CUSTODIAL SERVICES

Rockford Public School District No. 205

Prepared by:

GCA Education Services Central States, Inc.
Joe Koselleck, Senior Sales Director
331-305-0568
jkoselleck@gcaservices.com

May 8, 2017
2 PM
May 8, 2017

Vicki Musa
Rockford Public School District Purchasing
501 Seventh St. 6th Floor
Rockford, IL 61104
Attn: Purchasing Department

Dear Ms. Musa,

Thank you for inviting GCA Education Services to develop a proposal for your custodial services at the Rockford Public School District. GCA has a long standing relationship with the Rockford community and we have been a partner of the Rockford Public School District for over 12 years. As with many relationships in life, there can be many challenges. In the first year of our agreement, GCA had many difficulties with the union and the incumbent staff. The union was making it very difficult for us to hire any custodians and we had to bus other employees into the area on the weekends. This is what was necessary to get the schools cleaned over the first summer of our agreement.

In the spirit of ownership and admission, GCA would like to acknowledge formally its past shortcomings in servicing the Rockford Public School District. We understand that we had some serious management and front line custodian turnover. By acknowledging the shortcomings in our program delivery, we hope to begin the process of earning the trust and respect we seek from your community and operational stakeholders. As an organization GCA overcame the problems we initially encountered with this service contract and will do the same this year.

We have recently promoted Patrick McKinney, who has been a part of the RPS 205 GCA team for over 8 years and will continue to bring the loyalty that is required for our district manager position in the contract. GCA has also partnered with a new recruiting and staffing company to help our local operators with hiring new custodians and expediting the process. We have some creative ideas that are included in the alternate bids that will focus on front line staff retention, continued cost containment and improved overall service delivery.

GCA looks forward to continuing our relationship with the Rockford Public School District.

Thank you for this opportunity!

Sincerely,

Joe Koselleck
Senior Sales Director
C: 331-305-0568
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Prepared for ROCKFORD PUBLIC SCHOOLS
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Bid-Rigging Certification
Minority and Women-Owned Business Form
Certificate Regarding Debarment Form
Certificate Regarding Lobbying Form
OFAC Compliance Form
Vendor Conflict of Interest Disclosure Form
Certified Cleared Employee List
W-9
Bidder’s Certifications

PRICING

Bid Offer Form – Bid No. 17-43 Pricing Pages
Equipment and Chemicals

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Standard Cleaning Procedures and Routines
Employee Handbook
Employee Application
Executive Summary

GCA Education Services, Inc. (GCA) is proud to present this proposal for Custodial Services to Rockford Public School District 205 (RPS 205). GCA has taken the time to create multiple contract scenarios moving forward with the custodial services.

Our base bid includes everything required under the specifications and bidding protocols of this document. This includes all equipment we currently have in all of the schools throughout the district. GCA has an on-site maintenance technician that keeps all of our floor care equipment in excellent condition.

The first alternate bid includes the purchase of all new floor care equipment for RPS 205. Our proposal documents include a detailed list of all current equipment we provide for each school. We also include a current chemical list for all the products and supplies we use in the district.

The services we provide in the K-12 market are only as good as the frontline staff we hire and the managers that lead those people on a daily basis. Once again, GCA acknowledges all of the problems we had this past year with the management turnover and our failure to provide the continuity of staff for the district. This proposal details the plan that will lead to success in the school district moving forward with our relationship.

GCA will meet all requirements of the RFP including performance, quality control programs and equipment required to provide the service levels outlined in the scope of work, being ever conscious of the district’s budgetary guidelines.
Executive Summary

Operating Highlights
GCA will implement the following general program processes to ensure the custodial program exceeds the expectations for service and quality across the entire district:

Training and Development
- GCA will implement a comprehensive orientation and initial and ongoing training program to every new custodial employee. The orientation program introduces GCA’s unique culture of high quality and personal commitment to exceptional service. Initial and ongoing training programs establish clear performance objectives and expectations to ensure service and quality are exceeded in every facility.

A Professional Communication Plan
- GCA believes formal and informal, open, two-way communication provides the foundation for a true partnership. The Joint Review Committee (JRC) Report and meetings will allow both GCA and district stakeholders to stay current with the program and make any necessary changes to the service as the community grows over time.

A Measurable Quality Control Program with a Quality Guarantee
- GCA will implement its web-based quality assurance reporting system (GCA Total Facilities Management) that measures and monitors the custodial program providing statistical reports to the district on a quarterly or more frequent basis measuring levels and trends of service and customer satisfaction.

A Partial List of Clients
GCA serves over 2.7 million students at more than 330 education clients daily. Included among this list are many public and private K-12 schools as well as prestigious colleges and universities. Some of our 330+ education clients include the following:
- Orland Park District #230
- Bensenville Elementary District #2
- North Chicago #187
Company Profile

GCA has been providing custodial, grounds and maintenance services to school districts and higher education institutions for more than 30 years, including Rockford Public Schools for the last 12 years. We are dedicated exclusively to serving the needs of education institutions, and with more than $510 million in annual revenues and 19,000 employees, we have all the resources required to properly support operations at RPS 205. Our division-based, discipline-specific experts in operations, human resources, safety and risk management, green initiatives, energy management, training, technology and finance are prepared and eager to offer solutions to augment services to RPS 205.

GCA provides full-service facilities programs to over 230 school districts throughout the United States – 45 in Illinois. Our focus on quality, safety, and customer satisfaction has made us an industry leader. In fact, from a full service standpoint, GCA is unaware of any company in the industry with more clients. Further, unlike its larger competitors, GCA focuses exclusively on facilities services (as opposed to food services). This focus, combined with our commitment to the education market and investment in discipline-specific operations and management systems, sets us apart from our competition. Perhaps most importantly, GCA’s unique programs are designed to deliver a clean, safe, and healthy learning environment that will attract students to the facilities at Rockford Public Schools.

Our commitment to best-in-class quality and service at all times has led to a client retention rate of 96%.

“GCA has performed at an outstanding level and have flowed seamlessly within the learning community....”

Cloyd Garth, Jr. Ed.S
Head Administrator
Aberdeen High School

Mission and Goals

GCA’s mission is to be the premier provider of facility services to the education market and to be nationally recognized as delivering the best value in terms of quality, service, and price.

Our goals consist of five simple points:

- To provide a clean, safe and healthy learning environment
- To be the best in quality of work and in service
- To act with integrity by exceeding commitments to clients and employees
- To enable our people to grow in skills and achievement
- To grow responsibly consistent with achieving the above goals
GCA Illinois Presence

Barrington School District #220
Bensenville Elementary School District #2
Bradley-Bourbonnais School District
Calumet #132
Country Club Hills School District #160
East Peoria School District
Elgin School District U46
Glen Ellyn School District #89
Glenbard Township H.S.D. #87
Harrison School District #36
Hawthorn School #73
Kaneland School District #302
Keeneyville School District
Lake Bluff Elementary School District #65
Lake Forest Elementary School District #67
Lewis and Clark Community College
Lincoln-Way C.H.S.D. #210
Lincoln-Way Special Education District 843
Lincolnwood School District #74
Manhattan School District #114
McHenry High School District 156
Medinah School District #11
Minooka Community High School District 111
Mokena 159
Mundelein High School District #120
New Lennox School District #122
Niles High School District 219
North Chicago Community Unit District #187
North Dupage Special Education
North Shore School District #112
Northbrook School District #27
Northbrook/ Glenview School District #30
Orland Park Community Consolidated High School
Pleasantdale School District #107
Posen-Robins School District #143.5
Rockford School District #205
Roselle Elementary School District #12
South Beloit School District #320
Special Education Coop - Glenbards
Thornton High School District 205
Valley View School District
Wheaton Community Unit School District #200
Zion-Benton High School District #126

CONFIDENTIAL
GCA is also proud to include many prestigious institutions among our clientele. Below we have included a map of our national presence to further demonstrate our vast experience in providing these services to similar institutions.

**Why Choose GCA?**

- We have extensive experience and longstanding success with many noteworthy clients. GCA serves over 230 K-12 districts throughout the United States.
- We have outstanding operational resources. With more than 37,000 employees across two divisions and one of the strongest supporting operations teams in the industry, GCA brings extensive quality-focused expertise to each client it serves.
- We will provide an outstanding management team. Our managers will effectively train, coach, and motivate their staff and will be valuable contributors to the RPS community.
- We offer tremendous value. Our program will meet and exceed the District’s expectations while continuously seeking creative approaches to reducing operating costs while improving services.
Key Personnel

Corporate and Regional Personnel

Myron Luckenbach
General Manager, Senior Vice President, Operations-Education Division

Mr. Luckenbach leads all aspects of operations, with a deep focus on exceeding customers’ expectations. An industry veteran with over 30 years of facility service experience, he has held various senior-level positions with GCA’s Education and Commercial Divisions, including Regional Vice President of Operations. Moreover, he held senior management positions with The ABS Companies, until ABS was acquired by GCA in 2004.

Mr. Luckenbach achieved the distinction of Certified Building Service Executive (CBSE) from the Building Service Contractors Association International (BSCAI). He is a certified Cleanroom Trainer and is a member of the Institute of Environmental Sciences & Technology (IEST).

Eric Hudgens
Senior Vice President of Operations – Midwest

Mr. Hudgens is the Vice President of Operations for GCA’s Midwest region. In this role, he manages a ten-state area. He has over 20 years of operations, business development, and strategic planning experience. Prior to joining GCA, Mr. Hudgens was the Vice President of Mercury Technology at FTD, Inc. where he provided B2B technology products and services to FTD’s 50,000 retail partners in over 75 countries. Prior to that, he was the Director of offshore services at Computer Sciences Corporation where he led the company’s off-shore development and call center initiatives. Mr. Hudgens holds a B.S. degree and an MBA from Western Illinois University.

Wulf Werner
Vice President of Operations

Mr. Werner joined GCA Education Services in 2007 as an Account Manager after retiring from the United States Navy in July 2007, serving as an Account Manager in Duval County Florida. In 2008, he was promoted to Resident Regional Manager in Beaufort South Carolina where he was responsible for managing a staff of 250 employees, cleaning over four million square feet daily. In 2012, he transferred to GCA’s Midwest Division and subsequently was promoted to Vice President of Operations. Mr. Werner holds a Bachelor of Science in Business Administration from Touro College. He has over 20 years of Management experience and is committed to excellence for GCA Education Services Inc.
Michelle Jones
Regional Manager

Mrs. Jones has been with GCA Education Services for over 17 years and is an excellent example of GCA’s retention program and our promote-from-within philosophy. She started as an assistant at a large school district with custodial, maintenance and custodial services, where she excelled at every facet. She was promoted to Assistant Project Manager in 2006. In 2009, her leadership capabilities and work ethic earned her promotion to Regional Manager and she is currently in charge of 10 school districts. She is a strong, competent Regional Manager who continually strives for excellence.

Patrick Schwager
Midwest Safety Director

Mr. Schwager has years of management experience in the construction industry. Prior to joining GCA, he was the Project Manager/Superintendent for a construction company where he supervised the completion of residential and commercial remodeling and new construction projects. During his previous experience and in his current position, Mr. Schwager has demonstrated high attention to detail, good communication and organizational skills, and knowledge of necessary safety precautions for the workplace.

Mr. Schwager successfully completed the NARI certified lead carpenter program and is currently earning his degree at Triton College.

Marti Wells
Human Resources Benefits Administrator

Ms. Wells joined GCA in 2006 and brings over 15 years’ experience with benefits and worker compensation administration. Her current responsibilities include benefits administration and managing the human resources functions of the Education Division. She has several years’ experience as an insurance claims examiner, trainer and auditor and as an Environmental and Safety Director in the manufacturing industry.

Ms. Wells graduated with a Bachelor’s degree in Human Resources from Alameda College.
Polly Durning  
GCA TFM Quality Assurance Administrator

Mrs. Durning is the Administrator for GCA Total Facilities Management (GCA TFM) serving GCA Education accounts throughout the region. She attended The Ohio State College with a major emphasis in Math and Sciences. Mrs. Durning has been directly responsible for the growth of the GCA TFM program throughout the Education Division by increasing the number of active accounts from 30 to 300 in less than 2 years. She has also expanded the program by creating new inspections for safety, custodial, and maintenance, in addition to the comprehensive custodial inspections.

Mrs. Durning activates new accounts, provides training, interacts with on-site personnel (GCA and client) and participates in sales presentations and startups for the program.
With more than 230 K-12 school districts and over 100 colleges and universities, GCA’s clients range from small to large, with several of similar size and type as Rockford Public Schools. We invite you to contact each of these valued clients.

**Elgin School District U46**
355 E. Chicago Street, Elgin, IL 60120
Mr. Marcus Lapointe, Manager of Custodial Services
(847) 888-5000 Ext: 7928
Email: marcuslapointe@u-46.org
4.8 million square feet, 56 buildings
Full-Service Custodial
August 25, 2004 - Current

**Orland Park Community Consolidated High School District #230**
15100 S. 94th Ave, Orland Park, IL 60462
Mr. Bob Hughes, Director of Facilities
(708) 745-5203 ext. 5235
Email: bhughes@d230.org
1.7 million square feet
Full-Service Custodial, Grounds and POM
July 1, 2008 - Current

**Bensenville Elementary School District #2**
210 Church Road Bensenville, IL 60106
Mr. James Stelter, Superintendent
(630) 766-5940
Email: Jstelter@bsd2.org
255,841 square feet
Full-Service Custodial and Maintenance
July 1, 2005 - Current

**North Chicago Community Unit District #187**
2000 Lewis Ave, North Chicago, IL 60064
Mr. John Benedetti, Director of Finance & Operations
(847) 689-8150
Email: jbenedetti@d187.org
789,000 square feet
Full-Service Custodial and Maintenance
July 1, 2004 - Current
Duval County Public Schools
129 King Street Jacksonville, FL 32219
Tarek Ghandour, Executive Director of Plant Services
(904) 858-6362
Email: ghandour@duvalschools.org
16.6 million square feet, 171 buildings
Full-Service Custodial
August 1, 2007 – current

Terminated Contracts:

Community Unit School District #303
201 S. 7th Street, St. Charles, IL 60174
Reason for Termination: Lost in rebid to a lower price

Niles High School District #219
7700 Gross Point Road Skokie, IL 60077
Reason for Termination: Lost in rebid to a lower price

Batavia Public School District #101
335 W. Wilson Street Batavia, IL 60510
Reason for Termination: Lost in rebid to a lower price
Bank and Credit References - Confidential

PNC Bank
Suzanne Ferrara
Senior Vice President
1900 East 9th Street - 7th Floor
Cleveland, OH 44114
(216) 222.9022 (Office)

Bank of America, NA
Joseph DiRocco
Senior Vice President
1300 East 9th St. Suite 100
Cleveland, OH 44114
(216) 802.2215

Credit Suisse
Corporate Banking
Judy Smith
Managing Director
11 Madison Avenue
New York, NY 10010
(212) 325.4000
May 8, 2017

Nicole Thorn
Chief Financial Officer
Rockford Board of Education
501 Seventh Street
Rockford IL 61104

Re: Confidential Submission of Audited Financial Statements

Dear Ms. Thorn:

GCA Services Group, Inc. is a private corporation owned by a private equity fund and management. Our annual revenues are $1.0 billion with EBITDA of $90 million and net book value of $283 million.

The Company is majority owned by the Merchant Banking Division of Goldman Sachs (Goldman Sachs) and Thomas H. Lee Partners, two of the world’s leading private equity firms with combined assets under management of approximately $300 billion.

The combination of GCA’s strong financial condition and the financial strength of its investors indicate that GCA has the resources necessary to fund its operations.

The Company’s financial statements are audited by an independent accounting firm and it has received a clean audit opinion each year.

I have attached our EBITDA calculation for your information. Should you require further financial information on GCA, please contact me at 216-535-4903, and I will answer any questions or provide you further financial information that may be requested, on a strictly confidential basis.

Sincerely,

[Signature]

Randall L. Twyman
Vice President - CFO

Enclosures
## Financials - Confidential

### CONFIDENTIAL

**Consolidated EBITDA**

*Years ended December 31, 2016, 2015 and 2014*  
*Figures in 000s*

<table>
<thead>
<tr>
<th></th>
<th>2016</th>
<th>2015</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Revenues</strong></td>
<td>$1,008,920</td>
<td>$1,013,714</td>
<td>$988,375</td>
</tr>
<tr>
<td><strong>Cost of services provided</strong> (includes depreciation expense of $13,448, $11,525 and $9,811 respectively)</td>
<td>871,620</td>
<td>862,879</td>
<td>844,771</td>
</tr>
<tr>
<td><strong>Gross profit</strong></td>
<td>137,300</td>
<td>150,835</td>
<td>143,604</td>
</tr>
<tr>
<td><strong>Operating expenses:</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Selling expense</td>
<td>10,406</td>
<td>10,358</td>
<td>9,749</td>
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<tr>
<td>General and administrative expense</td>
<td>55,133</td>
<td>64,492</td>
<td>60,168</td>
</tr>
<tr>
<td>Stock-based compensation expense</td>
<td>1,583</td>
<td>532</td>
<td>436</td>
</tr>
<tr>
<td>Amortization</td>
<td>57,026</td>
<td>32,247</td>
<td>46,580</td>
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<tr>
<td>Other depreciation</td>
<td>2,386</td>
<td>2,016</td>
<td>916</td>
</tr>
<tr>
<td><strong>Total operating expenses</strong></td>
<td>126,534</td>
<td>109,644</td>
<td>117,849</td>
</tr>
<tr>
<td><strong>Operating income</strong></td>
<td>10,766</td>
<td>41,191</td>
<td>25,755</td>
</tr>
<tr>
<td><strong>Other one-time charges included above</strong></td>
<td>4,865</td>
<td>7,493</td>
<td>1,277</td>
</tr>
<tr>
<td><strong>Depreciation &amp; amortization</strong></td>
<td>72,859</td>
<td>45,787</td>
<td>57,307</td>
</tr>
<tr>
<td><strong>Stock-based compensation expense</strong></td>
<td>1,583</td>
<td>532</td>
<td>436</td>
</tr>
<tr>
<td><strong>Income before interest, taxes, depreciation, amortization and other charges</strong></td>
<td>$90,073</td>
<td>$95,003</td>
<td>$84,774</td>
</tr>
</tbody>
</table>
May 4, 2017

Rockford Board of Education
Rockford Public School District No. 205
501 Seventh St
Rockford, IL 61104

Re: Bidder: GCA Education Services Central States, Inc.
1350 Euclid Avenue, Suite 1500
Cleveland, OH 44115

Bid Date: May 8, 2017
Project: Custodial Services

To Whom It May Concern:

Enclosed is a Bid Bond in favor of GCA Education Services Central States, Inc., as required by the Request for Proposal dated April 10, 2017.

Should GCA Education Services Central States, Inc., be awarded this contract, any final Performance Bond and/or Payment Bond required by the Request for Proposal will be issued on the enclosed RLl bond forms on an annual or annually renewable basis.

This bond will be for a period of one (1) year from the effective date of the bond and in accordance with the initial term of the contract. The bond will expire one (1) year from its effective date. Any extension of the contract for any additional periods will require a new, separate Performance Bond, or be continued via a Continuation Certificate.

The bid bond is approved subject to GCA Education Services Central States, Inc. qualifying its bid to incorporate the use of the attached annually renewable performance bond form in the event GCA Education Services Central States, Inc. is awarded the contract and a final bond is required.

Very Truly Yours,

[Redacted]
Sr. Vice President
Hylant Group
KNOW ALL MEN BY THESE PRESENTS, that we GCA Education Services Central States, Inc. - 1350 Euclid Avenue, Suite 1500, Cleveland, OH 44115 as Principal, hereinafter called the Principal, and RLI Insurance Company - P.O. Box 3967, Peoria, IL 61612-3967, a corporation duly organized under the laws of the State of Illinois as Surety, hereinafter called the Surety, are held and firmly bound unto Rockford Board of Education, Rockford Public School District No. 205, 501 Seventh St., Rockford, IL 61104 hereinafter called the Obligee, in the sum of Five Percent of the contract amount Dollars (— 5% of the contract amount, —), for the payment of which sum well and truly to be made, the said Principal and the said Surety, bind ourselves, our heirs, executors, administrators, successors and assigns, jointly and severally, firmly by these presents.

WHEREAS, the Principal has submitted a bid for Custodial Services

NOW, THEREFORE if the Obligee shall accept the bid of the Principal and the Principal shall enter into a Contract with the Obligee in accordance with the terms of such bid, and give such bond or bonds as may be specified in the bidding or Contract Documents with good and sufficient surety for the faithful performance of such Contract and for the prompt payment of labor and material furnished in the prosecution thereof, or in the event of the failure of the Principal to enter such Contract and give such bond or bonds, if the Principal shall pay to the Obligee the difference not to exceed the penalty hereof between the amount specified in said bid and such larger amount for which the Obligee may in good faith contract with another party to perform the Work covered by said bid, then this obligation shall be null and void; otherwise to remain in full force and effect.

Signed and sealed this 8th day of May, 2017.

GCA Education Services Central States, Inc.

