Program  
**MOGO**

- Cutting edge technology on a hand held device
- Eco-friendly (no wasted paper)
- Accuracy
  - Separates areas
- Customized inspection
  - Each customer location is different, so why shouldn't the inspection be?
- Immediate information
- Cleaning trends
- Customer feedback
- Jani-King developed and owned (customer privacy!)





# OPERATIONS INSPECTION REPORT

Account: CENTRAL COMMUNITY SCHOOL BOARD (236043)

Address: 13421 WOODRIDGE ROAD SUITE 6  
BATON ROUGE, LA 70817

Frequency: 3 per W, Mo, Tu, W, Th, Fr, Sa, Su

Inspector: Chance Marcotte

Results: Pass: ☒ Needs Improvement: ☐ Fail: ☐ N/A: ☐

Contact: MICHAEL FAULK

Phone: (225) 242-1919

Acct Type: School

Franchise: MONIQUE D. SCOTT (021296)

AT&T 3G

2:30 PM

87%

Inspection

Entryway

Notes

- Base boards
- Ceiling Vent
- Corners
- Door Glass
- Door handles
- Door mats
- Floor

Class Room	Pass Points: 41	Needs Improvement Points: 0	Fail Points: 2
Base boards	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/> Bright work
Cabinets	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/> Ceiling Vent
Chair	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/> Counters
Desk Tops	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> Door handles
Door mats	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/> Edges
Floor	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/> Kick plates
Ledges	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/> Paper towel
Pencil Sharpener	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/> Shelves
Books	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/> Table
Telephones	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/> TV
Walls	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/> White Board
Windows	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/> Low Dusting

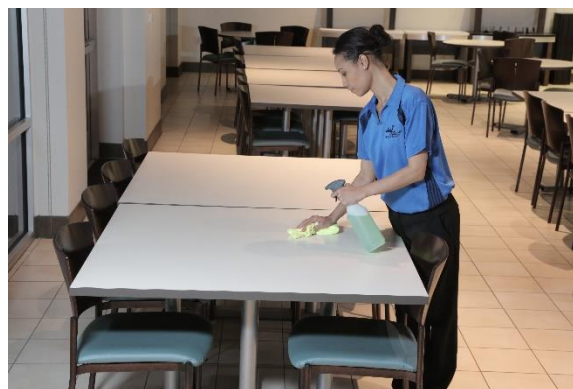
  

Dining Room	Pass Points: 5	Needs Improvement Points: 0	Fail Points: 0
Base boards	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> Corners
Dispensers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> Door mats
Doors	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> Entrances
Floor	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> Light Fixture
Light switches	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> Walls
Waste receptacles	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/> Two floor p
Low Dusting	<input type="checkbox"/>	<input type="checkbox"/>	

## Continuous Quality Improvement

Before any Jani-King franchisee is ever assigned a client on behalf of Jani-King, he or she must first complete the rigorous Jani-King training program and then pass a demanding hands-on test to prove capability and proficiency. This ensures a consistency in the service provided and helps Jani-King direct franchisees to those types of accounts in which they are best suited. Only our most accomplished franchise owners are awarded the service of a large or prestigious educational account. These owners have been specialty trained by our Educational Division and have experience in providing service in an educational setting.

Jani-King supports a 3-tier communication process for ensuring customer satisfaction and complaint resolution. Complaints are handled immediately and overseen by the Educational Division and the Regional Director responsible for the area serviced. Corporate Operation Advisors, Regional Directors and Operation Managers continually monitor performance levels. Our services are rated through inspections, both scheduled and unannounced (coordinated with the client), and through solicited reviews from our clients. These results are shared with the franchisees and client along with improvement recommendations and used as a training tool towards continual quality improvement. Staff level employees at Jani-King each have a direct involvement in our company's quality, training, incentive and safety programs.



Jani-King maintains quality and service by enforcement of the franchise agreement between the Educational Division, regional support office and the unit franchisee responsible for the client's facility. The regional support office provides quality assessments by the Operations Manager (with customer contact) and sets a course of action to resolve any discrepancy. Recourse is dependent upon the severity of the situation and does include penalties that will help rectify any problem. Due to the nature of franchise laws, all quality assessments and subsequent actions are always documented. Performance standards are tracked per franchisee. As such, client satisfaction can be tracked on a per location basis.

## Customer Relations

The most evident level of management begins at the franchise level, right at your facility. The hands-on franchise owner in every client location has a vested interest in making certain that all work exceeds expectations each and every day. He or she remains personally involved and directly manages his or her staff.

Each franchise owner is in turn accountable to the Educational Division and a regional management team. A Regional Director and Director of Operations are individually involved routinely in support of both the franchise team and client. Through planned and unannounced inspections, assurance is maintained that our service level remains consistent throughout the term of the agreement.

Each regional office is in turn responsible to Jani-King's corporate management staff. While the franchisees have close contacts with individual facilities and client personnel within these facilities, Jani-King's regional personnel are accountable to the client's corporate personnel. The very structure of Jani-King enables us to provide constant availability of account representatives and on-site representation at every client location to resolve service, quality and billing issues. The Director of Operations at any Jani-King region can be contacted 24-hours a day seven days a week to handle emergencies. For routine and non-emergency problems, any Jani-King office can be contacted from 8 a.m. through 5 p.m. Monday through Friday, local time.

The Regional Director has the authority to make whatever decisions deemed necessary to ensure that agreement specifications are met or exceeded. Internal recourses are provided at the regional level if services do not meet client needs as specified in the agreement.



## SAFETY

The objective to the Jani-King Safety Program is to increase attention to and responsibility for safety on the job and to stress the importance of attitude, common sense and overall safety awareness.

Jani-King makes available equipment and processes that reduce risk and improve safety. Jani-King also provides training relating to the proper use of personal protective equipment with the purpose of preventing accidents and keeping employees safe and healthy. Jani-King provides numerous safety tools to ensure the safety of each Jani-King employee, franchise owner and client.



Jani-King franchisees are responsible for obtaining all applicable business permits and licenses which may be required and submit copies of any required permits, licenses, certificates or affidavits to the regional office before the offering of initial business and before franchisees provide service to any account. Upon written request, the regional office may advise the franchisee of the procedures to follow to obtain the required documentation.

### Jani-King Drug Abuse Policy

Jani-King has reserved the right to test for substance abuse if the client requests for such. Jani-King uses, in those situations, a drug testing program endorsed by the International Sanitary Supply Association (I.S.S.A.) and will provide results of those tests on required substances as requested by the client.

### Jani-King Background Check Policy

Jani-King has reserved the right to check for criminal history on all employees if the client requests for such and will provide results of those findings as requested by the client.

## TRAINING AND SAFETY MANUALS

Jani-King has always viewed its commitment to their clients as a partnership. As a result, Jani-King has developed a comprehensive Risk Management Program to provide the best insurance protection and safety precautions. Jani-King's Risk Management Program includes the following areas: Insurance, Loss Control, Bonds, Certificates of Insurance and the Jani-King Safety Manual. Jani-King will manage insurance litigation and will monitor special claims investigations. Jani-King will serve as a liaison with state regulatory

agencies and cooperate and attend regular claims reviews in the Jani-King regions. We provide management reports as requested and revise procedures as needed.

Jani-King will establish and monitor all safety activities involving Jani-King, defining and managing loss control support activities of the insurance carrier. We will establish and participate in loss prevention training on a regional level. In addition, background verification checks on workers are available when requested by the client.

The Jani-King safety manual will be reviewed and updated to comply with regulatory program requirements and environmental issues that need to be addressed. OSHA compliance responses and citation abatements will be managed by Jani-King's Risk Management department in addition to federal and state regulations including OSHA. Jani-King serves as a 24-hour primary contact in case of serious injury or severe property loss. Jani-King has in place one of the most comprehensive occupational medicine programs in the industry. Our nationwide information system tracks and notifies managers of injuries or work-related illnesses.

## EQUIPMENT, CHEMICALS, & SUPPLIES



Jani-King offers options of bidding the contract with or without the supplies, chemicals and equipment. If Jani-King is required to provide the above items, all items will conform as closely as possible to the Jani-King's environmental principles and the requirements of the clients. Material Safety Data Sheets will be readily accessible at all times. All containers will be properly labeled in compliance with OSHA standards. Products will be offered for testing by client (if not already approved) and used in accordance with client's specifications.

The purchase of supplies is decided by the vendor's abilities to provide their products at the best value without compromising Jani-King's ability to provide the best results for our client partners.

All supplies purchased by Jani-King and its franchisees are selected with environmental priorities and client approval.

Jani-King Leasing has international agreements with many major manufactures, which allows our franchisees to acquire top rated equipment at substantial savings. In addition, Jani-King has national discount programs with Ecolab, 3M and other major chemical supply companies. Jani-King is sensitive to the special and individualized requirements relative to cleaning your facility and will work in compliance as outlined by the requirements..

## UNIFORMS

The Jani-King uniform program for educational services influences the perception that students, staff and the general public have of your school and our program. The uniform and the Jani-King staff who wear it are recognized and respected as symbols of excellence and dedication in providing “Quality Environments for Quality Education.” By wearing the uniform, each employee conveys integrity, competence, pride and approachability. You have entrusted Jani-King to maintain the standards of the environment in which quality education is provided. As a measure of their acceptance in that trust, employees must wear the uniform in such a way as to present a competent and confident image to students, staff and visitors.