(Principal) (Seal)

(Sally Previte-Treasurer)

RLI Insurance Company

(Seal)

Vicki L. Sharpe, Attorney-In-Fact
POWER OF ATTORNEY
RLI Insurance Company

Know All Men by These Presents:

That this Power of Attorney is not valid or in effect unless attached to the bond which it authorizes executed, but may be detached by the approving officer if desired.

That RLI Insurance Company, an Illinois corporation, does hereby make, constitute and appoint:
Vicki L. Sharpe, Connie Semaneco, Jacqueline Kleinmeyer, Jennifer Dulsuslow, Carolyn Voith, Dinna Wallace, Dolores Senkowski, Judith L. Jost, Melissa Love, Kim Riley, Michael M. Hylant, Judy K. Wilson, jointly or severally

in the City of Cleveland, State of Ohio, its true and lawful Agent and Attorney in Fact, with full power and authority hereby conferred, to sign, execute, acknowledge and deliver for and on its behalf as Surety, the following described bond.

Any and all bonds provided the bond penalty does not exceed Twenty Five Million Dollars ($25,000,000.00).

The acknowledgment and execution of such bond by the said Attorney in Fact shall be as binding upon this Company as if such bond had been executed and acknowledged by the regularly elected officers of this Company.

The RLI Insurance Company further certifies that the following is a true and exact copy of the Resolution adopted by the Board of Directors of RLI Insurance Company, and now in force to-wit:

"All bonds, policies, undertakings, Powers of Attorney or other obligations of the corporation shall be executed in the corporate name of the Company by the President, Secretary, any Assistant Secretary, Treasurer, or any Vice President, or by such other officers as the Board of Directors may authorize. The President, any Vice President, Secretary, any Assistant Secretary, or the Treasurer may appoint Attorneys in Fact or Agents who shall have authority to issue bonds, policies or undertakings in the name of the Company. The corporate seal is not necessary for the validity of any bonds, policies, undertakings, Powers of Attorney or other obligations of the corporation. The signature of any such officer and the corporate seal may be printed by facsimile."

IN WITNESS WHEREOF, the RLI Insurance Company has caused these presents to be executed by its Vice President with its corporate seal affixed this 13th day of October 2016.

RLI Insurance Company

By: Barton W. Davis
    Vice President

State of Illinois
County of Peoria

On this 13th day of October 2016, before me, a Notary Public, personally appeared Barton W. Davis, who being by me duly sworn, acknowledged that he signed the above Power of Attorney as the aforesaid officer of the RLI Insurance Company and acknowledged said instrument to be the voluntary act and deed of said corporation.

By: Jacqueline M. Bockler
    Notary Public

CERTIFICATE

I, the undersigned officer of RLI Insurance Company, a stock corporation of the State of Illinois, do hereby certify that the attached Power of Attorney is in full force and effect and is irrevocable; and furthermore, that the Resolution of the Company as set forth in the Power of Attorney, is now in force. In testimony whereof, I have hereunto set my hand and the seal of the RLI Insurance Company this _______ day of ______, 2016.

RLI Insurance Company

By: Barton W. Davis
    Vice President
RLI Insurance Company  
Annually Renewable Payment Bond  
BOND # ____________

KNOW ALL MEN BY THESE PRESENTS: That __________ (hereinafter called the Principal), and RLI Insurance Company (hereinafter called the Surety), are held and firmly bound unto __________ (hereinafter called the Obligee), in the full and just sum of __________ Dollars ($____), the payment of which sum, well and truly to be made, the said Principal and Surety bind themselves, and each of their heirs, administrators, executors, and assigns, jointly and severally, firmly by these presents.

WHEREAS, the Principal and Obligee have entered into a written Agreement dated the ____ day of ____, 20____ for __________________ for a period of ____ year(s) which Agreement is hereby referred to and made a part hereof.

WHEREAS, the Obligee has agreed to accept a bond guaranteeing the payment of labor and materials of said Agreement for a period of one year.

NOW, THEREFORE, THE CONDITIONS OF THE ABOVE OBLIGATION IS SUCH, that if the Principal shall pay for labor, materials and equipment furnished in said Agreement at the time and in the manner specified during the term of this bond, and shall reimburse said Obligee for any loss which said Obligee may sustain by reason of failure or default on the part of said Principal, this obligation shall be void, otherwise to remain in full force and effect.

PROVIDED, HOWEVER, That this bond is subject to the following conditions:

1. This bond is for the term beginning ____________ and ending ____________. The bond may be renewed for additional terms at the option of the surety, by continuation certificate executed by the Surety. Neither non-renewal by the surety, nor failure, nor inability of the Principal to file a replacement bond shall constitute a loss to the Obligee recoverable under this bond.

2. In the event of default by the Principal, Obligee shall deliver to Surety by certified mail, a written statement of the facts of such default, within thirty (30) days of the occurrence. In the event of default, the Surety will have the right and opportunity, at its sole discretion, to: a) cure the default; b) assume the remainder of the Agreement and to perform or submit same; c) or to tender to the Obligee funds sufficient to pay the cost of completion less the balance of the Agreement price up to an amount not to exceed the penal sum of the bond. In no event shall the Surety be liable for fines, penalties, liquidated damages, or forfeitures assessed against the Principal.

3. No claim, action, suit or proceeding, except as hereinafter set forth, shall be had or maintained against the Surety on this instrument unless same be brought or instituted upon the Surety within one year from termination or expiration of the bond term.

4. No right of action shall accrue on this bond to or for the use of any person or corporation other than the Obligee named herein or the heirs, executors, administrator or successors of Obligee.
5. The aggregate liability of the surety is limited to the penal sum stated herein regardless of the number or amount of claims brought against this bond and regardless of the number of years this bond remains in force.

6. If any conflict or inconsistency exists between the Surety's obligations or undertakings as described in this bond and as described in the underlying Agreement, then the terms of this bond shall prevail.

7. This bond shall not bind the Surety unless the bond is accepted by the Obligee. If the Obligee objects to any language contained herein, within 30 days of the date this bond is signed and sealed by the Surety, Obligee shall return this bond, certified mail or express courier, to the Surety at its address at:

   RLI Commercial Surety
   Attention (underwriter's name)
   Branch Address

Failure to return the bond as described above shall constitute Obligee's acceptance of the terms and conditions, herein.

Signed and sealed this ___ day of __________, 200__.

PRINCIPAL: ________________________________ (seal)

(Name & Title)

SURETY: ________________________________ (seal)

RLI Insurance Company (seal)

Attorney-in-Fact

THE ABOVE TERMS AND CONDITIONS OF THIS BOND HAVE BEEN REVIEWED AND ACCEPTED BY THE OBLIGEE.

ACKNOWLEDGED AND ACCEPTED BY OBLIGEE:

BY: ________________________________

PRINTED NAME/TITLE: ________________________________

DATE: ________________________________

PLEASE RETURN A COPY OF ACCEPTED BOND
RLI Insurance Company
Annually Renewable Performance Bond
BOND #__________

KNOW ALL MEN BY THESE PRESENTS: That (hereinafter called the Principal), and RLI Insurance Company (hereinafter called the Surety), are held and firmly bound unto (hereinafter called the Obligee), in the full and just sum of ______________ Dollars ($______), the payment of which sum, well and truly to be made, the said Principal and Surety bind themselves, and each of their heirs, administrators, executors, and assigns, jointly and severally, firmly by these presents.

WHEREAS, the Principal and Obligee have entered into a written Agreement dated the __ day of ________________ , 2008, for a period of ______ years which Agreement is hereby referred to and made a part hereof.

WHEREAS, the Obligee has agreed to accept a bond guaranteeing the performance of said Agreement for a period of one year.

NOW, THEREFORE, THE CONDITIONS OF THE ABOVE OBLIGATION IS SUCH, that if the Principal shall well and truly perform each and every obligation in said Agreement at the time and in the manner specified during the term of this bond, and shall reimburse said Obligee for any loss which said Obligee may sustain by reason of failure or default on the part of said Principal, than this obligation shall be void, otherwise to remain in full force and effect.

PROVIDED, HOWEVER, That this bond is subject to the following conditions:

1. This bond is for the term beginning ________________ and ending ________________ . The bond may be renewed for additional terms at the option of the surety, by continuation certificate executed by the Surety. Neither non-renewal by the surety, nor failure, nor inability of the Principal to file a replacement bond shall constitute a loss to the Obligee recoverable under this bond.

2. In the event of default by the Principal, Obligee shall deliver to Surety by certified mail, a written statement of the facts of such default, within thirty (30) days of the occurrence. In the event of default, the Surety will have the right and opportunity, at its sole discretion, to: a) cure the default; b) assume the remainder of the Agreement and to perform or sublet same; c) to tender to the Obligee funds sufficient to pay the cost of completion less the balance of the Agreement price up to an amount not to exceed the penal sum of the bond. In no event shall the Surety be liable for fines, penalties, liquidated damages, or forfeitures assessed against the Principal.

3. No claim, action, suit or proceeding, except as hereinafter set forth, shall be had or maintained against the Surety on this instrument unless same be brought or instituted upon the Surety within one year from termination or expiration of the bond term.

4. No right of action shall accrue on this bond to or for the use of any person or corporation other than the Obligee named herein or the heirs, executors, administrator or successors of Obligee.
5. The aggregate liability of the surety is limited to the penal sum stated herein regardless of the number or amount of claims brought against this bond and regardless of the number of years this bond remains in force.

6. If any conflict or inconsistency exists between the Surety's obligations or undertakings as described in this bond and as described in the underlying Agreement, then the terms of this bond shall prevail.

7. This bond shall not bind the Surety unless the bond is accepted by the Obligee. If the Obligee objects to any language contained herein, within 30 days of the date this bond is signed and sealed by the Surety, Obligee shall return this bond, certified mail or express courier, to the Surety at its address at:

   RLI Surety
   Attention (underwriter's name)
   Branch Address

   Failure to return the bond as described above shall constitute Obligee's acceptance of the terms and conditions, herein.

   Signed and sealed this _____ day of _______________, 200_.

   PRINCIPAL: ___________________________  SURETY: RLI Insurance Company
   (seal) (seal)
   ___________________________ Attorney-in-Fact
   (Name & Title)

   THE ABOVE TERMS AND CONDITIONS OF THIS BOND HAVE BEEN REVIEWED AND ACCEPTED BY THE OBLIGEE.

   ACKNOWLEDGED AND ACCEPTED BY OBLIGEE:

   BY:
   PRINTED NAME/TITLE: ___________________________
   DATE: ___________________________

   PLEASE RETURN A COPY OF ACCEPTED BOND
CERTIFICATE OF LIABILITY INSURANCE

This certificate is issued as a matter of information only and conveys 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/agreement must be endorsed. If subrogation is waived, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsements.

**Producer:**
Marsh USA Inc.
220 Public Square, Suite 1200
Cleveland, OH 44114-1854
Attn: Cleveland_certificate@marsh.com

**Contact:**
Name:
Phone:
Fax:
Email:
Address:

**Insurer A:**
ACE American Insurance Company

**Insurer B:**
Larimer Insurance Company

**Insurer C:**
ACE Fire Underwriters Insurance Company

**Insurer D:**
Highland Insurance Company of North America

**Insurer E:**

**Certificate Number:**
CLE0003130563

**Revision Number:** 5

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.

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**Description of Operations / Locations / Vehicles (ACORD 15), Additional Rented Vehicles (if any) may be attached if more space is required.**

**Certificate Holder:**

Rockford School District No. 205
Attn: Transportation Department
301 Seventh Street
Rockford, IL 61104

**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:**

Luis M. Glavac

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Operational Plan

Overview

We know that providing services to the education market is unique. Our experience in providing integrated facility services to hundreds of school districts, universities, and colleges across the country has taught us how a well-maintained facility contributes to student academic performance. The quality of services provided directly influence the quality of life experienced by students, resulting in a significant impact on student attendance and attention.

The fully customizable components of GCA’s Custodial Services plan include:

Comprehensive Communications Plan
  • Procedures for GCA cleaning staff to communicate with building management and occupants throughout the campus
  • Systems for receiving feedback from District and individual schools

Floor Maintenance Plan
  • Extending the life of the various floor assets through routine, periodic, and restorative cleaning operations
  • Hard, soft and specialty flooring will have specific frequency cleaning plans

Determine Schedules of Routine Cleaning Operations
  • Cleaning tasks performed periodically, equipment operation and maintenance, cleaning inspections and accident preparedness plans
  • Schedule of cleaning operations detailing the frequencies required to clean and maintain a particular area at a level that adequately protects human health and the environment

Task Areas of Importance
  • High-traffic locations throughout District facilities
  • Proper storage and use of chemicals including dilution control procedures
  • Special requirements for operations involving potentially hazardous materials such as the maintenance of specialty floors containing asbestos or compliance with OSHA Blood-borne Pathogens standards
  • Cleaning in areas with special engineering concerns such as those with inadequate ventilation, poor lighting, and restricted access

Equipment Use/ Maintenance Plan
  • A quarterly maintenance program that inspects and maintains the performance of custodial equipment
Operational Plan

Environmentally Preferable Cleaning Products and Supplies
- General-purpose cleaners, bathroom cleaners, glass cleaners
- Floor cleaners, and carpet cleaners
- Liquid hand soap
- Paper products

Efficient Use of Chemicals
- Training will be provided to GCA’s cleaning staff in appropriate verbal and written form for the dilution of chemical cleaning products
- Installation of chemical measuring and dilution control systems that limit employee exposure to chemical concentrates while facilitating the proper dilution
- Training employees in the safe, effective use of all relevant chemical cleaning products

Reducing Solid Waste
- The purchase of chemical products and supplies in quantities that minimize the amount of packaging and container waste generated

Employee Communication Requirements
- Develop a system for associates to provide comments and suggestions about workplace issues and for improvements in the provision of services
- SDS sheets will be provided

Training
- All GCA personnel trained in the proper handling of chemicals, proper use and maintenance of capital equipment, and proper cleaning procedures
- All cleaning personnel undergo training on standard operating procedures, effective sequencing of cleaning steps and proper use of personal protective equipment (PPE)
- All personnel will be given standard safety training including focusing on reducing and preventing ergonomic injuries and exposure to hazardous materials
Custodial Program Specific Initiatives

The key initiatives outlined here are not intended to be comprehensive but rather are noted to highlight several essential elements of GCA’s Custodial Services program that will be tailored specifically for Rockford Public Schools.

Standard Cleaning Procedures
With significant input from the District, GCA will develop and implement a set of Standard Cleaning Procedures used at all levels. GCA managers will train staff on these procedures, and managers and District personnel can use them as a baseline for quality control site inspections and performance audits. Please see Appendix for Sample Standard Cleaning Routines.

First Impression Areas
First impression areas are critical to students, faculty, staff and visitors. GCA typically implements a rotation-based sequence of cleaning for entrances, lobbies, restrooms, hallways and other common areas most frequently visited. This results in great first impressions areas that are clean, tidy, odor-free and stocked with necessary supplies.

Floor Care Regimen
While well-maintained floor surfaces provide a positive aesthetic, the ultimate purpose of performing routine and periodic maintenance is to protect the valuable asset in which the University has invested. GCA will implement a dedicated floor care team for both hard and soft surface areas, which will follow the established floor care regimen. Carpets will be spot or fully cleaned as needed, damaged tiles will be identified and reported appropriately, and floors will be stripped and refinished periodically with routine burnishing and coating performed again to protect the investment in surfaces.

Summer/Winter/Break Cleaning
GCA recognizes the critical importance that each building looks its very best when school begins in the fall so GCA will develop and implement a formal Summer/Winter/Break Clean program each year. In coordination with the District and all other stakeholders, the schedule of activities is developed. The anticipated sequence of events will reflect maintenance activities, summer sessions, other uses of the buildings, etc. A Gantt chart will detail each building (including floor plans), the associated tasks to be performed and expected start and completion dates. The Gantt chart is continually updated and circulated to all stakeholders to ensure open communications and clear expectations.

Supplies and Equipment
GCA understands the importance of providing best-in-class supplies and equipment to its staff. As a result, GCA uses equipment and supplies exclusively from industry-leading providers. GCA will invest in the safest and most effective equipment necessary to perform the services efficiently. Before using any piece of equipment, staff will be trained on its proper use and care. During start-up, an initial equipment list will be modified as necessary and any substitutions or
Operational Plan

additional investment will be made without an impact to the District from a cost standpoint. Supplies are divided into the three main cost categories: consumables; cleaning and floor finish; and PPE (Personal Protective Equipment).

As a company with revenues over $1B, GCA enjoys the benefits of industry-leading pricing, support and product availability. Coupled with GCA’s internal research and development team, GCA’s productive staff is always afforded the best products and tools available. Further, GCA’s investment in green cleaning programs is wholly supported by these providers. As ‘green’ is always important to clients, GCA has the ability to obtain Cleaning Industry Management Standard (CIMS) certification at the site level.

GCA’s Custom Green™ Program
GCA’s proprietary Custom Green™ Sustainable Cleaning program is an industry leader offering a holistic approach to develop the most effective cleaning methods that protect occupant health and safety while reducing harmful impacts on the environment. The intent of our Custom Green™ program is to reduce the exposure of indoor facility occupants and cleaning maintenance personnel to potentially hazardous chemical, biological, and particulate contaminants that may adversely affect indoor air quality, human health, building hard and soft finishes, building operating systems and the environment.

Custodial Indoor Air Quality Awareness
Indoor air quality and mold are concerns that many schools will face, especially in areas that have high humidity. Although maintenance and other departments are the leaders in tackling these foes, GCA understands that the custodial department has a role to play in air quality awareness. Therefore, GCA collaborates with the maintenance department in promoting indoor air quality by training custodial employees. This includes mold awareness and identifying conditions that may be warning signs of an issue, such as excess moisture in a room or avoiding common mistakes such as cleaning carpet when there is no air conditioning working. Once custodians complete Indoor Air Quality Awareness training, they are recognized with certificates and recognition for their new accountability.
Staffing Plan

Reporting Hierarchy

Corporate Hierarchy
The District Manager reports to GCA’s Regional Manager, who in turn reports to GCA’s Vice President of Operations for their respective region. The regional Vice President of Operations reports to the General Manager/Senior Vice President of Operations of the Education Division. The Education Division General Manager reports directly to GCA’s Chairman/President/CEO.

GCA maintains constant communication with clients at all levels. In addition to daily interaction with the District Manager, GCA Regional, Senior Regional Managers, and Regional Vice Presidents routinely visit to interact personally with key contacts and to observe quality levels.

The GCA District Manager functions as an extension of our client’s staff. If an issue arises, the on-site account manager is fully supported and empowered to resolve it at the site level. Similarly, our Regional Managers have the autonomy to manage and run their operating units to ensure quality, client satisfaction, and fiscal responsibility.

We divide our regions and responsibilities into manageable units to ensure success. Our ultimate goal is to achieve complete client satisfaction.
Management and Supervision
GCA understands that to provide a quality program we have to start with a quality management team.
When selecting candidates to fill new and vacant positions, we seek more than just the traditional experience requirements. We expect our on-site Managers to desire advancement and be diligent about achieving high performance scores.

GCA strives to promote internal candidates, those who have performed well at other GCA facilities in an assistant manager or other role and have demonstrated the desire and ability to earn promotion. Promoting from within helps maintain our investment in human resources, as well as preserving the consistency and standardization of our ongoing processes.

We offer our on-site Management Team guidance for promotional opportunities and we use a variety of tools to develop a plan for individual growth and identify career pathways. At the management level, activities including external specialized training and internal educational opportunities are ongoing and are provided to those employees seeking career advancement.

Annual regional training sessions bring Account Managers together to refine basic skills, reinforce critical operating procedures, and introduce new and improved concepts for completing daily tasks and ensuring client satisfaction. These are large, conference style events held in key cities. We also provide smaller local classes throughout the year.

Management Staff
Prior to placement at a client site as a Manager, candidates typically provide operations support in multiple environments. This expanded understanding of GCA operations in multiple and varying client environments offers them experience to perform exceptionally well as the Manager.

When internal candidates are not available, GCA will seek external candidates usually from the local community. Candidates from within the client site have the added benefit of already knowing the environment and the people (and those clients know the candidate!). If an external candidate is selected for the Manager role, the candidate spends significant time learning GCA’s policies and procedures by visiting other GCA client sites to observe and experience full, ongoing operations already in place. This series of ‘site tours’ helps external candidates become very familiar with GCA and the nuances of working with the firm before assuming responsibility at the client site.
Communication Plan

Constant communication between the GCA team and our clients and customers is an integral part of the GCA Communication Plan. Our on-site team is expected to foster strong relationships and provide clear and concise reports to our clients regarding our services and obligations. During the initial steps of transition, we will establish communication methods with individual schools and District personnel, and GCA’s on-site manager will function as an extension of District staff.

Beginning at contract award, GCA will provide contact information to Rockford, in addition to providing a customized Emergency Response plan that includes a 24/7 phone number to contact GCA management. While the specific plan will be tailored to fit the specific needs of Rockford schools, we outline below the types of communication the District can expect.

Daily Communication between Rockford and GCA Management

- Phone and email – All of our management team will be equipped with smart phones with email capabilities and the District will have phones numbers and email addresses
- Total Facilities Management – Rockford representatives will have access to GCA’s Total Facilities Management (TFM) Program as described in the Quality Assurance section. You will be able to review inspection results and dashboard reports, see open work orders and send email.
- Leads and supervisors – GCA on-site leads and supervisors will maintain daily communication with building managers

Weekly or More Often as Needed

- GCA’s management team will meet with assigned Rockford Public Schools staff to discuss upcoming events, opportunities, inspection trends, work orders, etc. The actual procedure will be established in conjunction with and at the convenience of the designated District personnel.