The goals of the Jani-King uniform program are as follows:

- Foster employee identification with the Jani-King staff.
- Provide employees with functional, durable, and comfortable clothing which is appropriate for assigned duties and fosters employee safety and facility security.
- Ensure the highest possible degree of consistency in uniform appearance commensurate with the diversity of tasks and climates.
- Maintain a uniform distribution system which provides quality uniforms in a timely manner.
- Utilize environmentally preferable and energy-efficient products and services to the extent possible within the needs of the program.

In an effort to meet these goals, Jani-King has teamed with a professional provider to develop a uniform program. Uniforms can be customized to meet any particular requirement you may have.



## EMERGENCY CLEANING PROCEDURES

### VIRUS/INFECTION

In recent weeks and months we have seen the necessity for proactive and reactive measures in relation to the fight of illness and infection due to proper cleaning and disinfection above traditional scopes of work. Jani-King has been a leader nationally in developing a responsive plan of action to assist our customers in this delicate time. Below is the action that we put into place to help our customers determine the health risks in their environments and substance measures that can be taken to assist them in the disinfection of their facilities to provide the safest work environment possible.



## COVID-19 INFECTION PREVENTION

### We Are Here To Help!

#### Cleaning vs. Disinfecting

All surfaces will need to be cleaned prior to disinfecting. If cleaning is needed, there will be an additional cost. For new clients, Jani-King Gulf Coast will prepare a quote to clean your facility.

**Cleaning** is accomplished by physically wiping surfaces to clean and remove visible soils.

**Disinfecting** kills germs on surfaces or objects. Disinfecting works by using EPA registered chemicals to wet surfaces and allowing contact/dwell time to kill the germs in compliance with CDC guidelines.

Jani-King Gulf Coast has long term relationships with multiple partners where our disinfectant programs have been developed.

#### Why Our Experience Matters

Jani-King Gulf Coast has been a leader in the cleaning industry for many years and has developed comprehensive programs to address proper cleaning and disinfection in settings where antibiotic resistance pathogens have developed.

Our expertise in disinfecting programs includes proper training and equipment and is adaptable to all work and public environments. Jani-King has experience in applying its disinfection programs to hospitals, office buildings, schools and other venues during an outbreak of a seasonal flu virus or other communicable diseases. **Jani-King Gulf Coast is ready and able to assist customers that need disinfecting services.**

*To learn more about how Jani-King Gulf Coast can assist your facility with Coronavirus preparedness or response please visit [www.janikingcleans.com](http://www.janikingcleans.com) or 1-800-375-JANI*



# RISK ASSESSMENT AND INFECTION PREVENTION PROGRAM

The disinfection services will concentrate on the following:

- High frequency touch surfaces
- Doors and entrances
- Doorknobs and handles
- Elevators
- Light switches
- Bathrooms fixtures, including dispensers
- Stairwell handrails
- Workstations, vertical and horizontal surfaces
- Chairs in workstations
- Conference room tables and chairs
- Telephones
- Keyboards, mouse devices, screens and other electronic equipment

## Risk Assessment Scoring

### Probability of Contamination from COVID-19

Type of environment and traffic. Heavy contamination would consist of facilities that are highly trafficked, or high-risk such as healthcare facilities. Light contamination, for example, would consist of low-risk facilities with little to no public traffic.

- Heavy contamination (score = 3)
- Moderate contamination (score = 2)
- Light contamination (score = 1)

### Vulnerability of Population to COVID-19

Vulnerability in this case looks at things such as age of population.

- High potential (score = 2)
- Moderate potential (score = 1)
- Low potential (score = 0)

### Frequency and Usage of Facility

Density/Population and frequency of use of contact surfaces.

- Frequent use of high touch surfaces. High density facility. (score = 3)
- Low frequency/low density, minimal contact with hands (score = 1)

### Known or Suspected Cases of COVID-19 in the Facility

- 1 or more confirmed cases (score = 5)
- 1 or more unconfirmed/suspected cases (score = 3)
- 0 cases (score = 1)

## Risk Assessment Levels

### Low Risk Score: 3 or less

For locations scoring 3 or less (there is inherent risk everywhere), normal cleaning services will be provided following CDC guidelines with the addition of the use of EPA approved disinfectant chemical on high touch surfaces as defined in the scope of work including all horizontal surfaces below 6 feet. Proper PPE for use with chemical is required.

### Moderate Risk Score: 4-5

For locations scoring a 4 – 6, cleaning and disinfection services of all horizontal and high touch surfaces should be conducted following CDC guidelines and using EPA approved disinfectant. PPE would include gown, mask, eye protection and gloves. This will include manual cleaning and disinfection of high touch horizontal and vertical surfaces but does NOT include walls, ceilings, light fixtures, vents, etc.

### High Risk Score: 7 and above

For locations scoring 7 or greater the highest level of PPE precautions should be deployed, and full cleaning and disinfection services should be applied. This would include manual cleaning and disinfection of every surface using EPA approved disinfectant. It is highly recommended that hard floors be auto-scrubbed and carpets extracted to provide an extra layer of disinfection where infections have been identified.



To learn more about how Jani-King Gulf Coast can assist your facility with Coronavirus preparedness or response please visit [www.janikingcleans.com](http://www.janikingcleans.com) or 1-800-375-JANI

## Jani-King Gulf Coast COVID-19 Disinfection

We are continuously monitoring the spread of COVID-19 and its impact on our communities. As an essential business, Jani-King Gulf Coast remains fully operational and are here to safely clean and disinfect our customer's facilities. We are prepared and ready to keep your business up and running or get you back to work safely.

**Our Experience Matters:** Jani-King has been a leader in the cleaning industry on the Gulf Coast for over 30 years and has developed comprehensive programs to address proper cleaning and disinfection. Our expertise in cleaning and disinfecting includes proper training, material, and equipment that is adaptable to all environments. Jani-King has experience in applying its disinfection programs to hospitals and other healthcare facilities, schools, office buildings, restaurants, casinos, venues, and a variety of other commercial properties.

**Service Types:** Jani-King Gulf Coast provides several options for disinfection based on customer needs, facility types, and the availability of equipment. We have procedures in place for preventative measures, like daily high touch point disinfection, in addition to assessment and response procedures if there is a suspected or known case of COVID-19. We are using several methods, depending on facility type, such as: *manual disinfection, fogging, spraying, and electrostatic spraying.*

### FOGGING

Chemical fogging with disinfectant allows us to maximize cold mist up to 30' directionally to saturate the atmosphere & surrounding surfaces



### SPRAYING

With this rapid dispersion of disinfectant through electrical means, we can cover large areas quickly to provide thorough disinfection of all surfaces



### ELECTROSTATIC SPRAYING

As the disinfectant exits the electrostatic sprayer, the positively charged droplets become attracted to all negative surfaces reducing the need to wipe surfaces



*\*Manual disinfection is equally effective and also available*

**Cleaning vs. Disinfecting:** To be effective against viruses like COVID-19, you must disinfect, not just clean. Cleaning only removes dirt and soil whereas disinfecting with the proper EPA registered chemicals kills the virus and can further lower the risk of spreading infection.

**PPE & Resources:** All Jani-King personnel are prepared to wear approved Personal Protective Equipment (PPE). Additionally, Jani-King Gulf Coast has purchased additional equipment, disinfectant, PPE, and other resources to ensure we can continually perform the proper cleaning and disinfecting your business may require.

**EPA Approved Disinfectants:** All disinfectants used by Jani-King Gulf Coast personnel must be approved prior to use and shall have qualified under the EPA's emerging viral pathogen program for use against SARS-CoV-2, a coronavirus that causes COVID-19.



To learn more about how Jani-King Gulf Coast can assist your facility with Coronavirus disinfection or response, please visit our website  
[www.janikingcleans.com](http://www.janikingcleans.com) or 1-800-375-JANI



## CONTINGENCY PLAN

Complete operational preparedness dictates the necessity to prepare for the known and unknown issues that arise with the service of any facility. Emergency services must focus on the forward thinking necessary to plan for the unseen and to develop contingency plans and strategies. One of the many strengths of the Jani-King system, especially in the Gulf Coast Region, is that there is a built in support structure of experienced business owners who have the capacity and knowledge of the processes involved in the science of remediation and cleaning, all of whom have a work force that is utilized in their daily servicing of accounts. The ability to incorporate other like minded and experienced franchise owners, over 450 in the Gulf Coast Region, into the support structure for contingency plans brings over two thousand five hundred trained personnel into the labor force for Jani-King and our Franchise Owners.



Having the trained personnel available to complete the scope of work is one matter, but inserting that labor into service without delay and in advance of events is key. A system of checks and balances is in place between the Franchise Owner, their supervisors, and the Regional Office. 7 days prior to any event, all staff that will be utilized are scheduled and confirmed for individual tasks. Supervisors make scheduled follow up calls to all members of their specific teams 48 hours before any event to confirm scheduled work time arrival, duration and tasks of responsibility. The evening before the event those calls are made again confirming, once again, work time arrival, duration, and tasks of responsibility. After each of these steps the supervisors will call from their immediate list of trained personnel, compiled from overstaffing and training and start up, to fill any available spots with trained personnel. They will then report to the Franchise Owner, after each set of communications, their set staffing levels for their supervised areas. The Franchise Owner will then communicate to the Regional Support office any labor needs with immediacy so that we can assist connecting the franchise owner to other trained personnel to properly staff all levels necessary for proper completion of the scope of work in its entirety.