Monthly

- Customer Report Cards – Building managers are asked to fill out a Customer Satisfaction Survey which will provide feedback to GCA and our service

Quarterly

Joint Review Committee Meetings – Key clients are asked to meet with our regional managers on a quarterly basis to review results from the prior quarter and discuss objectives for the following quarter(s). These meeting help our team assure that we are aligned with our clients short and long range goals.
Safety Program

Upon contract award, GCA will begin implementing our safety program, outlined in the training section, in collaboration with RPS 205. We maintain an extensive collection of safety materials to address every aspect of maintenance, custodial and custodial services. Ongoing, we diligently monitor local, State and Federal regulations to ensure compliance with all regulatory agencies and regulatory changes that may occur over time. Our full array of safety materials are utilized at every GCA client site, with dedicated safety sessions scheduled for all employees in every department to ensure high-quality services.

Please note that GCA has not included the Safety Manual in order to minimize its proposal submission size.
Safety and Risk Management
There is nothing more important than safety, and GCA is committed to building a proactive safety culture at every one of our sites. Our proactive approach means we invest heavily in safety training and awareness. In an effort to ensure that all GCA employees receive consistent and up-to-date training, we utilize online safety courses and materials as well as direct training. Our team leader is prepared to provide courses individually and in a classroom setting.

GCA’s managers present ongoing professional development on a weekly and monthly basis. The step-by-step processes are constantly reinforced through a pre-established schedule. Safety has been integrated into each task and is continuously reinforced. Specialty training is conducted by internal and external (vendor supported) professional trainers for certain types of floor finishes, new or complicated equipment or concepts, and specialty surface cleaning. Coverage of safety issues, regulatory compliance, and other topics of importance are addressed based on the needs of the campus.

Annual in-service training provides the core curriculum, and the method of the week training balances it by ensuring that employees are retrained on the core concepts every month. This way, nothing is forgotten.

Safety Minders
Similar in process to Method of the Week, Safety Minders is a weekly focus of a specific safety-related issue or process. By reinforcing standard safety policies, procedures and functions, we help avoid workers' compensation claims, make the entire facility safer for students and staff, and provide an awareness of the importance of safety.

GCA keeps every one of our workers safe by utilizing current best practices in safety research, beginning with our Behavioral-Based Safety Program. Our safety program has significantly improved the safety of our employees. It encourages employees to take responsibility for their actions and to hold each other accountable for safe work practices.

The Personal Safety Action Plan to the right is one example of how we encourage employees to become stakeholders in their safety habits. Furthermore, our behavioral-based program incentivizes positive safety techniques and awareness, rather than emphasizing rewards for avoiding accidents. Our goal is to build a strong safety culture that protects every one of our employees, your students and employees, and any person that steps foot on your campus.
Operational Plan

Our Regional Safety Director will assist in establishing safety goals and procedures for our program at your facility. They will observe work practices through audits at the local level and will ensure compliance with any governmental or regulatory requirements. GCA will provide Safety Data Sheets (SDS/MSDS) for all chemicals, floor finishes, and treated materials used in the performance of our duties for RPS. We will also incorporate Safety Guide Sheets (such as the sample to the right) on site to assist in the acquisition and retention of employee safety awareness.

Our team will implement our Method of the Week training module, fully customized to meet the District’s needs through an emphasis on site-specific topics — a fundamental aspect of GCA’s ongoing training program and a standard of quality that sets GCA apart from its competitors.

Above all, GCA will work with you to ensure we build a safety culture that takes into account all site hazards and trains employees to proactively pursue safety excellence as their first priority. We recognize that a successful safety program, like a successful business partnership, depends on communication and trust, and we are committed to being the best partner in the industry.

Modification Rate - 0.84

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**WORKERS COMPENSATION EXPERIENCE RATING**

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Prepared for ROCKFORD PUBLIC SCHOOLS
GCA maintains a professional, full-service human resources department. Our approach to identifying, recruiting and retaining employees of all levels is important to ensure consistent quality and service. GCA experts utilize decades of experience to find the best staff available and make sure they are “in the pipeline.” We are committed to hiring and retaining the most productive and qualified personnel because hiring the right people and implementing proactive programs can keep liability and turnover low while exceeding expectations.

GCA believes in providing its employees with career advancement opportunities. We use a variety of tools to help employees develop plans for individual growth. Whether a productive staff employee wishes to become a supervisor, a supervisor endeavors to become manager, a manager seeks promotion to regional manager or some other advancement, we have programs and initiatives to assist employees in achieving those goals. In fact, many of our regional managers have advanced through the ranks.

**Hiring and Documentation Policies**

**Employee Screening and Hiring Standards**

GCA maintains strict hiring standards, which we believe to be the highest in the industry include criminal background checks. To minimize liabilities, reduce turnover and objectively qualify the best possible candidates, GCA utilizes a comprehensive pre-employment screening program for ALL applicants. These steps include:

- I-9 Verification
- Criminal background checks for 100% of applicants
- Motor vehicle records check (where applicable)
- Comprehensive pre-employment drug screening (where applicable)
- Fingerprinting, where permitted and available, will be conducted at the client’s request
- Work and personal reference checks
Human Resources

Criminal Background Check
No person will be eligible for employment with GCA Services Group if convicted of the following:

- Any felony
- Sex Offender Registry
- Weapons charge
  - Possession of a controlled substance
  - Manufacturing of a controlled substance
- Forgery
- Fraud
- Burglary
- Robbery
- Theft
- Assault and Battery
- Any convictions not specifically listed here must be discussed with the VP of Human Resources for resolution.

Our Rigorous Staff Selection Process
The diagram at right illustrates the process that GCA will utilize in our selecting employees.

GCA strives to promote internal candidates, which helps maintain our investment in human capital as well as preserving the consistency and standardization of our ongoing processes. We will recommend to the district for their approval employees who possess the skill and experience required for immediate placement, who have performed well at other GCA-managed facilities and who have the desire to earn promotion.

For those in the company who have the desire to advance but lack the management experience, we proactively provide opportunities for them to learn operations in multiple environments.
Human Resources

Productive Staff
Whenever possible, GCA recruits productive staff from the existing pool of employees (who have the obvious benefit of being familiar with the facilities and school personnel). In cases where GCA is replacing another firm, with permission from the incumbent contractor and the client, GCA will meet with all available interested employees to recruit them.

Like all GCA employees, productive staff associates are thoroughly screened (background, drug, and other processes determined by the client and local or state laws) before assuming their positions.

Hourly Employee Turnover
According to experts123 (http://www.experts123.com/q/what-is-the-turnover-rate-in-the-janitorial-industry.html) the turnover, or attrition, rate among janitors is approximately 300% a year, meaning most janitors stay on the job for only a few months at a time. Although GCA’s turnover rate is well below industry average – GCA has averaged 70.13% turnover over the past three years – we understand that our employees are our number one asset and continue to reduce our attrition rate through employee appreciation and recognition programs.

Management Turnover
GCA management turnover averages approximately 14%.

Replacement Workers | On-Call Pools
GCA has developed processes and procedures to effectively alleviate any impact on our client environment due to turnover, call-ins and no-shows. To manage potential gaps created by turnover, we establish ‘on-call’ pools of employees. On-call employees are cross-trained and are subject to the same screening, hiring and onboarding processes as permanent employees. During the first couple of months of services, on-call employees work in tandem with regular staff to learn building geography and scope of work. Account Managers utilize on-call employees to backfill absences, handle special events and cover vacations as well as fill permanent positions as they become available. Additionally, the on-call pool covers staffing shortages for unforeseen events and emergencies.
Equal Employment Opportunity

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

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

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

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

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

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

GCA recognizes that our employees are our most valuable asset and are critical to our success at every level. We provide the tools, resources, and training necessary for our employees to excel. By hiring the right people and implementing proactive programs, GCA’s management team keeps liability and turnover low while exceeding client satisfaction expectations.

We work hard to retain our quality employees by offering a variety of incentives and benefits, including career advancement opportunities, a 401(k) program, health and medical insurance, among others.

Advancement

GCA believes strongly in providing its employees with career advancement opportunities. Whenever possible, management and supervisory vacancies are filled by promoting from within. We utilize proven programs and initiatives to assist employees in achieving their career goals. In fact, many of our regional managers have advanced through various ranks to significantly higher paying positions with additional responsibilities.

401(k) Profit Sharing Plan

While most companies have eliminated or plan to eliminate pension plans, GCA has maintained a Wells Fargo 401(k) plan with a generous company match for employees. The plan includes a 100% company match on the first 1% of earnings and a 50% match up to 6% of earnings. Employees are eligible to participate in the plan after one (1) year of service. Investments are self-directed and each participant is provided with easy-to-understand materials to help them determine what options best fit their retirement plans.

Employee and Team Recognition

Nothing is more satisfying to GCA than recognizing our top performing employees. We know that our success is nothing more than the collective efforts of a large number of employees. Developing a culture based on the principals of POSITIVE REINFORCEMENT fuels our desire to consistently improve.

We believe making a concerted effort to recognize employees for outstanding accomplishments is a key component to retaining high performing employees. GCA’s recognition program consists of, at a minimum, Employee of the Month and Employee of the Year awards. In addition to recognizing outstanding employees, at some of our larger units we also recognize Team of the Month, Team of the Year and other individual accomplishments.
Employee Healthcare Benefits
With knowledge of and comparison to the provision of health care insurance in the facility management industry and by our competition, GCA continuously researches health care insurance and alternatives for its employees. Simply put, employee health insurance plans vary. GCA works with its clients to develop the most effective program – balancing company and employee desires with client financial needs. As part of its tailoring process, GCA recommends investigating all alternatives to develop a benefits program that meets these objectives. GCA ensures that all medical benefit plans are compliant with all mandates of the Affordable Care Act.

United Health Care - Gold, Silver, or Bronze Plans
All plans offer comprehensive coverage with affordable co-pays and deductibles. The cost sharing arrangement for each plan can be tailored based upon each client's circumstances and financial needs. Each plan provides the employee with access to a broad network of health care providers, as well as state of the art claims processing. GCA's intent is to provide plans at a competitive cost which meets the individual needs of each employee and his/her family.

Baybridge Minimal Essential Coverage (MEC) Plan – Tier 1, 2, or 3
GCA also offers a health care plan that satisfies the individual mandate requirement* under the Affordable Care Act. This plan provides coverage options for doctor's office visits, telemedicine, outpatient care, discount prescription drug plan, hospital care, and emergency care.

Additionally, GCA offers dental, vision, disability, accident coverage, and life insurance. We are happy to provide greater detail of our full Benefits plan upon request.
Human Resources

Employee Uniforms and IDs
Uniform requirements will be enforced as required by the client and specified in the contract. Employee uniforms generally consist of either a navy GCA T-shirt or a navy GCA smock that has the company name and logo. Uniforms should be worn at all times while on duty.

Employee IDs
Name badges are worn three inches below the shoulder seam or over the pocket, again as required by the client. Some positions may not require name badges.

GCA SERVICES GROUP™

BU#: 91944
Name: Paula Lopez
Building: Holmes Elementary
Title: Day Porter
Employee ID: B04889
Overview

GCA has developed comprehensive training programs to address every aspect of custodial services. We understand that it is critical for employees to receive safety training and appropriate skills preparation before beginning any job assignment, and preparedness is the cornerstone of our training program. More than that, GCA is committed to the ongoing development of our employees. We have learned that creating and fostering an environment where employees can advance their careers returns the investment many times over. Highly trained employees perform at a higher level with better morale and achieve greater results.

Staff training is progressive. It begins at hire and continues as long as the employee is part of the GCA team. We utilize dedicated weekly and monthly training sessions in a module concept, which breaks down training lessons into small, manageable blocks of information, and we verify understanding in a number of different ways. This allows us to ensure learning occurs and to hold employees accountable.

Our extensive training program ensures our custodial staff is trained in operations and best practices for every job function. GCA’s custom training includes annual in-service classes as well as our unique Method of the Week training, which consistently promotes and reminds custodians of sustainability.

Initial Standardized Training

During start-up, GCA training staff will:

- Evaluate each custodial staff member’s capabilities
- Design individual training programs to bring staff to desired level
- Conduct one-on-one training and evaluation sessions
- Observe performance to ensure staff is acquainted with methods and procedures

Employee Orientation

All new employees receive a complete orientation. Orientation includes district expectations, GCA background and history, work rules, safety, HR considerations and other important information that each employee should know to effectively complete his or her function at the district. Following orientation, employees undergo specific skills training depending upon job assignment.

Initial Six-Step™ Process

GCA’s Six-Step™ cleaning method is a unique and effective training program in which each complete cleaning task is broken down into six stand-alone components. These components are addressed with detailed, process-oriented instructions. While this focused approach highlights proper methods and strategy, it likewise addresses consequences of incomplete work and unsafe techniques.
Training Program

Method of the Week

Our Method of the Week program focuses on a specific task or procedure, such as hallway cleaning, and mini-training sessions are held at the beginning of the week to reinforce the basics to the entire department staff. Supervisors pay particular attention to that subject as they make their daily rounds.

<table>
<thead>
<tr>
<th>JANUARY 2017</th>
<th>Method Of The Week</th>
<th>JULY 2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>2. Janitor’s Cart Organization</td>
<td>2. Refrigerator Cleaning</td>
<td></td>
</tr>
<tr>
<td>3. Cleaning Chemicals</td>
<td>3. Refrigerator Defrosting</td>
<td></td>
</tr>
<tr>
<td>5. Restroom Closing Procedures</td>
<td>5. Sink Cleaning</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>FEBRUARY 2017</th>
<th>Method Of The Week</th>
<th>AUGUST 2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Bloodborne Pathogens</td>
<td>1. GCA Safety Work Rules</td>
<td></td>
</tr>
<tr>
<td>2. Baseboard Cleaning</td>
<td>2. Spot Mopping with Flat Mops</td>
<td></td>
</tr>
<tr>
<td>4. Cabinet Cleaning</td>
<td>4. Stairways and Landings</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>MARCH 2017</th>
<th>Method Of The Week</th>
<th>SEPTEMBER 2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Personal Protective Equipment</td>
<td>1. Asbestos Awareness</td>
<td></td>
</tr>
<tr>
<td>2. Carpet Spotting</td>
<td>2. Sweeping</td>
<td></td>
</tr>
<tr>
<td>3. Counter Top Cleaning</td>
<td>3. Telephone Cleaning</td>
<td></td>
</tr>
<tr>
<td>4. Harassment Free Workplace</td>
<td>4. Toilet Cleaning</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>APRIL 2017</th>
<th>Method Of The Week</th>
<th>OCTOBER 2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Work Zones</td>
<td>1. Fire Prevention</td>
<td></td>
</tr>
<tr>
<td>2. Damp Mopping</td>
<td>2. Trash Removal</td>
<td></td>
</tr>
<tr>
<td>3. Doors, Frames &amp; Latches</td>
<td>3. Upholstery Spotting</td>
<td></td>
</tr>
<tr>
<td>4. Drinking Fountains</td>
<td>4. Urinal Cleaning</td>
<td></td>
</tr>
<tr>
<td>5. Dusting with Micro Fiber Cloths</td>
<td>5. Vacuuming – Back Packs</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>MAY 2017</th>
<th>Method Of The Week</th>
<th>NOVEMBER 2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>2. Dusting Mopping with Flat Mops</td>
<td>2. Vacuuming - Uprights</td>
<td></td>
</tr>
<tr>
<td>3. Elevator Cleaning</td>
<td>3. Vent Cleaning</td>
<td></td>
</tr>
<tr>
<td>4. Furniture Polishing</td>
<td>4. Wall Washing</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>JUNE 2017</th>
<th>Method Of The Week</th>
<th>DECEMBER 2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Injury Reporting</td>
<td>1. Electrical Safety</td>
<td></td>
</tr>
<tr>
<td>2. Glass Cleaning</td>
<td>2. Wall Spotting</td>
<td></td>
</tr>
<tr>
<td>3. Workplace Violence Prevention</td>
<td>3. Window Sills and Ledges</td>
<td></td>
</tr>
</tbody>
</table>

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2017 THEME:

Learn Something New Every Day

Learning and Performance Page 1

Prepared for ROCKFORD PUBLIC SCHOOLS
Training Program

Annual In-Service Training
Employees will also have formal classroom training sessions. These sessions cover OSHA requirements, company rules and regulations, standard cleaning procedures, and district rules and regulations. These items are clearly explained in an easy-to-read format. Employees receive approximately 30 hours a year of formal training via in-service training and monthly Method of the Week training and countless hours of on-the-job training.

Types of Hazards:
Hazard Exercise:

<table>
<thead>
<tr>
<th>WORKPLACE HAZARD</th>
<th>HARM CAUSED</th>
<th>PPE SELECTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>CUTS, ABRASIONS FROM USING SHARP OBJECTS</td>
<td>WOUNDS, LOSS OF FINGERS</td>
<td>CUT-RESISTANT GLOVES</td>
</tr>
<tr>
<td>ASBESTOSIS, MESOTHELIOMA</td>
<td></td>
<td>RESPIRATORY PROTECTION</td>
</tr>
</tbody>
</table>

Hierarchy of Controls:
OSHA states that controlling a hazard at its source is the best way to protect employees. How do we accomplish that?

1. Engineering Controls – to eliminate or make the job safe.
   If this isn’t feasible, other options are considered.

2. Administrative Controls – changes in the workplace to reduce exposure to hazards – job rotation, training, etc.

3. Personal Protective Equipment – items designed to minimize employee exposure to hazards.

Hazard Assessment
- Critical step in developing a comprehensive safety and health program which identifies physical, health and other hazards in the workplace.

Includes the following elements:
• Evaluation of Workplace
• Written Certification
• Date(s) of Hazard Assessment
Training Program

Safety Training is a critical element of an effective safety program. The majority of the weekly training sessions are designed to reinforce GCA’s focus on safety and serve as a refresher from orientation as well as any changes or updates that may have been issued by the federal, state or local governments. In effort to assure that all our employees across the country receive consistent and up to date training we have partnered with SafeSCHOOLS. SafeSCHOOLS provides safety training via a web hosted interface. Since the material is web hosted, updates to training are immediate and dated training material is no longer available. Employees that miss a training session due to an absence complete the training individually via computer terminal.

The secret to our success is our people. In an effort to provide the highest quality services possible our staff is exposed to routine technical training. Each month our technicians are required to participate in a Technical Training sessions. These sessions are designed to reinforce skills, promote cross training and communicate industry/policy updates all in an effort to improve our team’s skills and abilities. Licensed technicians will be exposed to a modified training curriculum that is focused on their specific discipline. Training sessions are often supported by Vendors and/or on-line tools.
Quality Assurance

GCA anchors its established Quality Assurance Program in the following three components:

**Formal Employee Training**
Tools such as the Methods Guide Sheets, handouts, and posters reinforce employee learning. GCA frequently reassesses employee skill level. GCA continues the learning process by providing refresher training at regularly scheduled intervals.

**Quality Measurement**
GCA inspects and measures quality using several highly effective approaches. GCA Total Facilities Management (TFM) is our approach to measuring and maintaining high quality services. GCA TFM is a combination of cloud-based, real-time inspection software and customized internal controls to ensure reliable reporting. GCA TFM is not just inspection software. It is the combination of technology plus our proprietary control structure that is meant to strengthen our partnership and provide a foundation for reliable reporting. This leads to insightful action plans, which are used to improve quality of service. We diligently control the data input and set up of your campus to ensure meaningful data is captured and transformed into meaningful reporting.

**Joint Review Committee (JRC) Meetings**
Joint Review Committee Meetings are a key component of our Quality Assurance Program. At the JRC meetings, RPS representatives and GCA management review reports on safety, key performance indicators (KPIs), goals, challenges, and accomplishments. Results from all inspections and surveys are reviewed by GCA at the JRC. Because our KPIs can be customized to meet District expectations, the JRC is a place to identify any areas of concern, ensure that GCA is meeting our collective goals, establish corrective steps, and review all data trends.

The JRC meeting is a place to collaborate on changes and challenges that need to be tackled at the school by our GCA staff.
Quality Assurance

Quality Control and Assurance: GCA Total Facilities Management (TFM)

We know that excellence is one of Rockford Public School’s main values. To further that commitment, GCA would implement our proprietary quality control program, GCA Total Facilities Management (TFM), which is our approach to measuring and maintaining high quality services. GCA TFM is a checks-and-balances approach to quality control based on transparency and customer satisfaction.

Benefits of GCA TFM:

✓ Supports a paperless environment by utilizing smartphones and tablets
✓ Provides absolute clarity to the issue report, by allowing inspectors to attach an image to inspections
✓ Provides immediate access to information because data is transferred in real-time
✓ Offers customizable surveys and inspections
✓ Encourages client participation, input and feedback
Quality Assurance

Overview
The success of GCA operational teams has been built on developing a comprehensive set of standard operating procedures and defining performance expectations that are based on measurable outcomes. Our corporate culture of measuring and managing performance helps us ensure compliance to our Standard Operating Procedures, which enhances our ability to replicate successful performance across the portfolio of academic clients we manage.