In addition to a staffed and productive workforce there is a necessity to implement a best practices preventative maintenance program for all equipment utilized in the completion of services. All equipment issued is logged out clarifying who has taken ownership and responsibility of said equipment. Upon the completion of duties those personnel return the equipment after having thoroughly cleaned and inspected it. Any issues noted by the staff upon the return of the equipment are logged at the end of the event. The equipment log sheets are reviewed by the Franchise owner and their equipment technician. This allows time for the equipment to be serviced, parts to be

replaced, preventative maintenance to be completed, and any re-training needed on use of equipment to staff. Proper equipment provides the team with the ability to perform at the fastest rates possible while keeping that performance at the highest levels, and the care of that equipment is instrumental in keeping the productivity at the highest and fastest levels allowed. While the Franchise Owner has the ability to perform minor and preventative maintenance, Jani-King also has relationships with major equipment vendors around the country as well as local authorized equipment repair personnel. This allows for both in-warranty and out-of-warranty repairs to be completed on aggressive time lines as to minimize or negate any loss productivity. As a further contingency to this maintenance and preventative maintenance plan, the concept and strength of the Jani-King system allows for our Franchise owners, through internal communications or through the Regional Offices, to utilize the thousands pieces of equipment that are owned by the over 450 local Franchise Owners in the Gulf Coast Region.

### Immediate Response

Emergency response for facility related and unforeseen situations will be dealt with directly by the Franchise Owner and his response team. Both the Franchise owner and the Regional Support office are equipped with 24 hour services that enable us to respond to any and all customer needs at any time of day. The Franchise Owner key response team will be comprised of supervisors and specified team members that will correlate to the type of emergency reported. After receipt of communication from customer regarding an emergency situation the franchise owner will report back the plan with actionable time lines that have been set in motion. A one hour maximum response time is set in place for emergency situations. The Franchise owner will also have the ability to work with and utilize our Regional to accomplish emergency work on the most aggressive time lines. Available upon request is an Emergency Response Plan which will be customized during the implementation phase of startup. This plan outlines Jani-King Gulf Coast's response plan to Acts of God and how we are able to provide to our customers in dire circumstances.



## EMERGENCY RESPONSE PLAN

### Purpose

Jani-King Gulf Coast Region will function under extreme weather conditions and work to provide a safe level of quality janitorial and housekeeping to all organizations and their facilities in an effort to bring businesses and the community back on line as soon as possible after a hurricane or other catastrophic events due to extreme weather.

### Policy

In order to achieve these goals, advanced organizational planning needs to occur and certain functions will be carried out in phases when forecasted weather patterns predict extreme weather in the area. All planning and advance preparations will be in accordance with National Weather Bureau and Civil Defense System.

### Background

Hurricane season on the Alabama, Florida Pan-Handle, Louisiana, and Mississippi Gulf Coast Region is from June 1 through November 30 of each year. During this period, conditions in the tropics, Caribbean, and the Gulf of Mexico are such that tropical depressions, storms, and hurricanes may develop rapidly. These storms and weather disturbance produces destructive winds and torrential rains, which require special precautions in order to safeguard life and property. The National Weather Bureau and Civil Defense have established a system of warning and Conditions to indicate periods before destructive winds will be present in designated areas. These Conditions are as follows:

- Condition 4 – The present path and movement of a storm or hurricane indicates that destructive winds are possible within 72 hours (3 Days).
- Condition 3 – The present path and movement of a storm or hurricane indicates that destructive winds are possible within 48 hours (2 Days).
- Condition 2 – The present path and movement of a storm or hurricane indicates that destructive winds are possible within 24 hours (1 Day).
- Condition 1 – The present path and movement of a storm or hurricane indicates that destructive force winds are imminent (usually within 12 hours).

## RISK MANAGEMENT

Jani-King has always viewed its commitment to their clients as a partnership. As a result, Jani-King has developed a comprehensive Risk Management Program to provide the best insurance protection and safety precautions. Jani-King's Risk Management Program includes the following areas: Insurance, Loss Control, Bonds, Certificates of Insurance and the Jani-King Safety Manual. Jani-King will manage insurance litigation and will monitor special claims investigations. Jani-King will serve as a liaison with state regulatory agencies and cooperate and attend regular claims reviews in the Jani-King regions. We provide management reports as requested and revise procedures as needed. Jani-King will establish and monitor all safety activities involving Jani-King, defining and managing loss control support activities of the insurance carrier. We will establish and participate in loss prevention training on a regional level. In addition, background verification checks on workers are available when requested by the client.



The Jani-King safety manual will be reviewed and updated to comply with regulatory program requirements and environmental issues that need to be addressed. OSHA compliance responses and citation abatements will be managed by Jani-King's Risk Management department in addition to federal and state regulations including OSHA. Jani-King serves as a 24-hour primary contact in case of serious injury or severe property loss.

Jani-King has in place one of the most comprehensive occupational medicine programs in the industry. Our nationwide information system tracks and notifies managers of injuries or work-related illnesses. The pre-employment physical is all encompassing and meets the requirements of OSHA.

## ENVIRONMENTAL POLICY

Jani-King is committed to protecting the environment by updating and developing new techniques and practices due to advances in technology and new understanding in health and environmental science. Through proper design and implementation of services, Jani-King prides itself on the protection of human health and the environment. We strive to minimize emissions to the atmosphere, land and water that harm the environment.

Jani-King will operate in a manner designed to minimize environmental, health, and safety hazards. We commit ourselves to protect students, staff and employees by utilizing proper technologies and operating procedures and by being prepared for emergencies. We encourage employees to report to management any condition which they believe creates a danger to the environment or poses health or safety hazards.

Jani-King supports the development of public policy and the educational initiatives that will protect human health and improve the environment. We encourage cooperation with government, industry, suppliers, environmental groups, healthcare and other public organizations.

Our business philosophy has been, and continues to be, one of providing services that meet the needs of our clients and that are measureably better in function or value than our competitors. To further enhance our business philosophy and environmental commitment we actively research, develop and implement technologies that provide environmental improvements in our services.

## **LEGAL ACTIONS & LAWSUITS**

There are no lawsuits, liens, restraining orders, consent decrees, foreclosures, Medicare/Medicaid investigations or other legal/financial actions either now pending, in progress or which have been brought against Jani-King or any of its officers/principals in the past three years that will have any bearing on Jani-King's ability to provide services to your organization at any time during the term of our agreement.

## STRATEGIC ALLIANCES

Jani-King's business-to-business collaborations result in added value to our clients. Over the years, Jani-King has formed strategic alliances with some of the world's largest and most reputable companies. Our alliances have empowered Jani-King to:

- Foster employee identification with the Jani-King staff
- Achieve advantages of scale, scope and speed
- Increase market penetration
- Enhance competitiveness in domestic and global markets
- Develop new business opportunities through new markets and products
- Diversify
- Reduce cost



Additionally, Jani-King clients receive other benefits from many of our strategic alliances. Jani-King is your one source for multiple solutions.

### Professional Organizations and Strategic Alliances

<b>AASA</b>	American Association of School Administrators
<b>APPA</b>	Leadership in Educational Facilities
<b>ASBO</b>	Association of School Business Officials International
<b>IFMA</b>	International Facility Management Association
<b>IFA</b>	International Franchise Association
<b>SMA</b>	Stadium Managers Association
<b>NAA</b>	National Apartment Association
<b>AHA</b>	American Hospital Association
<b>ASHES</b>	American Society Healthcare Environmental Services
<b>BOMA</b>	Building Owners and Managers Association
<b>ISSA</b>	International Sanitary Supply Association
<b>APIC</b>	Association for Professionals in Infection Control
<b>AHLA</b>	American Hotel & Lodging Association
<b>ARDA</b>	American Resort Development Association
<b>IEHA</b>	International Executive Housekeepers Association

## REFERENCES

Because Jani-King provides quality service at competitive prices, many educational institutions, large and small, rely on our program to fulfill their custodial service need. When you select a custodial care program for your schools, you want to be assured of the company's qualifications, track record and ability to follow through. On the following pages you will find examples of satisfied Jani-King customers.

Our franchise owners service tens of thousands of satisfied Jani-King customers. Because of the support our franchise owners receive from the regional office staff, we can assure you ample resources to provide a quick and reliable response to any special cleaning need or situation that might arise. Through employee selection, training, evaluation, and our unique franchising concept, we ensure satisfaction. Our commitment to customer satisfaction and our cost control measures combine to make Jani-King the right choice for your facility.

The team approach taken by our franchise owners and regional office staff is a unique and extremely successful combination of people committed to achieving our goals of customer satisfaction. Taking advantage of Jani-King's cleaning services will free you from day-to-day worries about inconsistent cleaning. At Jani-King, we are committed to making your cleaning needs as trouble-free as possible.