In an effort to continually improve, we consistently measure our performance via audits and inspections. Our findings have taught us that it is important to continually measure our performance and adjust our programs accordingly. Our programs are intended to evolve and remain consistent with our client’s expectations.

Our approach to Quality Assurance is a multifaceted; designed to capture measurable results through daily, weekly, monthly, quarterly and annual activities.

QUALITY • MEASURED. MANAGED. GUARANTEED.

• **Quality:** User friendly “Standard Operating Procedures” (SOPs) and clearly identified Key Performance Indicators create an environment where successful results can be replicated.

• **Measured:** Results are compared to defined objectives and benchmarks that are either published by third parties or developed within GCA Services.

• **Managed:** Key Performance Indicators are developed from the organization’s objectives. The KPIs serve as guide posts for our operations team.

• **Guaranteed:** Guaranteeing our price is only possible because we can predict the cost of performing our responsibilities.
Quality Assurance

Quality Inspections

The GCA TFM Quality application is a web-based tool that helps our operations managers' measure and quantify the quality of service delivered to our districts. Using floor plans and information from building assessments, every building will be uploaded into our TFM system. Essentially, each building blueprint becomes an online inspection zone.

Using the uploaded data, our Manager conducts scheduled inspections on a weekly basis as a constructive way to monitor service. This helps us catch deficiencies before they become problems. After inspections are completed, the data is recorded and results are benchmarked to ensure deficiencies are remedied and continuous improvement is made.

As inspections are entered into the GCA TFM inspection system, quantitative scores measure quality by employee, room, floor and building. As time progresses, more and more data is benchmarked, which allows us to identify and address issues. The program enables us to develop trending analyses for each school, and we use this data to develop a baseline, modify training programs, measure our progress and anticipate the needs of that particular building.

Online inspections help ensure that GCA provides high-quality service.

- Inspections completed and logged via smartphones, iPads and other mobile devices
- Detailed inspections by building, floor, room, and area
- Customized rating indicators
- Picture attachment capabilities
- Customized weighting/rating of inspections
- Pre-defined notes sections
- Inspection reports by building, detailed area, floor and specific task
- Inspection reports/results provide proof that we are honoring our contract

Tracking Performance

Online reports and dashboards organize and analyze your data, providing you real-time solutions to potential concerns or issues.

- Evaluate trends by services, buildings or employees
- Identify performance indicators
- Track response time/completion of work orders
- Build your own reports with an interactive tool
- Build dashboards that allow you visually track performance levels
- Excel and PDF report export capabilities
- Deficiency tracking capabilities provide insight into areas/services needing to be improved upon
Quality Assurance

The program combines each facility’s building layout/geography with the corresponding scope of work to create a **site-specific inspection**. Any service receiving less than a perfect inspection score will immediately create a work order or action item, which is then accessed and tracked through the GCA Total Facilities Management Work Order Inbox. Ultimately, the data that accrues from inspections and work orders allows for exhaustive reporting on service deliverables, as well as a proactive approach to managing quality of service. We strive to ensure we are always performing in a manner that exceeds client expectations.

We require joint inspections to occur monthly (a joint inspection is performed with District stakeholders and GCA personnel and typically lasts no longer than 10 minutes per inspection). The joint inspection results provide two critical pieces of information:

1. Benchmark of how you grade our services, allowing us to rate our service during independent inspections as if we were you. Giving a point of comparison to ensure reliable inspection scores
2. Relationship building to ensure our team is proactively engaging your staff to ensure your needs are met

GCA TFM’s work order system is accessible by Rockford staff. This allows for response time tracking that is reportable and reliable. We pre-set escalation rules so that if work orders are not attended to in a timely fashion, GCA Management is notified automatically. GCA can better independently manage our services while providing you documentation of each request, complaint, or inspection result. **This allows you to focus on the District’s core mission instead of any service issue.** Behind the scenes, Regional Management will review exception-based reporting specific to your site and requirements to ensure our team is providing you with the best services possible.

**Inspection Scores Based on Deficiencies by Cleaning Task**
Utilizing visual dashboard reporting allows us to quickly determine where problems exist and formulate action plans to ensure they do not occur again.
The following is an abbreviated example of a random inspection checklist.

<table>
<thead>
<tr>
<th>Section</th>
<th>Area</th>
<th>Service/Tracking Item</th>
</tr>
</thead>
<tbody>
<tr>
<td>Entrance way Near 117</td>
<td>Entrance &amp; Lobbies</td>
<td>S Clean Corners and Edges</td>
</tr>
<tr>
<td>Entrance way Near 117</td>
<td>Entrance &amp; Lobbies</td>
<td>S Clean light fixtures</td>
</tr>
<tr>
<td>Entrance way Near 117</td>
<td>Entrance &amp; Lobbies</td>
<td>S Clean off cobwebs on ceiling</td>
</tr>
<tr>
<td>Entrance way Near 117</td>
<td>Entrance &amp; Lobbies</td>
<td>S Clean windows and glass doors</td>
</tr>
<tr>
<td>Entrance way Near 117</td>
<td>Entrance &amp; Lobbies</td>
<td>S Dust air vents</td>
</tr>
<tr>
<td>Entrance way Near 117</td>
<td>Entrance &amp; Lobbies</td>
<td>S Sweep and mop floors</td>
</tr>
<tr>
<td>Entrance way Near 117</td>
<td>Entrance &amp; Lobbies</td>
<td>S Vacuum walk off mats</td>
</tr>
<tr>
<td>Entrance way Near 117</td>
<td>Entrance &amp; Lobbies</td>
<td>S Wipe down door jamb, frames</td>
</tr>
<tr>
<td>Entrance way Near 117</td>
<td>Entrance &amp; Lobbies</td>
<td>S Wipe down doors</td>
</tr>
<tr>
<td>Entrance way Near 117</td>
<td>Entrance &amp; Lobbies</td>
<td>S Wipe down walls</td>
</tr>
<tr>
<td>Gymnasium 100</td>
<td>Gymnasium</td>
<td>S Clean Corners and Edges</td>
</tr>
<tr>
<td>Gymnasium 100</td>
<td>Gymnasium</td>
<td>S Clean windows with glass cleaner</td>
</tr>
<tr>
<td>Gymnasium 100</td>
<td>Gymnasium</td>
<td>S Empty and clean waste receptacles</td>
</tr>
<tr>
<td>Gymnasium 100</td>
<td>Gymnasium</td>
<td>S Sweep/mop all hard floor surfaces</td>
</tr>
<tr>
<td>Gymnasium 100</td>
<td>Gymnasium</td>
<td>S Vacuum all walk off mats</td>
</tr>
<tr>
<td>Gymnasium 100</td>
<td>Gymnasium</td>
<td>S Wipe down door jamb, frames</td>
</tr>
<tr>
<td>Gymnasium 100</td>
<td>Gymnasium</td>
<td>S Wipe down doors</td>
</tr>
<tr>
<td>Gymnasium 100</td>
<td>Gymnasium</td>
<td>S Wipe down walls</td>
</tr>
<tr>
<td>Janitor closet 103</td>
<td>Custodial Closets</td>
<td>S Empty and rinse mop bucket(s)</td>
</tr>
<tr>
<td>Janitor closet 103</td>
<td>Custodial Closets</td>
<td>S Empty containers and other non-essential items</td>
</tr>
<tr>
<td>Janitor closet 103</td>
<td>Custodial Closets</td>
<td>S Organize custodial cart</td>
</tr>
<tr>
<td>Janitor closet 103</td>
<td>Custodial Closets</td>
<td>S Organize supply shelf</td>
</tr>
<tr>
<td>Janitor closet 103</td>
<td>Custodial Closets</td>
<td>S Remove all trash</td>
</tr>
<tr>
<td>Janitor closet 103</td>
<td>Custodial Closets</td>
<td>S Restock custodial closet</td>
</tr>
<tr>
<td>Janitor closet 103</td>
<td>Custodial Closets</td>
<td>S Store items neatly</td>
</tr>
<tr>
<td>Janitor closet 103</td>
<td>Custodial Closets</td>
<td>S Sweep/spot mop floor</td>
</tr>
<tr>
<td>Mens basketball locker room</td>
<td>Restroom, showerroom, dressing room, locker room</td>
<td>S Clean and disinfect showers.</td>
</tr>
<tr>
<td>Mens basketball locker room</td>
<td>Restroom, showerroom, dressing room, locker room</td>
<td>S Clean Bench.</td>
</tr>
<tr>
<td>Mens basketball locker room</td>
<td>Restroom, showerroom, dressing room, locker room</td>
<td>S Clean Coat Rack.</td>
</tr>
<tr>
<td>Mens basketball locker room</td>
<td>Restroom, showerroom, dressing room, locker room</td>
<td>S Clean Corners and Edges</td>
</tr>
<tr>
<td>Mens basketball locker room</td>
<td>Restroom, showerroom, dressing room, locker room</td>
<td>S Clean counter tops</td>
</tr>
<tr>
<td>Mens basketball locker room</td>
<td>Restroom, showerroom, dressing room, locker room</td>
<td>S Clean drain.</td>
</tr>
<tr>
<td>Mens basketball locker room</td>
<td>Restroom, showerroom, dressing room, locker room</td>
<td>S Clean light fixtures</td>
</tr>
<tr>
<td>Mens basketball locker room</td>
<td>Restroom, showerroom, dressing room, locker room</td>
<td>S Clean mirrors.</td>
</tr>
<tr>
<td>Mens basketball locker room</td>
<td>Restroom, showerroom, dressing room, locker room</td>
<td>S Clean Paper Dispenser</td>
</tr>
<tr>
<td>Mens basketball locker room</td>
<td>Restroom, showerroom, dressing room, locker room</td>
<td>S Clean partitions.</td>
</tr>
<tr>
<td>Mens basketball locker room</td>
<td>Restroom, showerroom, dressing room, locker room</td>
<td>S Clean sinks and fixtures</td>
</tr>
<tr>
<td>Mens basketball locker room</td>
<td>Restroom, showerroom, dressing room, locker room</td>
<td>S Clean Soap Dispenser</td>
</tr>
<tr>
<td>Mens basketball locker room</td>
<td>Restroom, showerroom, dressing room, locker room</td>
<td>S Clean toilets and urinals</td>
</tr>
<tr>
<td>Mens basketball locker room</td>
<td>Restroom, showerroom, dressing room, locker room</td>
<td>S Clean Towel Dispenser</td>
</tr>
<tr>
<td>Mens basketball locker room</td>
<td>Restroom, showerroom, dressing room, locker room</td>
<td>S Dust air vents.</td>
</tr>
<tr>
<td>Mens basketball locker room</td>
<td>Restroom, showerroom, dressing room, locker room</td>
<td>S Empty and clean waste receptacles</td>
</tr>
<tr>
<td>Mens basketball locker room</td>
<td>Restroom, showerroom, dressing room, locker room</td>
<td>S Scrub floors.</td>
</tr>
<tr>
<td>Mens basketball locker room</td>
<td>Restroom, showerroom, dressing room, locker room</td>
<td>S Wipe Down All Handrails</td>
</tr>
<tr>
<td>Mens basketball locker room</td>
<td>Restroom, showerroom, dressing room, locker room</td>
<td>S Wipe down door jamb, frames</td>
</tr>
<tr>
<td>Mens basketball locker room</td>
<td>Restroom, showerroom, dressing room, locker room</td>
<td>S Wipe down doors</td>
</tr>
<tr>
<td>Mens basketball locker room</td>
<td>Restroom, showerroom, dressing room, locker room</td>
<td>S Wipe down walls</td>
</tr>
<tr>
<td>Restroom/family 117</td>
<td>Restroom, showerroom, dressing room, locker room</td>
<td>S Clean Corners and Edges</td>
</tr>
<tr>
<td>Restroom/family 117</td>
<td>Restroom, showerroom, dressing room, locker room</td>
<td>S Clean Diaper Changing Station</td>
</tr>
<tr>
<td>Restroom/family 117</td>
<td>Restroom, showerroom, dressing room, locker room</td>
<td>S Clean light fixtures</td>
</tr>
<tr>
<td>Restroom/family 117</td>
<td>Restroom, showerroom, dressing room, locker room</td>
<td>S Clean mirrors.</td>
</tr>
<tr>
<td>Restroom/family 117</td>
<td>Restroom, showerroom, dressing room, locker room</td>
<td>S Clean Paper Dispenser</td>
</tr>
<tr>
<td>Restroom/family 117</td>
<td>Restroom, showerroom, dressing room, locker room</td>
<td>S Clean sinks and fixtures</td>
</tr>
<tr>
<td>Restroom/family 117</td>
<td>Restroom, showerroom, dressing room, locker room</td>
<td>S Clean Soap Dispenser</td>
</tr>
<tr>
<td>Restroom/family 117</td>
<td>Restroom, showerroom, dressing room, locker room</td>
<td>S Clean toilets and urinals</td>
</tr>
<tr>
<td>Restroom/family 117</td>
<td>Restroom, showerroom, dressing room, locker room</td>
<td>S Dust air vents.</td>
</tr>
<tr>
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<td>Restroom, showerroom, dressing room, locker room</td>
<td>S Empty and clean waste receptacles</td>
</tr>
<tr>
<td>Restroom/family 117</td>
<td>Restroom, showerroom, dressing room, locker room</td>
<td>S Scrub floors.</td>
</tr>
<tr>
<td>Restroom/family 117</td>
<td>Restroom, showerroom, dressing room, locker room</td>
<td>S Wipe Down All Handrails</td>
</tr>
</tbody>
</table>
Quality Assurance

Sample Standard Cleaning Checklist

I. General Cleaners (Offices)
   - Enter through front entrance. Report to Housekeeping office to clock-in.
   - Obtain assignment/requests from Supervisor.
   - Gather specific equipment and proceed to assigned floor.
   - Empty trash containers (change liners if wet, soiled, or torn).
   - Empty recycle paper (use separate trash barrel/separate paper).
   - Dust all desk and tabletops moving items that can be lifted with one hand.
   - Remove fingerprints, smudges, coffee and coke rings from desktops with utility cleaner and cloth.
   - Dust horizontal surfaces (e.g. file cabinets, bookcases, shelves) with dust-treated cloths.
   - Vacuum carpet - pay particular attention around desks and work stations.
   - Spot clean carpet with utility cleaner reporting major spills to Supervisor.
   - Damp clean and sanitize all water fountains.

II. Breakrooms
   - Remove trash - change liners (if wet, soiled or torn).
   - Damp wipe table tops with utility cleaner.
   - Damp clean sink and countertop areas.
   - Spot clean entrance doors, trash containers and adjacent walls.
   - Dust all other horizontal surfaces i.e. windowsills, ledges, etc.
   - Sweep composition floors especially under tables, chairs, and trash containers.
   - Damp mop composition floors with pH balanced neutral floor cleaner.

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

IV. Miscellaneous
   - Clean and place equipment back in designated area.
   - Report any accidents, injuries, cuts, slips or falls to Supervisor immediately.
Report Card for
Custodial Services

School: Rockford East HS
Principal: Dr. Peter Verona
Date: April 4, 2017
### Quality Assurance

<table>
<thead>
<tr>
<th>Cafeteria Clean and Floors Shiny:</th>
<th>A</th>
</tr>
</thead>
<tbody>
<tr>
<td>Components—Café Floors, Clean and free of debris in the morning and properly maintained during the day (Walls, tables, floors, trash cans)</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Classrooms Cleaned Nightly:</th>
<th>A</th>
</tr>
</thead>
<tbody>
<tr>
<td>Components—Trash emptied, floor dust and spot mopped, dusted, horizontal surfaces clean</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Hallways Clean and Floors Shiny:</th>
<th>A</th>
</tr>
</thead>
<tbody>
<tr>
<td>Components—General appearance, shine, corners and edges clean and free of debris (Vacuumed if Applicable)</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Restrooms Cleaned and Stocked Nightly:</th>
<th>A</th>
</tr>
</thead>
<tbody>
<tr>
<td>Components—Floors disinfected, bright work cleaned, walls cleaned, sinks cleaned, toilets cleaned, all areas disinfected</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Outside Perimeter Policed Daily:</th>
<th>A</th>
</tr>
</thead>
<tbody>
<tr>
<td>Components—Area around the school cleaned daily of debris</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Supplies:</th>
<th>A+</th>
</tr>
</thead>
<tbody>
<tr>
<td>Components—Adequate, stocked, ease and timeliness of replenishment</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Rate On Site Staff:</th>
<th>A+</th>
</tr>
</thead>
<tbody>
<tr>
<td>Components: Appearance, attendance, responsiveness of day and night crew</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Management Responsiveness to Issues:</th>
<th>A+</th>
</tr>
</thead>
<tbody>
<tr>
<td>Components—When issues arise, does the Area Manager respond quickly and provide resolution to concern?</td>
<td></td>
</tr>
</tbody>
</table>
Additional Comments, Upcoming Events,

Employee/ Crew/ School Acknowledgements:

Staff is always helpful and courteous.
The school has never shined so brightly!
Keep up the good work!

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

Signature of Principal/ District Representative:
Issue Resolution and Customer Satisfaction

The following is an overview of our Issue Resolution Plan. However, when checking references, please know our clients will confirm that we are flexible, easy to work with and always willing to partner with you for an amicable resolution. Should the need arise, here’s our simple plan:

1. The Account Manager has autonomy to work with the client directly to make decisions and resolve problems or develop solutions exclusively. Most issues are resolved here.

2. Should our account manager feel the action requires further collaboration with the client and the next level of GCA management, the Account Manager will review the issue with the regional management team and develop a solution that has been vetted with multiple GCA leaders. Our process seldom goes to step 3.

3. If the client does not agree with the proposed resolution developed in step 1 and 2 above, GCA will escalate the issue to our executive management team who will make additional offers to resolve the problem and create an amicable solution hopefully agreeable to both parties.

4. If we are unsuccessful reaching a resolution that is amicable to both parties, after following steps 1-3 above, GCA will abide by the Agreement arbitration rules as outlined in the Agreement between GCA and our customer.

Again, we want to point out it is rare that we cannot reach a fair decision for both parties. We look at our relationship as a partnership, which means there is always give and take and financial investment from both parties. Additionally, if the Issue Resolution Plan is not acceptable, we are willing to utilize your plan or adjust ours.
Overview
A Computerized Maintenance Management System (CMMS) is the backbone of the modern maintenance department. These systems manage the huge amount of tasks required to maintain hundreds, often thousands, of assets.

GCA’s approach to CMMS differs from all our competitors. Our team analyzes the CMMS requirements of each potential client, before making suggestions. We consider numerous aspects of the operation and our experience managing dozens of facilities departments and several different CMMS across the country provides our team tremendous insight to the pros and cons of each system. We believe that one-size does not fit all.

Program Description
Unlike our competitors, we have opted not to offer a single proprietary CMMS package. We simply believe that propriety systems are NOT in the best interest of our clients. We have chosen to establish relationships with several CMMS providers, giving us the flexibility to recommend a system that best fulfills our clients unique needs and expectations.

The size and complexity of the facilities department is the single largest factor related to selecting the correct CMMS. The more robust a CMMS is, the more effort and resources it takes to operate. It is absolutely critical to ensure the human resources available to operate the system are consistent with the complexity of the CMMS. We have experienced numerous occasions where a CMMS was not being utilized effectively simply because the administrative responsibilities were too much for the on-site staff to manage.

Another important differentiating factor between GCA and our competitors is our perspective on software licenses. Unlike all our competitors, we strongly recommend that our clients hold the license to the proposed CMMS. We believe clients should always own the CMMS data related to their institution. Eliminating any risk of losing control of the CMMS data GCA recommends that clients are always identified as the license holder of the CMMS package. We think it is important to eliminate any fear our clients may have in regards to control of their CMMS data.

GCA recommends that CMMS packages be licensed directly to our clients, therefore eliminating any concern related to our clients losing control of their data.

Our competitors often don’t agree with this approach. They are the license holders and owners of the data ... until they choose to release it.
All Computerized Maintenance Management Systems perform the following three basic functions.

1. **Scheduling and tracking of Corrective Work Orders – (Repairs)**
   - Work orders generated from the requests of building occupants
   - Self-generated work orders identified by GCA personnel

2. **Scheduling and tracking of Planned Work**
   - Preventive Maintenance tasks intended to address assets needs while in service; reducing failures, optimizing life cycle and energy efficiency
   - Predictive Maintenance tasks focused on preventing damage that was the result of component failure due to normal, predictable wear and tear

3. **Reporting of all tracked tasks**
   - Supports the accountability for resources utilized by the facilities department

The GCA sales team will analyze the expectations and available resources and can recommend a CMMS package best suited for your facility needs.
Benefits

- **Cloud-based (Web hosted) platform**
  - Reduces the total cost of ownership 80-90% (over 3-years, compared to a desktop system)
  - Facilitates seamless updates to the software
- **Web-based service requestor**
  - User-friendly interface for individuals to submit work requests and track the status of requested services
- **Automated e-mail capabilities**
  - Automated notifications sent to requestors via e-mail regarding the status of work requested
- **Compatibility with other wireless technology**
  - Work Orders can be dispatched directly to maintenance technicians via smartphones and/or tablets; eliminating the need to return to the office to pick up work orders
  - Work Orders can be closed by maintenance technicians directly from the worksite; eliminating the lag-time of returning the work order to the office and subsequent data-entry
  - Supports a paperless work environment
- **Preformatted reports**
  - Extensive catalog of industry standard reports generated within a few simple keystrokes
- **Ability to export data into Excel**
  - Data exports allow near endless opportunities to sort and report data into customized reports
- **Record keeping of completed work**
  - Service records are utilized to support warranties

Historical records of repairs provide necessary information to support repair versus replace decisions.
Required Documents

- General Conditions Form
- Bid-Rigging Certification
- Minority and Women-Owned Business Form
- Certificate Regarding Debarment Form
- Certificate Regarding Lobbying Form
- OFAC Compliance Form
- Vendor Conflict of Interest Disclosure Form
- Certified Cleared Employee List
- W-9
- Bidder's Certifications
Complete, sign and return the following forms: General Conditions and Instruction for All Bids, Bid Offer Form, Bid-Rigging Certification, Minority and Women-Owned Business Concern Representation, Certificate Regarding Debarment, Suspension, Ineligibility and Exclusion, Certificate Regarding Lobbying, OFAC Compliance, Vendor Conflict of Interest Disclosure Form, and any other required submittals.

No bids may be withdrawn after the official opening. All bids submitted must be valid for a minimum period of sixty (60) days after the date set for the bid opening. Please check the Terms and Conditions for any variation of this requirement.

All prices are F.O.B., Rockford, Illinois, which is further defined as meaning the price submitted on the bid sheet is the total price to this school district, including all freight and delivery charges. Under no circumstances may prepaid charges be added to the invoice.

A substitute item will be considered only if it is an item of regular manufacture as evidenced by literature, catalogs, etc. and not a prototype or first article test item. Items lacking an established commercial market or evidence of substantial sales must be placed in the hands of the Chief Financial Officer PRIOR to the date and time of the bid opening.

The successful Bidder must submit a separate invoice for each purchase order. The information on that invoice shall cover ONLY that one purchase order.

On the attached list, please type on the bid sheet(s) the information that is requested. If there is insufficient room for your information on this Bid Sheet(s), please present data on a separate sheet (one item to a sheet).

Any interested party, including all Bidders, may examine the bid summary after bids have been opened and awarded by the Board of Education. Bid summary will be available at the Board of Education Administration Building, Purchasing Department, 8:00 A.M., to 4:30 P.M., Monday through Friday. Bid recap will also be reviewed by visiting www.DemandStar.Com.

Vendor’s signature on this Bid Form must be an actual signature. A stamped, facsimile, or typed signature may disqualify the bid. Unless notiﬁed otherwise, should no offer be received, the ﬁrm may be subject to being removed from the Bidder’s list.

The above General Conditions and Instructions are applicable to all bids. Additional Terms and Conditions and Specifications are supplied for each bid.

Please address all questions relative to any bid via email to the Purchasing Department, Board of Education, 501 Seventh Street, Rockford, Illinois 61104 or musav@fps205.com. All request for information must be submitted at least three business days (Monday – Friday) prior to the bid due date and time. Responses to questions will be reviewed by the Purchasing Department and if a response or clarification to the IFB is issued it will be issued via an amendment to the bid and published on the District website and, if applicable, Demand Star. Any request for information submitted after the deadline will not receive a response. Under no circumstances may any bidder or its representative(s) contact any employee or representative of the Rockford Public Schools regarding this bid prior to the closing date, other than to the Purchasing staff provided above. Any violation of this condition may result in a Vendor being considered non-compliant and ineligible for award.

**THIS SECTION BELOW MUST BE COMPLETED IN FULL AND SIGNED. FAILURE TO COMPLY MAY RESULT IN DISQUALIFICATION OF BID.**

The undersigned hereby certifies that he/she has read and understands the contents of this solicitation and agrees to furnish at the prices shown any or all of the items and/or services, subject to all Instructions, Terms and Conditions, Specifications and attachments hereto. Failure to have read all the provisions of this solicitation shall not be cause to alter any resulting contract or request additional compensation.

**GENERAL CONDITIONS AND INSTRUCTIONS FOR ALL BIDS FORM:**

<table>
<thead>
<tr>
<th>1438 Brook Drive</th>
<th>Address</th>
<th>GCA Education Services Central States, Inc.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Downers Grove</td>
<td>IL 60515</td>
<td>(Federal Employer Identification) Or Social Security Number (See Specification for Determination)</td>
</tr>
<tr>
<td>630 629-4044</td>
<td>Area Code Telephone Number</td>
<td></td>
</tr>
</tbody>
</table>

Rev. 09-2016
ROCKFORD PUBLIC SCHOOL DISTRICT NO. 205
BID-RIGGING CERTIFICATION

I, ________________, a duly authorized agent of
(Agent)
GCA Education Services Central States, Inc.
(Contractor)
do hereby certify that neither
GCA Education Services Central States, Inc.
(Contractor)
nor any individual presently
affiliated with GCA Education Services Central States, Inc. has been barred from bidding on a
(Contractor)
public contract as a result of a violation of either Section 33E-3 (bid-rigging) or Section 33E-4 (bid
rotating) of the Illinois Criminal Code, contained in Chapter 750, Article 5 of the Illinois Compiled
Statutes.

Authorized Agent

GCA Education Services Central States, Inc.
Contractor

Rev. 09-2016
ROCKFORD PUBLIC SCHOOL DISTRICT NO. 205

MINORITY, WOMEN and DISABLED-OWNED BUSINESS CONCERN REPRESENTATION

Minority-Owned Business: a business concern means a business concern that: (1) is at least 51 percent unconditionally owned by one or more individuals who are considered to be a member of a minority group, or a publicly owned business having at least 51 percent of its stock unconditionally owned by one or more members of a minority group; and (2) has its management and daily business conducted and operated by one or more such individuals. Individuals who certify that they are members of minority groups (African Americans, Hispanic Americans, Native Americans, Asian-Pacific Americans, Asian-Indian Americans, and other minorities) are to be considered minority-owned enterprises.

Women-Owned Business: a business that is at least 51 percent owned by a woman or women who also control and operate it.

Disabled Owned Business: a business that is at least 51 percent owned by a person or persons with severe physical or mental disabilities which substantially limits one or more of the person's major life activities and which person or persons control and operate such business.

"Control" in this referenced context means exercising the power to make policy decisions. "Operate" means being actively involved in the day-to-day management of the business.

The District shall rely on written representations of concerns regarding their status as minority/women/disabled-owned businesses. Offeror agrees to submit information regarding the minority ownership of its subcontractors on request of District.

COMPLETE THE SECTION BELOW AND RETURN THIS FORM WITH BID. FAILURE TO DO SO MAY RENDER THE OFFEROR'S BID UNACCEPTABLE.

A. Representation. The offeror represents that it is ( ) , is not ( ) a minority-owned business concern.

B. Representation. The offeror represents that it is ( ) , is not ( ) a women-owned business concern.

C. Representation. The offeror represents that it is ( ) , is not ( ) a disabled-owned business concern.

Please Check Appropriate Box/Boxes

☐ African American (AFRAM) ☐ Caucasian (CAUC) ☐ Native American (NAAM)

☐ Hispanic American (HISP) ☐ Asian-Pacific American (ASLAP) ☐ Asian Indian (ASIAI) American

☐ Other, please identify: ☐ Woman Owned (W) ☐ Disabled Owned (D)

The offeror has ☐/has not ☐ used the following procedures in searching for and obtaining suppliers and subcontractors:

- Place Minority-Owned Businesses on solicitation lists.
- Ensure that Minority-Owned are solicited whenever they are potential sources.
- Consider contracting with consortia of Minority-Owned Businesses when an intended contract is too large for any one such firm to handle on its own, if economically feasible, divide larger requirements into smaller transactions for which such organizations might compete.
- Make information on contracting opportunities available and establish delivery schedules that encourage participation by Minority-Owned Businesses.
- Use the services and assistance of the SBA and Department of Commerce Minority Business Development Agency, as appropriate.

Company Name: GCA Education Services Central States, Inc. Address: 1438 Brook Drive

City: Downers Grove State: IL Zip: 60515

Phone #: 630-629-4044 Fax #: 630-629-4047

Signature of Company Official: Randy Twyman Title: VP Finance, CFO, Secretary

Date: May 4, 2017

Rev. 09-2016
CERTIFICATION REGARDING DEBARMENT, SUSPENSION, INELIGIBILITY, AND VOLUNTARY EXCLUSION
LOWER TIER COVERED TRANSACTIONS

This certification is required by the regulations implementing Executive Orders 12549 and 12689, Debarment and Suspension, 2
CFR 417 Subpart C Responsibilities of Participants Regarding Transactions. The regulations were published in the May 25,
2010 Federal Register (pages 29183-29189). Copies of the regulations may be obtained by contacting the Illinois State Board of
Education.

BEFORE COMPLETING CERTIFICATION, READ INSTRUCTIONS BELOW.

CERTIFICATION

The prospective lower tier participant certifies, by submission of this Certification, that:
(1) Neither it nor its principals are presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily
excluded from participation in this transaction by any Federal department or agency;
(2) It will provide immediate written notice to whom this Certification is submitted if at any time the prospective lower tier
participant learns its certification was erroneous when submitted or has become erroneous by reason of changed circumstances;
(3) It shall not knowingly enter any lower tier covered transaction with a person who is debarred, suspended, declared ineligible,
or voluntarily excluded from participation in this covered transaction, unless authorized by the department or agency with which
this transaction originated;
(4) It will include the clause titled Certification Regarding Debarment, Suspension, Ineligibility, and Voluntary Exclusion—
Lower Tier Covered Transactions, without modification, in all lower tier covered transactions and in all solicitations for lower
tier covered transactions;
(5) The certifications herein are a material representation of fact upon which reliance was placed when this transaction was
entered into; and
(6) Where the prospective lower tier participant is unable to certify to any of the statements in this certification, such
prospective participant shall attach an explanation to this Certification.

GCA Education Services Central States, Inc.
Organization Name

Randy Twyman
Name of Authorized Representative

IFB No. 17-43 Custodial Services
PR/Award Number or Project Name

VP Finance, CFO, Secretary
Title

May 4, 2017
Date

Instructions for Certification

1. By signing and submitting this Certification, the prospective lower tier participant is providing the certifications set out herein.
2. If it is later determined that the prospective lower tier participant knowingly rendered an erroneous certification, in addition to
other remedies available to the Federal government, the department or agency with which this transaction originated may pursue
all available remedies, including suspension and/or debarment.
3. Except for transactions authorized under paragraph 3 above, if a participant in a covered transaction knowingly enters into a
lower tier covered transaction with a person who is suspended, debarred, ineligible, or voluntarily excluded from participation in
this transaction, in addition to other remedies available to the Federal government, the department or agency with which this
transaction originated may pursue all available remedies, including suspension and/or debarment.
4. The terms covered transaction, debarred, suspended, ineligible, lower tier covered transaction, participant, person, primary
covered transaction, principal, proposal, and voluntarily excluded, as used herein, have the meanings set out in the Definitions and
Coverage sections of the rules implementing Executive Order 12549 and Executive Order 12689. You may contact the person to
which this Certification is submitted for assistance in obtaining a copy of those regulations.
5. A participant in a covered transaction may rely upon a certification of a prospective participant in a lower tier covered
transaction that it is not debarred, suspended, ineligible, or voluntarily excluded from the covered transaction, unless it knows the
certification is erroneous. A participant may decide the method and frequency by which it determines the eligibility of its
principals. Each participant may, but is not required to, check the “GSA Excluded Parties List System” at http://epls.amnet.gov/
6. Nothing contained in the foregoing shall be construed to require establishment of a system of records in order to render in good
faith the certification required herein. The knowledge and information of a participant is not required to exceed that which is
normally possessed by a prudent person in the ordinary course of business dealings.

ISBE 55-34 (3/12)
IILLINOIS STATE BOARD OF EDUCATION
100 North First Street
Springfield, IL 62777-0001

CERTIFICATE REGARDING LOBBYING

The undersigned certifies, to the best of his or her knowledge and belief, that:

(1) No Federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of an agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal contract, the making of any Federal grant, the making of any Federal loan, the entering into any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal contract, grant, loan, or cooperative agreement.

(2) If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal contract, grant, loan, or cooperative agreement, the undersigned shall complete and submit ISBE 85-37, "Disclosure of Lobbying Activities," in accordance with its instructions.

(3) The undersigned shall require that the language of this certification be included in the award documents for all subawards at all tiers (including subcontracts, subgrants, and contracts under grants, loans, and cooperative agreements) and that all subrecipients shall certify and disclose accordingly.

This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by Section 1352, Title 31, U.S. Code. Any person who fails to file the required certification shall be subject to a civil penalty of not less than $10,000 and not more than $100,000 for each such failure.

GCA Education Services Central States, Inc.

Organization Name

Randy Twyman

Name of Authorized Representative

IFB No. 17-43 Custodial Services

PR/Award Number or Project Name

VP Finance, CFO, Secretary

Title

Original Signature of Authorized Representative

May 4, 2017

Date
ROCKFORD PUBLIC SCHOOL DISTRICT NO. 205

OFAC Compliance

BID/RFP No.: IFB 17-43 Custodial Services

The undersigned hereby certifies and represents that products and/or services provided under any contract with the Rockford Public Schools resulting from this bid shall be in compliance with economic or trade sanctions or restrictions implemented by the United States government such as those administered by the Office of Foreign Assets Control ("OFAC") of the U.S. Department of the Treasury and shall not utilize or engage, for performance of any activities related to the products and/or services, any persons or entities that, (i) appear on OFAC's Specially Designated Nationals and Blocked Persons List ("SDN List"), as that list may be updated from time to time or any other similar list maintained by OFAC; (ii) are owned or controlled by any person or entities appearing on OFAC's SDN List, as that list may be updated from time to time or any other similar list maintained by OFAC; or (iii) are located in any country subject to U.S. economic or trade sanctions, such as those administered by OFAC.

GCA Education Services Central States, Inc.
Organization Name

Randy Twyman
Name of Authorized Representative

VP Finance, CFO, Secretary
Title

Original Signature of Authorized Representative

May 4, 2017
Date
ROCKFORD PUBLIC SCHOOL DISTRICT NO. 205
VENDOR CONFLICT OF INTEREST DISCLOSURE FORM

DISCLOSURE STATEMENT:
All businesses ("Vendors" or "Vendor" or "Vendor's") that wish to conduct business with the Rockford Public Schools "RPS" must complete this form. Please note that all contracts with RPS are subject to RPS Code of Ethics which prohibits RPS employees and Board of Education members from having certain relationships with persons or entities conducting (or proposing to conduct) business with RPS and which limits the acceptance of gifts from Vendors. The entire Board Member Conflict of Interest Board Policy 2.100 and Board Policy 5.120 may be viewed at http://www2.rps205.com/District/BOE/Pages/GP-200.aspx. The Code and its definitions are incorporated by reference into this Disclosure Form. If a Vendor has a disclosable relationship, the Vendor should assume the relationship may pose a conflict of interest until notified to the contrary in writing by a RPS administrative staff member authorized to confirm that a determination has been made that a conflict does not exist. A principle of the Code of Ethics is to ensure that relationships do not influence any official decision or judgment of RPS employees or Board of Education members. Accordingly, disclosure also should be made for any person connected with Vendor (e.g., officer, director, partner, shareholder, employee) that is likely to: (i) materially contribute to Vendor's preparation, drafting, or presentation of a proposal or bid for services and/or supplies, (ii) materially contribute to Vendor's negotiation of a contract with RPS, or (iii) perform material services under a contract with RPS. Below, these persons are referred to as "Disclosable Persons."

CERTIFICATION:
I hereby certify that, except as disclosed below, to Vendor's knowledge, there is no conflict of interest involving the Vendor named below that would violate the RPS Code of Ethics, including that: (a) after inquiry, neither Vendor nor any Disclosable Person is involved or engaged in any private business venture or enterprise, directly or indirectly, with any RPS employee or Board of Education member or his or her family member; (b) no RPS employee or Board member or his or her family member owns or has a material personal financial interest (directly or indirectly) in Vendor or is engaged in a material personal business transaction with Vendor; and (c) no RPS employee or Board of Education member or his or her family is employed by Vendor.

I further certify that neither the Vendor nor anyone acting on its behalf has requested that any RPS employee or RPS Board of Education member exert any influence to secure the award of this bid to the Vendor. Furthermore, no RPS Board of Education member, employee or agent has offered to influence to secure the award of this bid to the Vendor.

VENDOR INFORMATION:
Vendor Name: GCA Education Services Central States, Inc.

1438 Brook Drive

Downers Grove IL 60515

Vendor Phone Number
630 629-4044

Vendor Email: rtwyman@gcaservices.com or jkoselleck@gcaservices.com

Vendor FEIN:

Rev. 09-2016
ROCKFORD PUBLIC SCHOOL DISTRICT NO. 205
VENDOR CONFLICT OF INTEREST DISCLOSURE FORM

DISCLOSURE STATEMENT:

I BELIEVE THE VENDOR NAMED ABOVE DOES have a potential conflict(s) of interest with a current RPS employee(s), or RPS Board of Education member(s).

☐ YES, the above statement is true.

☒ NO, the above statement is NOT true.

If you checked "YES" above, please provide the following information:

List all the Name(s) of RPS employee(s), RPS Board of Education member(s), or RPS employees’ or RPS Board of Education’s family member(s) with whom there may be a conflict of interest:

1. N/A

2. 

3. 

Provide a brief description of the nature of the potential conflict(s) of interest:

N/A

SIGNATURE:
By my signature below, I certify that I am the Authorized Representative of the VENDOR named above and that all of the information provided above by signor is true and complete to the best of the signor’s knowledge:

Randy Twyman
Print the Name of the Vendor's Authorized Representative

VP Finance, CFO, Secretary
Print the Position Title of the Vendor’s Authorized Representative

May 4, 2017
Date

Rev. 09-2016
ROCKFORD PUBLIC SCHOOL DISTRICT NO. 205
CERTIFIED CLEARED EMPLOYEE LIST

The undersigned Randy Twyman, a vendor, supplier, professional services firm or contractor, hereby certifies under oath as follows:

1- a criminal history records check, a Statewide Sex Offender Database check and a Statewide Child Murderer and Violent Offender Against Youth Database check has been conducted for all employees as indicated by a check mark in the appropriate box in accordance with 105 ILCS 5/10-21.9 (the Act); and

2- that such employees have not been convicted of any of the enumerated criminal or drug offenses listed in the Act and their name does not appear on the noted Databases; and

3- the undersigned is an owner (if sole proprietor) or officer, member or partner of the undersigned authorized to execute this document binding the undersigned.

<table>
<thead>
<tr>
<th>NO.</th>
<th>LAST NAME</th>
<th>M.I.</th>
<th>FIRST NAME</th>
<th>CRIMINAL HISTORY</th>
<th>DATABASES</th>
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<tr>
<td>All 201 current</td>
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<td></td>
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<tr>
<td>GCA Employees</td>
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<td>have been cleared.</td>
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</tr>
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</table>

By: [Signature]

This certificate Subscribeed and Sworn to before me this 4th day of May, 2017.

Notary Public
Commission Expiration

KELLY LYNCH
NOTARY PUBLIC - STATE OF OHIO
Recorded in Cuyahoga County
My commission expires June 28, 2020

Rev. 09-2016
IRIS regulations require our School District to have on file appropriate taxpayer identification data concerning you or your firm. This information includes one of either a Federal Employer Identification Number (F.E.I.N.) or Social Security Number (S.S.N.) and will have their payments reported to the IRS on form #1099-Misc.

Below is the legal name and address for you or your firm as shown on our official records. Please make any necessary corrections. Space is also provided to enter the appropriate tax identification number and to indicate (by checking a box) the correct legal status. Failure to complete and return this form could result in a $50,000 IRS penalty. In addition, we would be required to withhold 20% of payments due and remit this amount to the IRS until we receive the correct tax data.

For your convenience, we request you fax this form back to sender (or to Purchasing at 815-966-3088). Please do this today so we can both fulfill our reporting obligations and ensure prompt payments.

Reminder: If LEGAL STATUS is "Sole Proprietorship", the Taxpayer Identification Number must be either the Social Security Number of the owner or assigned FEIN.

**LEGAL STATUS: (Check One)**
- [X] Corporation
- [ ] Partner(ship) (one owner)
- [ ] Religious, Charitable, Educational or Governmental Agency (circle one)
- [ ] Sole Proprietorship (legal owner's name):

**TAXPAYER (federal) ID#: FEIN or Soc Sec**
(Use the line corresponding to your legal status line)

FEIN: ____________________________
FEIN: ____________________________
FEIN: ____________________________
FEIN: ____________________________

FEIN: ____________________________ or
SSN: ____________________________
Owner's Social Security Number
SSN: ____________________________

FEIN: ____________________________

**UNDER PENALTIES OF PERJURY, I CERTIFY THE INFORMATION PROVIDED ON THIS FORM IS TRUE, CORRECT, AND COMPLETE:**

Signature: [Redacted]
Title: VP Finance, CFO, Secretary
Date: May 4, 2017
Phone: (630 ) 629-4044
Fax: (630 ) 629-4077

Website & Email Address: www.gcaservices.com gcaeducation@gcaservices.com
If minority/women owned business, list here:

<table>
<thead>
<tr>
<th>Vendor: Enter Name and Address Below</th>
</tr>
</thead>
<tbody>
<tr>
<td>GCA Education Services Central States, Inc.</td>
</tr>
<tr>
<td>1438 Brook Drive Downers Grove IL 60515</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Vendor #:</th>
</tr>
</thead>
<tbody>
<tr>
<td>School:</td>
</tr>
<tr>
<td>----------</td>
</tr>
</tbody>
</table>
ROCKFORD PUBLIC SCHOOL DISTRICT NO. 205

BIDDER'S CERTIFICATIONS

NON-COLLUSION AFFIDAVIT
The undersigned certifies that he or she has not, nor has any other member, representative, or agent of the firm, company, corporation or partnership represented by him or her, entered into any combination, collusion, or agreement with any person relative to the price to be bid by anyone at such letting, nor to prevent any person from bidding, nor to induce anyone to refrain from bidding, and this Bid is made without reference to any other bid and without any agreement, understanding, or combination with any other person in reference to such bidding.