**Trust your keys to the company that cares - Jani-King.**

When you select a custodial services company to provide professional cleaning service for your educational facility, you want experience, dependability and customer service that meets or exceeds your standards. You want assurance that your goals of cost control and efficient, effective cleaning are professionally met. You want Jani-King, The King of Clean.

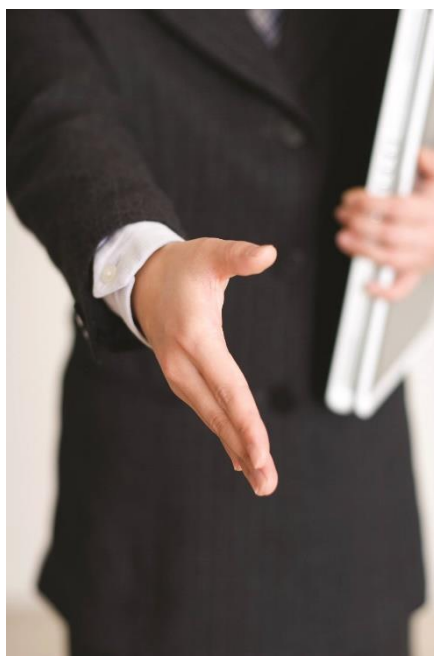
## PRICING & AGREEMENT

Jani-King takes great pride in offering the most superior custodial services program available at a competitive price. The total monthly charge represents your only cost and is inclusive of all labor, supervision, materials, equipment for cleaning, payroll, payroll taxes, benefits and insurance.

But, the most important benefit you will receive by choosing Jani-King has little to do with pricing or insurance coverage. The key benefit is our knowledge of requirements for the critical nature of your core business – education. We understand that without students and staff you would have little need for our services. This is a concept not typically seen with most support services providers.

The service that is provided to you everyday through our award winning owner/operator concept is supported by a regional staff made up of a Regional Director, administrative support, operational support and customer services support. Regional administrative and operational support teams support these regional offices, which in turn is supported by Jani-King International, this is what makes our concept **second to none!**

Our support structure is one of the many programs that are brought to your organization everyday. The Jani-King support system is working to bring the best products, practices and efficiencies to your organization each and every day.





## REQUEST FOR PROPOSAL FORM

Having read the Instructions for Requests for Proposals, Documents, and this Proposal Form, I(We) agree to all stated conditions and propose to perform contracted custodial services as required for the following prices stated on the Request for Proposal Form.

**To complete contracted custodial services (July 1<sup>st</sup> - June 30<sup>th</sup>) at Central Office Complex, which includes the Distribution/Child Nutrition Center, Media Center and Transportation Buildings, for the price of:**

**Words** One hundred forty six thousand five hundred eighty **Dollars**

**Figure \$** 146,580

**To complete contracted custodial services (July 1<sup>st</sup> - June 30<sup>th</sup>) at Lakewood Elementary School for the price of:**

**Words** Two hundred ninety three thousand six hundred ten **Dollars**

**Figure \$** 293,610

**To complete contracted custodial services (July 1<sup>st</sup> - June 30<sup>th</sup>) at the Maintenance Facility/Student Health Services/Westbank Pupil Appraisal for the price of:**

**Words** Seventy thousand three hundred twenty **Dollars**

**Figure \$** 70,320

**REJECTION OF PROPOSALS**

The Undersigned understands that the Owner reserves the right to reject any or all Proposals and waive any informality in the proposing.

**WITHDRAWAL OF PROPOSALS**

The Undersigned agrees that the Proposal shall be good and may not be withdrawn for a period of one-hundred twenty (120) calendar days after the scheduled closing time for receiving Proposals. This Proposal may be withdrawn at any time prior to the scheduled time for opening of proposals or any authorized postponement thereof.

**ADDENDUM**

The Undersigned acknowledges receipt of the following addenda:

NO. 1 DATED June 6, 2024 NO. \_\_\_\_\_ DATED \_\_\_\_\_

NO. \_\_\_\_\_ DATED \_\_\_\_\_ NO. \_\_\_\_\_ DATED \_\_\_\_\_

The undersigned acknowledges all criteria below met by the firm/proposer with a check mark:

Small business \_\_\_\_\_

Minority Business \_\_\_\_\_

Women-owned business \_\_\_\_\_

Respectfully submitted,

Typed or Printed  
Name of Representative Jaime Gueydan Lambert

Signature of Representative *Jaime Gueydan Lambert*

Mailing Address 3230 W Esplanade, Suite 1100

Metairie, LA 70002

Telephone Number: 504-441-9700 (including area code)

Fax Number: \_\_\_\_\_ (including area code)

E-mail address jglambert@janikinggcr.com



*You and I...  
We are*



**CONTRACTED CUSTODIAL SERVICES**  
**At**  
**VARIOUS SCHOOL SITES**

**LIST OF REFERENCES**

List below three (3) references as described on page 8.