This individual further states that no person, firm, or corporation has, or will receive directly or indirectly, any rebate, fee, gift, commission, or thing of value based upon awarding of the Contract.

GCA Education Services Central States, Inc. [Redacted] May 4, 2017
Name of Bidder (Please Print) Submitted by (Signature)/Date

EQUAL OPPORTUNITY
The undersigned hereby certifies that Bidder is in compliance with the Equal Employment Opportunity Clause and the Illinois Fair Employment Practices Act.

GCA Education Services Central States, Inc. [Redacted] May 4, 2017
Name of Bidder (Please Print) Submitted by (Signature)/Date

SEXUAL HARRASSMENT
The undersigned hereby certifies that Bidder has complied and will comply with the requirement of Section 2-105 of the Illinois Human Rights Act (775 ILCS 5/2-105) with respect to sexual harassment policies. The terms of that law, as applicable, are hereby incorporated into the Contract.

GCA Education Services Central States, Inc. [Redacted] May 4, 2017
Name of Bidder (Please Print) Submitted by (Signature)/Date

NO SMOKING
The undersigned hereby certifies that Bidder agrees that it and its employees will abide by the District’s no smoking policy at all times during performance of the Contract.

GCA Education Services Central States, Inc. [Redacted] May 4, 2017
Name of Bidder (Please Print) Submitted by (Signature)/Date

DRUG FREE WORKPLACE
Each Bidder, if having twenty-five employees or more, does hereby certify through the undersigned, pursuant to Section 3 of the Illinois Drug-Free Workplace Act (30 ILCS 580/3), that it shall provide a drug-free workplace for all employees engaged in the performance of services under the Contract by complying with the requirements of the Illinois Drug-Free Workplace Act, and further certifies that it is not ineligible for award of this Contract by reason of debarment for a violation of the Illinois Drug-Free Workplace Act.

GCA Education Services Central States, Inc. [Redacted] May 4, 2017
Name of Bidder (Please Print) Submitted by (Signature)/Date

Rev. 09-2016
ROCKFORD PUBLIC SCHOOL DISTRICT NO. 205
BIDDER'S CERTIFICATIONS

GENERAL BIDDING CERTIFICATIONS
The undersigned further certifies that:

1. The undersigned also certifies that he or she has read, understands, and agrees that the District's acceptance of Bidder's offer by issuance of a Contract will create a binding Contract.

2. He or she is the duly authorized agent of Bidder, and is expressly authorized to execute this Certification on Bidder's behalf, to bind Bidder to the terms and conditions contained in this Bid Package, and to execute the Contract immediately upon notification by the District in the event Bidder's Bid is successful and Bidder is selected by the District to perform the Contract.

3. Bid submission is in compliance with Illinois Compiled Statutes 105 ILCS 5/10-20.21 - Contracts, and 105 ILCS 5/10-22.34c, Third Party Non-instructional Services

4. Bidder is the following type of business entity, in good standing with the State of Illinois:
   - corporation
   Bidder is duly authorized by the State of Illinois to conduct business in Illinois.

5. Bidder confirms they operate in compliance with HIPAA, FERPA and all other legal requirements.

6. Bidder has and will at all times fully comply with the requirements of 105 ILCS 5/10-20.21(b) pertaining to the Illinois Use Tax Act.

7. All figures and responses submitted on this Bid Form are true, complete, and accurate. All documents attached to and submitted with this Bid Form are true, complete, and authentic.

8. Attached hereto is Bidder’s current financial statement, which has been certified by a Certified Public Accountant.

9. Bidder hereby offers and agrees to furnish the services and equipment specified in this Bid Package, during the term specified in the Bid Package, at the rates stated in the Bid Form, and subject to the attached General Instructions, General Terms and Conditions, Supplemental Terms and Conditions, Specifications, and the other requirements of the Bid Package, including Addenda, if any.

10. This Bid is firm and irrevocable for a period of sixty (60) days after Bid Opening, as detailed in the attached Instructions for Bidders.

GCA Education Services Central States, Inc.
Name of Bidder (Please Print)

May 4, 2017
Submitted by (Signature)/Date

Rev. 09-2016
BID SUBMITTED BY:

GCA Education Services Central States, Inc.

Company Name

1438 Brook Drive

Address

Downers Grove IL 60515

City, State & Zip Code

630-629-4044

Phone Number

rtwyman@gcaservices.com

E-mail

630-629-4047

Fax Number

jkoselleck@gcaservices.com

FEIN

Randy Twyman, V.P. Finance, CFO & Secretary

Typed Name & Title

5/3/17

Date
BID OFFER FORM

BID No. XX-XX Custodial Contract Services

Contract agrees to hold firm the prices offered throughout the contract period as listed below. The undersigned bidder declares he/she has carefully examined the attached General Terms and Conditions, Supplemental Terms and Conditions, Specifications, and Bid Offer Form for the Rockford School District’s request for custodial contract services at the following locations.

1. **Labor, Overhead, Equipment, Material as Specified in this Agreement to be Included in This Base Bid– Five Year Plan**

<table>
<thead>
<tr>
<th>Site</th>
<th>July 1, 2017- June 30, 2018 (Lump Sum $)</th>
<th>July 1, 2018 - June 30, 2019 (Lump Sum $)</th>
<th>July 1, 2019 - June 30, 2020 (Lump Sum $)</th>
<th>July 1, 2020 - June 30, 2021 (Lump Sum $)</th>
<th>July 1, 2021 - June 30, 2022 (Lump Sum $)</th>
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<td>$64,731</td>
<td>$65,378</td>
<td>$66,032</td>
<td>$66,692</td>
</tr>
<tr>
<td>Bloom</td>
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* Includes price for Auburn Health Clinic
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<tr>
<th>Site</th>
<th>July 1, 2017- June 30, 2018 (Lump Sum $)</th>
<th>July 1, 2018 - June 30, 2019 (Lump Sum $)</th>
<th>July 1, 2019 - June 30, 2020 (Lump Sum $)</th>
<th>July 1, 2020 - June 30, 2021 (Lump Sum $)</th>
<th>July 1, 2021 - June 30, 2022 (Lump Sum $)</th>
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<tr>
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<td>Haskell</td>
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<td>$ 59,423</td>
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<td>July 1, 2019 - June 30, 2020 (Lump Sum $)</td>
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<td>Whitehead</td>
<td>$ 84,245</td>
<td>$ 84,042</td>
<td>$ 84,883</td>
<td>$ 85,731</td>
<td>$ 86,589</td>
</tr>
<tr>
<td>District Wide Stadiums</td>
<td>$ 7,242</td>
<td>$ 7,246</td>
<td>$ 7,318</td>
<td>$ 7,391</td>
<td>$ 7,465</td>
</tr>
<tr>
<td><strong>Total Cost</strong></td>
<td><strong>$ 6,376,789</strong></td>
<td><strong>$ 6,361,045</strong></td>
<td><strong>$ 6,424,655</strong></td>
<td><strong>$ 6,488,902</strong></td>
<td><strong>$ 6,553,791</strong></td>
</tr>
</tbody>
</table>

** Sterling Holley pricing listed on page 65
2. **All Managerial Staff for All Days Including Student Occupied and Unoccupied - Schedule #1 and #2**

<table>
<thead>
<tr>
<th>Type</th>
<th>July 1, 2017 - June 30, 2018 (Lump Sum $)</th>
<th>July 1, 2018 - June 30, 2019 (Lump Sum $)</th>
<th>July 1, 2019 - June 30, 2020 (Lump Sum $)</th>
<th>July 1, 2020 - June 30, 2021 (Lump Sum $)</th>
<th>July 1, 2021 - June 30, 2022 (Lump Sum $)</th>
</tr>
</thead>
<tbody>
<tr>
<td>All Managerial Staffing Cost</td>
<td>$ 382,462</td>
<td>$ 386,287</td>
<td>$ 390,149</td>
<td>$ 394,051</td>
<td>$ 397,991</td>
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3. **Other Operational Costs - Five Year Plan**

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<th>July 1, 2018 - June 30, 2019 (Lump Sum $)</th>
<th>July 1, 2019 - June 30, 2020 (Lump Sum $)</th>
<th>July 1, 2020 - June 30, 2021 (Lump Sum $)</th>
<th>July 1, 2021 - June 30, 2022 (Lump Sum $)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chemical Supply Cost</td>
<td>$ 253,046</td>
<td>$ 255,576</td>
<td>$ 258,132</td>
<td>$ 260,714</td>
<td>$ 263,321</td>
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<tr>
<td>Equipment Cost</td>
<td>$ 347,000</td>
<td>$ 350,470</td>
<td>$ 353,975</td>
<td>$ 357,514</td>
<td>$ 361,090</td>
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<tr>
<td>Filter, V-belt inspection and replacement</td>
<td>$ 28,306</td>
<td>$ 28,589</td>
<td>$ 28,875</td>
<td>$ 29,164</td>
<td>$ 29,456</td>
</tr>
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</table>

4. **Snow Removal / Building Check Costs – Five Year Plan**

<table>
<thead>
<tr>
<th>Type</th>
<th>July 1, 2017 - June 30, 2018 (Lump Sum $)</th>
<th>July 1, 2018 - June 30, 2019 (Lump Sum $)</th>
<th>July 1, 2019 - June 30, 2020 (Lump Sum $)</th>
<th>July 1, 2020 - June 30, 2021 (Lump Sum $)</th>
<th>July 1, 2021 - June 30, 2022 (Lump Sum $)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Snow Removal and Building Check Cost</td>
<td>$ 65,000</td>
<td>$ 65,000</td>
<td>$ 65,000</td>
<td>$ 65,000</td>
<td>$ 65,000</td>
</tr>
</tbody>
</table>

A. Snow removal / Building check hours up to 2,500 hours for one (1) season.

B. If hours are less than 2,500 in a season, the Contractor will provide a credit to the District after the last snow fall at the rate of $26.00 per hour.

C. If hours are greater than 2,500 hours in a season, the District will be charged an hourly rate per person per
5. **BASE BID GRAND TOTAL – Five Year Plan**

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Base Bid Grand Total</td>
<td>$6,376,789</td>
<td>$6,361,045</td>
<td>$6,424,655</td>
<td>$6,488,902</td>
<td>$6,553,791</td>
</tr>
</tbody>
</table>

**Labor Rate Table-Add/Deduct**

6. **Outside Normal Operations – Special Requests Labor Rate by Position**

<table>
<thead>
<tr>
<th>Labor Rates for - Custodians</th>
<th>Straight Time Add/Deduct</th>
<th>Overtime Add/Deduct</th>
</tr>
</thead>
<tbody>
<tr>
<td>2017/2018</td>
<td>$12.42</td>
<td>$18.63</td>
</tr>
<tr>
<td>2018/2019</td>
<td>$12.54</td>
<td>$18.82</td>
</tr>
<tr>
<td>2019/2020</td>
<td>$12.67</td>
<td>$19.00</td>
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<tr>
<td>2020/2021</td>
<td>$12.80</td>
<td>$19.19</td>
</tr>
<tr>
<td>2021/2022</td>
<td>$12.92</td>
<td>$19.39</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Labor Rates for – Day Porter</th>
<th>Straight Time Add/Deduct</th>
<th>Overtime Add/Deduct</th>
</tr>
</thead>
<tbody>
<tr>
<td>2019/2020</td>
<td>$14.27</td>
<td>$21.41</td>
</tr>
<tr>
<td>2020/2021</td>
<td>$14.41</td>
<td>$21.62</td>
</tr>
<tr>
<td>2021/2022</td>
<td>$14.56</td>
<td>$21.84</td>
</tr>
</tbody>
</table>
### Labor Rates for– Night Porter

<table>
<thead>
<tr>
<th>Years</th>
<th>Straight Time Add/Deduct</th>
<th>Overtime Add/Deduct</th>
</tr>
</thead>
<tbody>
<tr>
<td>2017/2018</td>
<td>$ 13.59</td>
<td>$ 20.39</td>
</tr>
<tr>
<td>2018/2019</td>
<td>$ 13.73</td>
<td>$ 20.59</td>
</tr>
<tr>
<td>2019/2020</td>
<td>$ 13.86</td>
<td>$ 20.79</td>
</tr>
<tr>
<td>2020/2021</td>
<td>$ 14.00</td>
<td>$ 21.00</td>
</tr>
<tr>
<td>2021/2022</td>
<td>$ 14.14</td>
<td>$ 21.21</td>
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</tbody>
</table>

### Labor Rates for– Maintenance Custodian

<table>
<thead>
<tr>
<th>Years</th>
<th>Straight Time Add/Deduct</th>
<th>Overtime Add/Deduct</th>
</tr>
</thead>
<tbody>
<tr>
<td>2017/2018</td>
<td>$ 15.38</td>
<td>$ 23.07</td>
</tr>
<tr>
<td>2018/2019</td>
<td>$ 15.53</td>
<td>$ 23.30</td>
</tr>
<tr>
<td>2019/2020</td>
<td>$ 15.69</td>
<td>$ 23.53</td>
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<tr>
<td>2020/2021</td>
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<tr>
<td>2021/2022</td>
<td>$ 16.00</td>
<td>$ 24.01</td>
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### Labor Rates for– Event Custodian

<table>
<thead>
<tr>
<th>Years</th>
<th>Straight Time Add/Deduct</th>
<th>Overtime Add/Deduct</th>
</tr>
</thead>
<tbody>
<tr>
<td>2017/2018</td>
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<td>$ 20.72</td>
</tr>
<tr>
<td>2018/2019</td>
<td>$ 13.95</td>
<td>$ 20.92</td>
</tr>
<tr>
<td>2020/2021</td>
<td>$ 14.23</td>
<td>$ 21.34</td>
</tr>
<tr>
<td>2021/2022</td>
<td>$ 14.37</td>
<td>$ 21.56</td>
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</table>
## Labor Rates for Subs

<table>
<thead>
<tr>
<th>Year</th>
<th>Straight Time Add/Deduct</th>
<th>Overtime Add/Deduct</th>
</tr>
</thead>
<tbody>
<tr>
<td>2018/19</td>
<td>$14.13</td>
<td>$21.19</td>
</tr>
<tr>
<td>2019/20</td>
<td>$14.27</td>
<td>$21.41</td>
</tr>
<tr>
<td>2020/21</td>
<td>$14.41</td>
<td>$21.62</td>
</tr>
<tr>
<td>2021/22</td>
<td>$14.56</td>
<td>$21.84</td>
</tr>
</tbody>
</table>

### ADDENDUM RECEIPT(S):

We acknowledge the receipt of Addendum Number(s) __________ through __________

### REFERENCES:

Bidder to provide three references of similar type work that would qualify your company for this project

<table>
<thead>
<tr>
<th>Company Name/Address/Phone Number</th>
<th>Contact Person</th>
</tr>
</thead>
<tbody>
<tr>
<td>Company Name/Address/Phone Number</td>
<td>Contact Person</td>
</tr>
<tr>
<td>Company Name/Address/Phone Number</td>
<td>Contact Person</td>
</tr>
</tbody>
</table>
BID OFFER FORM  Alternate

BID No. XX-XX Custodial Contract Services

Contract agrees to hold firm the prices offered throughout the contract period as listed below. The undersigned bidder declares he/she has carefully examined the attached General Terms and Conditions, Supplemental Terms and Conditions, Specifications, and Bid Offer Form for the Rockford School District’s request for custodial contract services at the following locations.

1. **Labor, Overhead, Equipment, Material as Specified in this Agreement to be Included in This Base**

Bid– Five Year Plan

<table>
<thead>
<tr>
<th>Site</th>
<th>July 1, 2017- June 30, 2018 (Lump Sum $)</th>
<th>July 1, 2018 - June 30, 2019 (Lump Sum $)</th>
<th>July 1, 2019 - June 30, 2020 (Lump Sum $)</th>
<th>July 1, 2020 - June 30, 2021 (Lump Sum $)</th>
<th>July 1, 2021 - June 30, 2022 (Lump Sum $)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Admin</td>
<td>$215,013</td>
<td>$214,436</td>
<td>$216,580</td>
<td>$218,746</td>
<td>$220,934</td>
</tr>
<tr>
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<td>$442,427</td>
<td>$446,851</td>
<td>$451,320</td>
<td>$455,833</td>
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<td>$105,469</td>
<td>$105,216</td>
<td>$106,268</td>
<td>$107,331</td>
<td>$108,404</td>
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<tr>
<td>Beyer</td>
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<td>$67,653</td>
<td>$68,330</td>
<td>$69,013</td>
<td>$69,703</td>
</tr>
<tr>
<td>Bloom</td>
<td>$74,147</td>
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<td>$74,725</td>
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<td>$76,643</td>
<td>$77,409</td>
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<td>$64,750</td>
<td>$65,398</td>
<td>$66,052</td>
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<tr>
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<td>$45,000</td>
<td>$45,450</td>
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<td>Conklin</td>
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<td>Dennis</td>
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<td>$59,703</td>
<td>$60,300</td>
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<td>East</td>
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<td>Eisenhower</td>
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<td>$202,312</td>
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<td>$208,442</td>
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<tr>
<td>Ellis</td>
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<td>$130,653</td>
<td>$131,960</td>
<td>$133,279</td>
<td>$134,612</td>
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<td>Fairview</td>
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<td>$63,316</td>
<td>$63,949</td>
<td>$64,589</td>
<td>$65,235</td>
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</table>

* Includes price for Auburn Health Clinic
<table>
<thead>
<tr>
<th>Site</th>
<th>July 1, 2017 - June 30, 2018 (Lump Sum $)</th>
<th>July 1, 2018 - June 30, 2019 (Lump Sum $)</th>
<th>July 1, 2019 - June 30, 2020 (Lump Sum $)</th>
<th>July 1, 2020 - June 30, 2021 (Lump Sum $)</th>
<th>July 1, 2021 - June 30, 2022 (Lump Sum $)</th>
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</thead>
<tbody>
<tr>
<td>Flinn</td>
<td>$ 214,681</td>
<td>$ 214,127</td>
<td>$ 216,268</td>
<td>$ 218,431</td>
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<td>Froberg</td>
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<td>Gregory</td>
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<td>Haskell</td>
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<td>$ 62,457</td>
<td>$ 63,082</td>
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<td>Hillman</td>
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<td>$ 87,791</td>
<td>$ 88,669</td>
<td>$ 89,556</td>
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<tr>
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<td>$ 127,283</td>
<td>$ 128,556</td>
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<tr>
<td>Jefferson</td>
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<td>$ 420,409</td>
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<td>Marsh/Montessori</td>
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<td>Nashold</td>
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<tr>
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<td>July 1, 2018 - June 30, 2019 (Lump Sum $)</td>
<td>July 1, 2019 - June 30, 2020 (Lump Sum $)</td>
<td>July 1, 2020 - June 30, 2021 (Lump Sum $)</td>
<td>July 1, 2021 - June 30, 2022 (Lump Sum $)</td>
</tr>
<tr>
<td>----------------------</td>
<td>---------------------------------------</td>
<td>----------------------------------------</td>
<td>----------------------------------------</td>
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<td>Page Park</td>
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<td>RESA</td>
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<td>Riverdahl</td>
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<td>$88,492</td>
<td>$89,377</td>
<td>$90,271</td>
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<td>Rolling Green</td>
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<td>$131,391</td>
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<td>Roosevelt</td>
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<td>$174,656</td>
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</tr>
<tr>
<td>Sterling Holley**</td>
<td>$-</td>
<td>$-</td>
<td>$-</td>
<td>$-</td>
<td>$-</td>
</tr>
<tr>
<td>Summerdale</td>
<td>$64,096</td>
<td>$63,691</td>
<td>$64,328</td>
<td>$64,971</td>
<td>$65,621</td>
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<tr>
<td>Thompson</td>
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<td>$75,019</td>
<td>$75,769</td>
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<td>$77,292</td>
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<td>Washington</td>
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<td>$118,178</td>
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<tr>
<td>Welsh</td>
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<td>$85,834</td>
<td>$86,692</td>
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<tr>
<td>West</td>
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<td>$55,725</td>
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<td>$56,845</td>
<td>$57,414</td>
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<td>Whitehead</td>
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<td>$87,163</td>
<td>$88,035</td>
<td>$88,915</td>
<td>$89,804</td>
</tr>
<tr>
<td>District Wide Stadiums</td>
<td>$5,824</td>
<td>$5,808</td>
<td>$5,866</td>
<td>$5,925</td>
<td>$5,984</td>
</tr>
<tr>
<td><strong>Total Cost</strong></td>
<td>$6,554,531</td>
<td>$6,538,274</td>
<td>$6,603,657</td>
<td>$6,669,693</td>
<td>$6,736,390</td>
</tr>
</tbody>
</table>