- (1) Company Name Morris Jeff High School and Junior High  
Contact Person Alisha Hayes  
Address 2733 Esplanade Ave  
New Orleans LA 70119  
Phone Number 504-494-2582 (include area code)
- (2) Company Name Dothy Height Charter School  
Contact Person Catie Quinn  
Address 3501 Seine treet  
New Orleans LA 70014  
Phone Number 504-941-1810 (include area code)
- (3) Company Name St. Joan Arc School  
Contact Person Jenny Poulos  
Address 412 Fir St  
Laplace LA 70068  
Phone Number 985-652-6310 (include area code)

*You and I...  
We are*



## NON-COLLUSION STATEMENT

State of Louisiana

Parish of St. Charles

Enmon Enterprise dba Jani-King of New Orleans, states that

he/she is Individual (a

partner of the firm, officer of the corporation, or individual making the foregoing proposal); that said proposal is genuine and not collusive or sham; that said proposer has not colluded, conspired, connived, or agreed, directly or indirectly, with any proposer or person to put in a sham proposal or to refrain from proposing, collusion, or communication or conference, with any person, to fix the proposal price or Affiant or any other proposers, or to secure any advantage against any person interested in the proposed contract, and that all statements contained in the said proposal is true.

Jaime Gueydan Lambert

Printed Name of Representative

Jaime Gueydan Lambert

Signature of Representative

NOTE: This form must be attached to the Request for Proposal form.



# CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)

1/1/2025

12/19/2023

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).

<b>PRODUCER</b> LOCKTON COMPANIES 2100 ROSS AVENUE, SUITE 1400 DALLAS TX 75201 214-969-6700	<b>CONTACT NAME:</b> <b>PHONE (A/C. No. Ext):</b> <b>E-MAIL ADDRESS:</b> <b>FAX (A/C. No):</b>
<b>INSURED</b> 1347943 Enmon Enterprises, LLC, Dba Jani-King of New Orleans 3230 W. Esplanade Ave., Ste 100 Metairie LA 70002	<b>INSURER(S) AFFORDING COVERAGE</b> <b>INSURER A:</b> Liberty Mutual Fire Insurance Company <b>INSURER B:</b> Employers Insurance Company of Wausau <b>INSURER C:</b> Great American Insurance Company <b>INSURER D:</b> <b>INSURER E:</b> <b>INSURER F:</b>
	<b>NAIC #</b> 23035 21458 16691

**COVERAGES** ENMEN01A **CERTIFICATE NUMBER:** 14504814 **REVISION NUMBER:** XXXXXXXX

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"/> <b>COMMERCIAL GENERAL LIABILITY</b> <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC OTHER:	N	N	TB2-695-458279-034	1/1/2024	1/1/2025	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 300,000 MED EXP (Any one person) \$ 5,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 2,000,000 PRODUCTS - COMP/OP AGG \$ 2,000,000 \$
A	<input type="checkbox"/> <b>AUTOMOBILE LIABILITY</b> <input type="checkbox"/> ANY AUTO <input checked="" type="checkbox"/> OWNED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS <input checked="" type="checkbox"/> HIRED AUTOS ONLY <input checked="" type="checkbox"/> NON-OWNED AUTOS ONLY	N	N	AS2-691-458279-044	1/1/2024	1/1/2025	COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000 BODILY INJURY (Per person) \$ XXXXXXXX BODILY INJURY (Per accident) \$ XXXXXXXX PROPERTY DAMAGE (Per accident) \$ XXXXXXXX \$ XXXXXXXX
	<input type="checkbox"/> <b>UMBRELLA LIAB</b> <input type="checkbox"/> OCCUR <input type="checkbox"/> <b>EXCESS LIAB</b> <input type="checkbox"/> CLAIMS-MADE DED RETENTION \$			NOT APPLICABLE			EACH OCCURRENCE \$ XXXXXXXX AGGREGATE \$ XXXXXXXX \$ XXXXXXXX
B	<b>WORKERS COMPENSATION AND EMPLOYERS' LIABILITY</b> ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N <input checked="" type="checkbox"/> N	N/A	WCC-695-458688-974	1/1/2024	1/1/2025	<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
C	<b>EMPLOYEE DISHONESTY</b>	N	N	SAA E163422 07 00	1/1/2024	1/1/2025	\$1,000,000 LIMIT PER OCC.

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

## CERTIFICATE HOLDER

14504814  
SPECIMEN

## 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

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