**Sterling Holley pricing listed on page 65
2. **All Managerial Staff for All Days Including Student Occupied and Unoccupied- Schedule #1 and #2**

<table>
<thead>
<tr>
<th>Type</th>
<th>July 1, 2017- June 30, 2018 (Lump Sum $)</th>
<th>July 1, 2018 - June 30, 2019 (Lump Sum $)</th>
<th>July 1, 2019 - June 30, 2020 (Lump Sum $)</th>
<th>July 1, 2020 - June 30, 2021 (Lump Sum $)</th>
<th>July 1, 2021 - June 30, 2022 (Lump Sum $)</th>
</tr>
</thead>
<tbody>
<tr>
<td>All Managerial Staffing Cost</td>
<td>$382,462</td>
<td>$386,287</td>
<td>$390,149</td>
<td>$394,051</td>
<td>$397,991</td>
</tr>
</tbody>
</table>

3. **Other Operational Costs-Five Year Plan**

<table>
<thead>
<tr>
<th>Type</th>
<th>July 1, 2017- June 30, 2018 (Lump Sum $)</th>
<th>July 1, 2018 - June 30, 2019 (Lump Sum $)</th>
<th>July 1, 2019 - June 30, 2020 (Lump Sum $)</th>
<th>July 1, 2020 - June 30, 2021 (Lump Sum $)</th>
<th>July 1, 2021 - June 30, 2022 (Lump Sum $)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chemical Supply Cost</td>
<td>$253,046</td>
<td>$255,576</td>
<td>$258,132</td>
<td>$260,714</td>
<td>$263,321</td>
</tr>
<tr>
<td>Equipment Cost</td>
<td>$347,000</td>
<td>$350,470</td>
<td>$353,975</td>
<td>$357,514</td>
<td>$361,090</td>
</tr>
<tr>
<td>Filter, V-belt inspection and replacement</td>
<td>$28,306</td>
<td>$28,589</td>
<td>$28,875</td>
<td>$29,164</td>
<td>$29,456</td>
</tr>
</tbody>
</table>

4. **Snow Removal / Building Check Costs – Five Year Plan**

<table>
<thead>
<tr>
<th>Type</th>
<th>July 1, 2017- June 30, 2018 (Lump Sum $)</th>
<th>July 1, 2018 - June 30, 2019 (Lump Sum $)</th>
<th>July 1, 2019 - June 30, 2020 (Lump Sum $)</th>
<th>July 1, 2020 - June 30, 2021 (Lump Sum $)</th>
<th>July 1, 2021 - June 30, 2022 (Lump Sum $)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Snow Removal and Building Check Cost</td>
<td>$65,000</td>
<td>$65,000</td>
<td>$65,000</td>
<td>$65,000</td>
<td>$65,000</td>
</tr>
</tbody>
</table>

A. Snow removal / Building check hours up to 2,500 hours for one (1) season.
B. If hours are less than 2,500 in a season, the Contractor will provide a credit to the District after the last snow fall at the rate of $26.00 per hour.
C. If hours are greater than 2,500 hours in a season, the District will be charged an hourly rate per person per
5. **BASE BID GRAND TOTAL – Five Year Plan**

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Base Bid Grand Total</td>
<td>$ 6,554,531</td>
<td>$ 6,538,274</td>
<td>$ 6,603,657</td>
<td>$ 6,669,693</td>
<td>$ 6,736,390</td>
</tr>
</tbody>
</table>

**Labor Rate Table-Add/Deduct**

6. **Outside Normal Operations – Special Requests Labor Rate by Position**

**Labor Rates for - Custodians**

<table>
<thead>
<tr>
<th></th>
<th>Straight Time Add/Deduct</th>
<th>Overtime Add/Deduct</th>
</tr>
</thead>
<tbody>
<tr>
<td>2017/2018</td>
<td>$ 12.42</td>
<td>$ 18.63</td>
</tr>
<tr>
<td>2018/2019</td>
<td>$ 12.54</td>
<td>$ 18.82</td>
</tr>
<tr>
<td>2019/2020</td>
<td>$ 12.67</td>
<td>$ 19.00</td>
</tr>
<tr>
<td>2020/2021</td>
<td>$ 12.80</td>
<td>$ 19.19</td>
</tr>
<tr>
<td>2021/2022</td>
<td>$ 12.92</td>
<td>$ 19.39</td>
</tr>
</tbody>
</table>

**Labor Rates for – Day Porter**

<table>
<thead>
<tr>
<th></th>
<th>Straight Time Add/Deduct</th>
<th>Overtime Add/Deduct</th>
</tr>
</thead>
<tbody>
<tr>
<td>2019/2020</td>
<td>$ 14.27</td>
<td>$ 21.41</td>
</tr>
<tr>
<td>2020/2021</td>
<td>$ 14.41</td>
<td>$ 21.62</td>
</tr>
<tr>
<td>2021/2022</td>
<td>$ 14.56</td>
<td>$ 21.84</td>
</tr>
</tbody>
</table>
### Labor Rates for Night Porter

<table>
<thead>
<tr>
<th>Year</th>
<th>Straight Time Add/Deduct</th>
<th>Overtime Add/Deduct</th>
</tr>
</thead>
<tbody>
<tr>
<td>2017/2018</td>
<td>$ 13.59</td>
<td>$ 20.39</td>
</tr>
<tr>
<td>2018/2019</td>
<td>$ 13.73</td>
<td>$ 20.59</td>
</tr>
<tr>
<td>2019/2020</td>
<td>$ 13.86</td>
<td>$ 20.79</td>
</tr>
<tr>
<td>2020/2021</td>
<td>$ 14.00</td>
<td>$ 21.00</td>
</tr>
<tr>
<td>2021/2022</td>
<td>$ 14.14</td>
<td>$ 21.21</td>
</tr>
</tbody>
</table>

### Labor Rates for Maintenance Custodian

<table>
<thead>
<tr>
<th>Year</th>
<th>Straight Time Add/Deduct</th>
<th>Overtime Add/Deduct</th>
</tr>
</thead>
<tbody>
<tr>
<td>2017/2018</td>
<td>$ 15.38</td>
<td>$ 23.07</td>
</tr>
<tr>
<td>2018/2019</td>
<td>$ 15.53</td>
<td>$ 23.30</td>
</tr>
<tr>
<td>2019/2020</td>
<td>$ 15.69</td>
<td>$ 23.53</td>
</tr>
<tr>
<td>2020/2021</td>
<td>$ 15.85</td>
<td>$ 23.77</td>
</tr>
<tr>
<td>2021/2022</td>
<td>$ 16.00</td>
<td>$ 24.01</td>
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</tbody>
</table>

### Labor Rates for Event Custodian

<table>
<thead>
<tr>
<th>Year</th>
<th>Straight Time Add/Deduct</th>
<th>Overtime Add/Deduct</th>
</tr>
</thead>
<tbody>
<tr>
<td>2017/2018</td>
<td>$ 13.81</td>
<td>$ 20.72</td>
</tr>
<tr>
<td>2018/2019</td>
<td>$ 13.95</td>
<td>$ 20.92</td>
</tr>
<tr>
<td>2020/2021</td>
<td>$ 14.23</td>
<td>$ 21.34</td>
</tr>
<tr>
<td>2021/2022</td>
<td>$ 14.37</td>
<td>$ 21.56</td>
</tr>
</tbody>
</table>
## Labor Rates for Subs

<table>
<thead>
<tr>
<th>Year</th>
<th>Straight Time Add/Deduct</th>
<th>Overtime Add/Deduct</th>
</tr>
</thead>
<tbody>
<tr>
<td>2019/2020</td>
<td>$ 14.27</td>
<td>$ 21.41</td>
</tr>
<tr>
<td>2020/2021</td>
<td>$ 14.41</td>
<td>$ 21.62</td>
</tr>
<tr>
<td>2021/2022</td>
<td>$ 14.56</td>
<td>$ 21.84</td>
</tr>
</tbody>
</table>

### ADDENDUM RECEIPT(S):

We acknowledge the receipt of Addendum Number(s) 1 through 4.

### REFERENCES:

Bidder to provide three references of similar type work that would qualify your company for this project.

Please see reference section of this proposal, pages 13-14.

<table>
<thead>
<tr>
<th>Company Name/Address/Phone Number</th>
<th>Contact Person</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td>Company Name/Address/Phone Number</td>
<td>Contact Person</td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td>Company Name/Address/Phone Number</td>
<td>Contact Person</td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>
### Equipment & Chemicals

<table>
<thead>
<tr>
<th>EQUIPMENT</th>
<th>QTY</th>
</tr>
</thead>
<tbody>
<tr>
<td>T3 Auto-scrubber</td>
<td>38</td>
</tr>
<tr>
<td>Kai-Vac Cleaning Machines (All Attachments)</td>
<td>7</td>
</tr>
<tr>
<td>T5 Auto-scrubber</td>
<td>12</td>
</tr>
<tr>
<td>Court Clean Gym Mop Systems</td>
<td>38</td>
</tr>
<tr>
<td>Carpet Spotter</td>
<td>7</td>
</tr>
<tr>
<td>Carpet Extractors</td>
<td>38</td>
</tr>
<tr>
<td>Floor Fan</td>
<td>150</td>
</tr>
<tr>
<td>Desk Movers</td>
<td>150</td>
</tr>
</tbody>
</table>
Equipment & Chemicals

The primary chemicals GCA will use across the District include:

- #2 disinfectant
- #15 general cleaner
- #17 tri base floor cleaner
- NABC toilet cleaner (non acid)
- MLD toilet bowl cleaner (acid)
- Glance window cleaner
- Spitfire graffiti removal
- GP General floor cleaner
- Carpet extractor
- Diversity floor stripper
- Diversity floor wax
- Defoamer
**Program Summary**

**Benefits**
- **Increase** in overall management **efficiency**
- **Delegate** plant operations to the **expert**
- Multiple layers of **management support**
- Group **purchasing power** - consumables (paper & plastic products, chemicals & supplies)
- **Floor Care/Custodial Equipment**
  - GCA can purchase **all new equipment** for the district and amortize those costs for a total of 5 years
- **Equipment Inventory/Inspection**
  - Example - $1,166,979/5 years= $233,396 yearly cost to district
- **Base Bid/Alternate Bid Summary**
  - Base Bid-GCA will use current equipment in district
  - Alternate Bid #1- Purchase of all brand new floor care equipment
  - Included with the service-6 vehicles
  - Vehicle costs amortized over 5 years
  - Please refer to the enclosed equipment and chemical list

![Chart showing Quality, Speed, Efficiency, and Cost](chart.png)
Standard Cleaning Procedures and Routines

Standard Carpet Cleaning

**Method: Daily service**

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

**Method: Periodic Carpet Bonneting**

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

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

Standard Furniture Cleaning

Method: Daily service

1. Dust all furniture as often as required using either a dust cloth or a feather duster. Be careful to move items with care and place back in their original position.
2. Wood furniture may be polished using a furniture polish and a clean rag. Rub polish in the direction of the wood grain. Be sure to rub in all excess polish.
3. Formica tops and painted metal surfaces may be cleaned using a general purpose cleaner and rag. Be sure to wipe dry.
4. Remove foreign objects from underneath desks such as chewing gum using a putty knife.

Method: Periodic service

1. Vacuum upholstered furniture as often as required using an attachment tool from the vacuum. Be sure to remove the cushions and vacuum underneath and in all crevices.
2. Fabric that has been stained must be spotted in the same manner in which carpet is spotted, using a clean cloth and carpet spotting solution, do not over wet. Wipe the spot towards the center and absorb the stain into the cloth.
Standard Cleaning Procedures and Routines

Standard VCT Floor Cleaning

Method: Daily service

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

Method: Routine Buffing

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

Method: Floor Scrubbing

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

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

I. General Cleaners (Offices)

☐ Enter through front entrance. Sign-in at Security Desk and report to Housekeeping office to clock-in.

☐ Obtain assignment/requests from Supervisor.

☐ Gather specific equipment and proceed to assigned floor.

☐ Empty trash containers (change liners if wet, soiled, or torn).

☐ Empty recycle paper (use separate trash barrel/separate paper).

☐ Dust all desk and tabletops moving items that can be lifted with one hand.

☐ Remove fingerprints, smudges, coffee and coke rings from desktops with utility cleaner and cloth.

☐ Dust horizontal surfaces i.e. file cabinets, bookcases and shelving with dust treated (yellow) cloths.

☐ Vacuum carpet- pay particular attention around desks and work stations.

☐ Spot clean carpet with utility cleaner reporting major spills to Supervisor.

☐ Damp clean and sanitize all water fountains.

II. Breakrooms

☐ Remove trash - change liners (if wet, soiled or torn).

☐ Damp wipe table tops with utility cleaner.

☐ Damp clean sink and countertop areas.

☐ Spot clean entrance doors, trash containers and adjacent walls.

☐ Dust all other horizontal surfaces i.e. windowsills, ledges, etc.

☐ Sweep composition floors especially under tables, chairs, and trash containers.

☐ Damp mop composition floors with ph balanced neutral floor cleaner.
Standard Cleaning Procedures and Routines

III. Restrooms

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

IV. Miscellaneous

☐ Clean and place equipment back in designated area.
☐ Report any accidents, injuries, cuts, slips or falls to Supervisor immediately.
Standard Cleaning Procedures and Routines

Sample Cleaning Schedule

Classrooms

Daily
- Empty wastebaskets
- Spot clean desk tops (removal of graffiti)
- Clean and sanitize counters and sinks
- Dust mop all composition floors
- Spot mop composition floors with all-purpose cleaner
- Vacuum all carpet
- Spot clean carpet as needed
- Vacuum walk-off mats
- Secure any exterior doors and windows and turn off lights before leaving room

Weekly
- Replace all plastic trash liners in waste receptacles or more frequently if needed
- Low dust all horizontal surfaces to hand height (60") including desks, chairs and tables
- Damp clean baseboards
- Sweep baseboards
- Damp clean window ledges
- Remove fingerprints from doors, frames, light switches, kick plates, handles and railings
- Spot clean all door glass
- Vacuum chalk rails and/or damp wipe
- Mop composition floors

Monthly
- High dust above hand height (60") horizontal surfaces, including shelves, pipes, moldings, etc. Custodial personnel will clean and service areas only reachable with a ladder no higher than an eight feet.
- Remove dust and cobwebs from ceiling areas
- Dust blinds

Semi-Annually
- Clean entire surface of student’s desks and chairs
- Clean carpet to remove all stains, spills and soiled spots

Annually
- Refinish all floors
Standard Cleaning Procedures and Routines

Cafeteria Areas
Daily (five days per week)
- Spot clean interior glass to hand height (70") after school hours
- Remove trash from cafeteria area
- Clean during lunch periods (wipe down tables, empty trash, and clean up spills)
- Sweep and mop

Semi-Annually
- Refinish all composition floors
- High dust above hand height (60") horizontal surfaces, including shelves, pipes, moldings, etc. Custodial personnel will clean and service areas only reachable with a ladder no higher than an eight feet.
- Remove dust and cobwebs from ceiling areas

Offices (Administration)
Daily (five days per week)
- Empty wastebaskets and replace liners
- Dust furniture, including desks, chairs, tables, lamps, etc.
- Dust interior window ledges
- Dust telephones
- Spot clean all windows and glass partitions to hand height
- Spot clean desk tops
- Dust mop all composition floors (with chemically treated dust mop)
- Spot mop composition floors with all purpose cleaners
- Vacuum carpet
- Spot clean carpet to remove all stains, spills and soiled spots
- Vacuum walk-off mats
- Remove fingerprints from doors, frames, light switched, kick plates, handles and railings

Weekly
- Low dust all horizontal surfaces to hand height (70")
- Damp clean baseboards
- Damp clean window ledges
- Spray buff compositions floors
Standard Cleaning Procedures and Routines

Monthly

- High dust above hand height (60") horizontal surfaces, including shelves, pipes, moldings, etc. Custodial personnel will clean and service areas only reachable with a ladder no higher than an eight feet.
- Remove dust and cobwebs from ceiling areas
- Dust blinds

Annually

- Refinish all floors

Teacher Work Area and Duplication Rooms

Daily (five days per week)

- Empty wastebaskets and replace liners
- Dust furniture, including desks, chairs, tables, lamps, etc.
- Dust interior window ledges
- Dust telephones
- Spot clean all windows and glass partitions to hand height
- Damp clean counter tops
- Damp clean vending machines
- Dust mop all composition floors (with chemically treated dust mop)
- Spot mop composition floors with all purpose cleaners
- Vacuum carpet
- Spot clean carpet to remove all stains, spills, and soiled spots
- Vacuum walk-off mats
- Remove fingerprints from doors, frames, light switches, kick plates, handles and railings

Weekly

- Low dust all horizontal surfaces to hand height (70")
- Damp clean baseboards

Monthly

- High dust above hand height (60") horizontal surfaces, including shelves, pipes, moldings, etc. Custodial personnel will clean and service areas only reachable with a ladder no higher than an eight feet.
- Remove dust and cobwebs from ceiling areas

Annually

- Damp clean all washable furniture
- Clean carpet to remove all stains, spills and soiled spots
- Refinish all floors
Library

Daily (five days per week)

- Empty wastebaskets and replace liners
- Dust furniture, including desks, chairs, tables, lamps, etc.
- Dust interior window ledges
- Spot clean all window glass and glass partitions to hand height
- Spot clean desk tops
- Dust mop all composition floors with chemically treated dust mop
- Spot mop composition floors with all-purpose cleaner
- Vacuum carpet
- Spot clean carpet to remove all stains, spills and soiled spots
- Vacuum walk-off mats
- Remove fingerprints from doors, frames, light switches, kick plates, handles, and railings

Weekly

- Replace all plastic liners in waste receptacles
- Low dust horizontal surfaces to hand height (70”)
- Dust all book shelves (books to remain in place)
- Damp clean baseboards
- Damp clean window ledges

Monthly

- High dust above hand height (60”) horizontal surfaces, including shelves, pipes, moldings, etc. Custodial personnel will clean and service areas only reachable with a ladder no higher than an eight feet.
- Remove dust and cobwebs from ceiling areas

Annually

- Refinish all floors
Standard Cleaning Procedures and Routines

Common Areas (Lobbies/Corridors/Stairs/Elevators)

Daily (five days per week)
- Spot clean interior glass partitions and doors
- Clean and sanitize water fountains
- Dust interior window ledges
- Dust mop composition floors
- Spot mop composition floors with all-purpose cleaner
- Vacuum carpet
- Spot clean carpet to remove all stains, spills and soiled spots
- Vacuum walk-off mats
- Clean under entrance mats daily, inside and out
- Sweep underneath stairs
- Burnish all composition floors (3 days per week or as needed)

Weekly
- Damp clean baseboards
- Damp clean window ledges
- Dust furniture and fixtures

Monthly
- High dust above hand height (60") horizontal surfaces, including shelves, pipes, moldings, etc. Custodial personnel will clean and service areas only reachable with a ladder no higher than an eight feet.
- Remove dust and cobwebs from ceiling areas
- Clean all hall walls (more often if needed)

Semi-Annually
- Refinish all composition floors
- Clean carpet to remove all stains, spills, and soiled spots
Restrooms/Dressing Rooms

Daily

- Check restrooms throughout the school day
- Empty waste baskets/dispensers and replace liners
- Clean, sanitize, and polish all vitreous fixtures including toilet bowls, urinals and hand basins
- Clean and polish chrome fittings
- Clean and sanitize toilet seats
- Clean and polish glass and mirrors
- Wash and sanitize exterior of containers
- Remove spots, stains and splashes from wall areas and counter tops
- Clean metal partitions
- Sweep floors
- Mop floors with germicidal disinfectant at least daily and as often as needed
- Fill expendable supplies in restroom dispensers
- Wash and sanitize metal partitions
- Remove fingerprints from doors, frames, light switches, kick plates, push plates, handles, railings, etc.

Weekly

- Low dust horizontal surfaces to hand height
- Damp clean baseboards
- Clean wall thoroughly with cleaning and sanitizing solution
- Wash and sanitize interior of waste baskets

Monthly

- High dust above hand height (60") horizontal surfaces, including shelves, pipes, moldings, etc. Custodial personnel will clean and service areas only reachable with a ladder no higher than an eight feet.
- Remove dust and cobwebs from ceiling areas
- Machine scrub floors with germicidal disinfectant
Standard Cleaning Procedures and Routines

Multi-purpose/Gymnasium

Daily (Five days per week)
- Empty wastebaskets
- Remove fingerprints from doors, frames, light switched, kick plates, push plates, handles, railings, etc.
- Dust mop floors with chemically treated mop per manufacturer’s specifications or vacuum all carpeted areas
- Spot mop composition floors
- Spot clean carpeted areas and remove any stains, spills or soiled spots

Weekly
- Replace all plastic can liners in waste receptacles
- Low dust horizontal surfaces to hand height (70”)
- Sweep baseboards
- Clean bleachers, remove all trash, sweep, mop and clean floor underneath

Monthly
- High dust above hand height (60”) horizontal surfaces, including shelves, pipes, moldings, etc. Custodial personnel will clean and service areas only reachable with a ladder no higher than an eight feet.
- Remove dust and cobwebs from ceiling areas
  *Note: Scrub composition floors as needed

Special Events - During Regular Cleaning Operation Hours

(ballgames, plays, concerts, PTA meetings, board meetings, etc.)
- Check and maintain clean restrooms, halls, lobbies, etc.
Standard Cleaning Procedures and Routines

Custodial Maintenance

(Including all lawns, all sports fields, all playcustodial, all loading docks)

Daily
- Remove trash and debris from custodial
- Empty trash containers
- Sweep entrances, doorways, walkways, steps and curbs
- Remove any graffiti from outside walls and sidewalks
- Maintain clean restrooms, common areas, trash cans and area around concession stands

Miscellaneous

Management of Energy Consumption
- Lights should only be turned on in areas where cleaning is taking place and are to be turned off immediately after cleaning each room
- Cleaning personnel are not to change or override established heating and cooling temperatures in schools

Notification of needed repairs
- Cleaning personnel and/or supervisor to advise Maintenance Manager of all needed repairs at the end of each day or sooner if appropriate

Securing Buildings
- Day custodian will unlock building(s) each day. Cleaning supervisor or a designated cleaning employee will secure building(s) at the end of the day
Summer Cleaning Schedule

Normal cleaning procedures may include the following:

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

Notes of interest:

- Always have wet floor signs visible when doing floor work.
- Remember that the wipe down portion of the clean up will take as much time as the floor work. This is often underestimated.
- Security in the summer is always a concern. Check for open windows and doors before leaving the building. Inform any school personnel that are present when you are leaving. Keep entrances locked when we are the only ones in the building.
- One week prior to teachers reporting everything should be complete and the rooms inspected for readiness. Light dusting may again be required. Be sure furniture is set in proper place and trash cans have clean liners in them.
- Remember that teachers start coming back BEFORE the date they are supposed to return. They will be in your way and putting pressure on you if you are not finished with their room. Another consideration is that many teachers will begin making a daily mess in their room as they begin to set up for the school year.
- Therefore, any work AFTER August 1st should be planned for second shift.
Summer Cleaning Procedure

1. Move furniture from classroom to hallway. Be sure to diagram the room on the chalkboard so the room will be set up as it was prior to cleanup.

2. If the room is large, you may move furniture to one side of the room rather than to the hallway. In this case, move all furniture to the exit side of the room stacked as close to the wall as possible. After approximately three-quarters of the room has been completely finished, move furniture back to the original position and complete the unfinished portion of the room on the exit side of the room.

3. Clean light fixtures. Drop the light cover and dust out bugs and debris. Wipe with surface cleaner if necessary.

4. Clean HVAC ceiling vent covers. Dust with feather duster or broom and wipe clean if necessary with surface cleaner.

5. Wash walls and chalkboards as necessary. Be careful not to over wet chalkboards. Use dry erase cleaner for white wallboards. Empty pencil sharpeners.

6. Strip and wax floors or clean carpet. If room has both tile and carpet, complete the tile areas first and the carpeted areas last. VCT should be stripped with black pad and refinished with no less than 4 coats of finish. Be sure that corners and baseboards are clean and well defined. IMPORTANT ... do not finish the first foot or so immediately inside the entrance door leading out to the hallway. This should be left stripped with no finish until the hallway has been completed and you are finishing the hallway. Old 9” asphalt tile (normally colored a dark red, beige or green) should not be stripped. Use a general purpose cleaner and a scrub pad on these floors. As finality, burnish the floors after finishing before replacing the furniture so the finish will be hardened and at a high gloss.

7. In classroom carpet cleaning, be sure to first- vacuum, second- edge vacuum and third- remove all gum on carpet. Pre-spray all carpet spots and work the spot out using the correct method. Extract or bonnet carpet per the requirements of the contract.

8. If Classroom has a restroom, complete this before finishing floors.

9. Clean furniture as you move it back to its original position. Be sure to remove gum from underneath desk and wipe down the surfaces with General Purpose cleaner. Be careful to mix properly so you do not have a residue left on the surface after drying. Replace trashcan liners.

10. Complete all classrooms, offices, libraries and other side rooms.
Standard Cleaning Procedures and Routines

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

12. Hallways and common areas should be completed last. Starting at the furthest point and working toward the exit. Begin by cleaning the light fixtures and washing walls, locker tops and other hallway surfaces. Clean entrance mats and place inside an open space to dry. Strip and refinish the hallway floors the same as the classrooms. As you bring down the hallway, be sure to scrub out the janitor’s closets. You may need to put more than 4 coats of finish on the hallway floors. Be sure to leave open all entrance doors leading into the hallway so stripper will not run underneath and dry in a classroom floor. After rinsing well, you will finish the floor by edging first and into the classrooms and then using the figure eight method bring the finish down the hall to your final exit.

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

14. Athletic areas will vary from school to school. Particularly in the High Schools, you will need to coordinate with the Athletic Director or Principal what activities will be going on over the summer. Many gyms are used all summer. Scrub out Locker Rooms the same as you do your restrooms. **GCA can provide wooden gym floor and bleacher refinishing as an optional service to your school district.**
Standard Cleaning Procedures and Routines

Day Porter Job Descriptions

JOB GOAL: To contribute to the efficient operation of the school by performing custodial duties along with requests from building staff.

Performance Responsibilities:

1. Open building and check for maintenance issues
2. Respond to request by Principal(s) and teachers
3. Police entrance areas and spot clean door glass
4. Clean up cafeteria daily after breakfast and lunch
5. Dust mop hall after class breaks as needed
6. Monitor all restrooms after each class break—mop floor, spot clean sinks, vanities, counter tops, mirrors, floors, and walls, pick up paper and flush commodes and urinals, and take out trash
7. Pick up trash outside of building at least one (1) time per day
8. Change light bulbs and tubes as needed
9. Clean and mop any accident that may occur during the day
10. Clean electrical rooms and storage closets as needed
11. Sweep entranceways— to include snow removal from entrances and sidewalks
GCA respectfully submits the following regarding IFB #17-43 and subsequent addenda for consideration. We are open to negotiating all aspects of our proposal.

*Suggest* Mutual Term for Convenience upon 60 day written notice.

14. INSURANCE REQUIREMENTS

*Suggest* REDLINE "per project"
Employee Handbook
# EMPLOYEE HANDBOOK

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A Word from Our Chairman, President and CEO

GCA Services Group represents the finest in facilities management services and we are proud of our most important resource, our employees. We strive to provide the utmost in client satisfaction and you are an important part of our success.

Our culture is driven by four main principles:

- Be the best in quality of work and service
- Act with integrity
- Enable our people to grow in skills and achievement
- Manage growth

To achieve these goals we must seek long term partnerships with clients who place value ahead of lowest price.

We are pleased that you have agreed to join our company and wish you much success and satisfaction.

Bob Norton
Chairman, President and CEO
I: COMPANY INFORMATION

Welcome

Welcome to GCA Services Group, Inc. (“GCA Services Group”, “GCA” or “the Company”). GCA Services Group is a leading provider of comprehensive janitorial, light maintenance, and facility services to specialized industry, education, and transportation markets. GCA has selected sectors of the market where quality cleaning, maintenance, and appearance are paramount to the basic function of enterprise. With expertise in clean rooms, automotive, pharmaceutical, nuclear power, high-tech, higher education, and K-12 arenas, GCA boasts one of the strongest, most experienced management teams in the industry.

GCA employees are typically “can do” individuals with winning attitudes. When performing their work duties, they are gracious and cooperative toward our customers, visitors, and the public. They can be counted on to be helpful during regular working hours and whenever else needed. Because we believe you possess these qualities, you have been selected to join our team.

It is our desire for you to be a part of our continuing growth. We wish you well and hope you enjoy your experience at GCA.

Introduction

This handbook is a guide to professional policies and practices pertaining to the relationship between GCA Services Group and you. If your employment is covered by a collective bargaining agreement and a provision of the collective bargaining agreement specifically differs from a policy contained in this handbook, then the collective bargaining agreement will apply.

Likewise, if any provision of federal, state or local law specifically differs from a policy contained in this handbook, then the requirements of the law will apply. The Company will follow all applicable laws and regulations.

Please note that no provision in this handbook or any other GCA policy is intended to prohibit employees from engaging in conduct protected by the National Labor Relations Act, including discussions or concerted activities involving wages, hours, working conditions, and other terms and conditions of employment.

NOTHING IN THIS HANDBOOK SHOULD BE TAKEN AS AN EMPLOYMENT CONTRACT OR GUARANTEE OF CONTINUED EMPLOYMENT. WE RESERVE THE RIGHT TO HIRE AND TERMINATE EMPLOYMENT FOR ANY REASON WITH OR WITHOUT CAUSE AND WITH OR WITHOUT NOTICE IN COMPLIANCE WITH CURRENT LOCAL, STATE, AND FEDERAL LAWS. ALTHOUGH IT IS IMPOSSIBLE TO STATE ALL THE CONDITIONS OF EMPLOYMENT AND ALL PRINCIPLES WHICH GUIDE YOU IN THE PERFORMANCE OF YOUR DUTIES, THIS HANDBOOK WILL GIVE YOU GENERAL INFORMATION ABOUT SPECIFIC POLICIES AND BENEFITS THAT ARE IN EFFECT.

GCA RESERVES THE RIGHT TO REVISE, SUPPLEMENT, OR RESCIND ANY POLICIES OR PORTION OF THE HANDBOOK, FROM TIME TO TIME AS IT DEEMS APPROPRIATE, IN ITS SOLE AND ABSOLUTE DISCRETION. THE ONLY EXCEPTION TO ANY CHANGES IS OUR
EMPLOYMENT-AT-WILL POLICY WHICH PERMITS YOU OR GCA TO END THE EMPLOYMENT RELATIONSHIP FOR ANY REASON AT ANY TIME, UNLESS OTHERWISE REQUIRED BY LAW. NO MANAGER, SUPERVISOR, OR REPRESENTATIVE OF THE COMPANY, OTHER THAN THE CHAIRMAN, CEO & PRESIDENT, OR CHIEF HUMAN RESOURCES OFFICER, HAS ANY AUTHORITY TO ENTER INTO ANY AGREEMENT GUARANTEEING EMPLOYMENT FOR ANY SPECIFIC PERIOD OF TIME.

Our customers may have policies governing jobsites, such as policies regarding security and use of facilities that GCA is contractually required to follow. You are required to follow our customers’ policies and directives unless you are instructed otherwise by GCA’s management or the customer’s management.

You are encouraged to read and be familiar with all provisions of the handbook. Your supervisor and the Human Resources Department are two of the resources available to discuss any questions you have concerning the handbook.

About Us

In 2003, GCA Services Group, Inc. was founded by a group of entrepreneurs and private equity firms with the vision of becoming the premier national provider of facilities management services in the United States.

To effectuate this plan, GCA promptly went shopping for the companies that would become GCA Services Group, Inc. The plan was to acquire several well-respected regional companies and leverage the strengths of each to create a national facility services company superior to all others in the industry today. The companies were identified and GCA Services Group, Inc. was launched. GCA Services has installed within these companies the principle mission and culture of our firm: to provide our customers with unmatched quality and value through superior services - measured, managed, and guaranteed.

Corporate Philosophy

Our Mission:

GCA’s vision is to be the premier national provider of facility services to educational facilities and select specialty industrial markets by providing the highest quality of service.

Our Goals:

- To be the best in quality of work and in service
- To act with integrity
- To exceed commitments to our employees and clients
- To enable our people to grow in skills and achievement
- To grow as rapidly as possible consistent with achieving the above goals and earning a fair return for our investors
II: EMPLOYMENT

Your Role

One objective of GCA Services Group is to strive to achieve quality service through employee performance and good customer relations. By becoming an employee of GCA Services Group, you have accepted the responsibility of maintaining those high standards.

You are the link between GCA, our customer, and their visitors. It is our actions and attitudes toward our customers, the public, and our work that influence the reputation of GCA Services Group and will make a difference. To strengthen our customer relations skills, GCA Services Group provides training, recognition, teambuilding, education, and awareness programs. Exceptional customer relations will help you more clearly understand the important role you play toward the continued success of our Company.

As an employee, you also have an obligation to see that your time spent at work is used wisely. There is always work to be done. If you find yourself low on work in your own area, contact your supervisor to let him/her know that you are available to pitch in and help others, even if it is not part of your usual job.

In addition to working together as a team, GCA’s success depends on each employee's ability to communicate effectively. You have an important role within GCA, not only as an employee, but also as an individual. While no program can be a substitute for good communication with your supervisor or peers, we invite you to also express your comments, suggestions, and concerns to your supervisor or the Human Resources Department.

Our experience has shown that when employees deal openly and directly with supervisors, the work environment can be excellent, communications can be clear, and outcomes can be positive. We believe that GCA amply demonstrates its commitment to employees by responding effectively to employee concerns.

Equal Employment Opportunity

GCA Services Group stands committed to its philosophy that all applicants and employees are entitled to equal employment opportunities. It is the policy of the Company to administer all terms and conditions of employment, including, but not necessarily limited to, recruitment, employment, promotion, compensation and salary administration, benefits, transfers, training and education, and application of policies without regard to race, color, religion, gender, sexual orientation, gender identity, pregnancy, marital status, age, disability, nationality, ethnicity, ancestry, military status, genetic information, or status as a disabled or Vietnam-era Veteran, or any other factors unrelated to individual merit or qualifications or that are protected by law. The Company will conform to the spirit as well as the letter of all applicable laws and regulations.

It is the policy of the company to comply with all federal and state laws concerning the employment of persons with disabilities and to act in accordance with regulations and guidance issued by the Equal Employment Opportunity Commission (EEOC). Furthermore, it is our company policy not to discriminate against qualified individuals with disabilities in regard to application.
procedures, hiring, advancement, discharge, compensation, training or other terms, conditions and privileges of employment.

The company will reasonably accommodate qualified individuals with a disability so that they can perform the essential functions of a job unless doing so causes a direct threat to these individuals or others in the workplace and the threat cannot be eliminated by reasonable accommodation and/or if the accommodation creates an undue hardship to [Company Name]. Contact the Human Resource department with any questions or requests for accommodation.

All applicants and employees of the Company are covered by this policy. This policy also expressly applies to conduct by or towards clients, customers, vendors, visitors, and other business associates. The Chief Human Resources Officer, VP Human Resources, Human Resources Directors/Managers, and all levels of management are responsible for administration of this policy and for maintaining a work environment that allows every employee to develop talent and contribute to his or her fullest potential.

Complaint Procedure: An employee who has questions or concerns about behavior or actions which may constitute discrimination or harassment under the Company’s policy or local/state/federal laws should communicate these concerns to his/her immediate supervisor. If an employee is not comfortable discussing the situation with the immediate supervisor, he/she should approach any manager, go directly to a Human Resources Director/Manager, or call the confidential GCA TIPS Line at 1-800-436-7571. Individuals do not need to complain first to the person who is engaging in the conduct.

The Company forbids retaliation against any individual who files a charge of discrimination or harassment, reports discrimination or harassment in good faith, or who assists, testifies or participates in an equal employment proceeding. Employees should report any incidents of suspected retaliation to their supervisor, to any other manager, or to Human Resources. Individuals do not need to complain first to the person who is engaging in the suspected retaliation.

Any reported allegations of harassment, discrimination or retaliation will be investigated promptly, objectively, and thoroughly. This investigation may include individual interviews with the parties involved, and, where necessary, with individuals who may have observed the alleged conduct or may have other relevant knowledge.

Policy Violations: Violations of this policy are in direct conflict with the mission and values set by the Company, and interfere with our ability to cultivate and retain diverse talent, and will not be tolerated. Corrective action, up to and including discharge, will be taken. Responsive actions to policy violations may include training, referral to counseling, reassignment, and/or corrective action up to and including discharge. False and malicious allegations of harassment, discrimination, or retaliation are also considered a serious violation of Company policy and may also subject an individual to appropriate corrective action.

At-Will Employer

GCA Services Group is an "at will" employer and operates under the provision that employees have the right to resign their position at any time, with or without previous notice, and with or
without cause. We, the employer, have similar rights to terminate the employment relationship at any time, with or without notice, with or without cause.

However, if your employment is covered by a collective bargaining agreement (CBA) and a provision of the CBA specifically differs from the Company’s at-will policy, then the CBA will apply. Likewise, if a provision of federal, state or local law specifically differs from the Company’s at-will policy, then the requirements of the law apply.

### Immigration Law Compliance

**GCA Services Group** is committed to employing only United States citizens and individuals who are legally authorized to work in the United States and does not unlawfully discriminate on the basis of citizenship or national origin.

In compliance with the Immigration Reform and Control Act of 1986 and as a condition of employment, each new employee must complete the Employment Eligibility Verification Form I-9 (“I-9”) and present appropriate documentation that establishes their identity and employment eligibility. Former employees who are rehired must also complete an I-9 if they have not completed one for GCA within the past three years or if their previous I-9 is no longer in existence or valid.

Employees having questions or seeking more information on immigration law issues are encouraged to contact their Human Resources Representative.

### Confidential Information

All proprietary and private information concerning Company and/or customer business must be held in strict confidence and must not be discussed with anyone other than those Company employees who need the information in the performance of their work. This includes proprietary and private information of the Company and its customers, clients, vendors or suppliers. “Confidential, proprietary and private” information includes, but is not limited to, the following: trade secrets; attorney-client privileged information; strategic planning information; internal, confidential reports; sensitive information about Company analyses, systems, processes or operations; sensitive information about the Company’s customers; competitive information that has not been publicly released and would be valuable to competitors, such as secret bidding information or the pricing of services.

Due to the sensitive nature of information present within our customers’ facilities, it is of the utmost importance that you observe strict confidentiality regarding these types of information learned as you perform your job. Confidential, proprietary, and private information about GCA Services Group, customers, clients, vendors, and suppliers is intended for use within the scope of your job at the facility. A breach of confidentiality may be cause for disciplinary action, up to and including termination.

This policy is not intended to prohibit employees from engaging in conduct protected by the National Labor Relations Act, including discussions or concerted activities involving wages, hours, working conditions, and other terms and conditions of employment.
Employment of Relatives

**GCA Services Group** permits the employment of qualified relatives of employees as long as such employment does not, in the opinion of management, create actual or perceived conflicts of interest. For purposes of this policy, “relative” is generally defined as a spouse, child, parent, sibling, grandparent, grandchild, aunt, uncle, first cousin, or corresponding in-law or “step” relation. The Company will exercise sound business judgment in the placement of related employees in accordance with the following guidelines:

- Relatives are permitted to work in the same Company facility provided no direct reporting or supervisory/management relationship exists. In most circumstances, this means that no employee is permitted to work within the “chain of command” of a relative such that one relative’s work responsibilities, salary, or career progress could be influenced by the other relative.

- No relatives are permitted to work in any position in which the Company believes an inherent conflict of interest may exist.

This policy applies to all categories of employment and workers at the Company, including regular, temporary, and on-call classifications.

Employment of Minors

It is the policy of GCA Services Group that minors under eighteen (18) years of age may not be employed, unless otherwise required by applicable law.

Resignation

**GCA Services Group** understands that there are sometimes valid reasons why an employee must resign.

Employees are requested to submit written notice of resignations at least two weeks prior to the last day of work or in compliance with their signed Employment Agreement, when applicable. **Accrued vacation is not considered part of the notice requirement.**

References

All verbal, written or electronic requests for information relating to any employee who is or has been associated with GCA, including employment references and verification of employment, will be handled by the Human Resources Department.

Whistleblower Policy

**GCA Services Group** is committed to maintaining the highest standards of conduct, integrity and ethical behavior. It is the intent of GCA to adhere to all laws and regulations that apply to the Company. Toward this end, employees may report any suspected violations of law in accordance
with this Whistleblower Policy, including but not limited to financial improprieties, misuse of resources, and authorizing or receiving bribes or other inappropriate payments or gifts.

If any employee reasonably believes that a policy, practice, or activity of GCA is fraudulent, dishonest, or unethical, and is in violation of law, a written complaint may be filed with the Chairman, CEO, & President, or Chief Human Resources Officer. If for any reason an employee does not feel comfortable reporting to those individuals, he or she can report to another executive. If an employee wishes to remain anonymous, he or she can submit an anonymous written statement.

GCA will not tolerate retaliation against an employee who, in good faith, has made a complaint regarding a policy, practice, or activity of GCA, or of another individual or entity with whom GCA has a business relationship, on the basis of a reasonable belief that the practice is in violation of law or a clear mandate of public policy, including those concerning health, safety, welfare, or protection of the environment. Any employee who reports possible violations in good faith will not experience punishment, harassment, or any adverse employment consequences. Any individual who believes that he/she has been retaliated against in violation of this policy may file a complaint with one of the above individuals.

Reports of violations or suspected violations will be kept confidential by the Company to the extent possible, consistent with the need to conduct an adequate investigation. Generally, complaints will only be shared with those who have a need to know so that GCA can conduct an effective investigation, determine what action to take, and in appropriate cases, work with law enforcement personnel. Any allegations that are determined to have been made recklessly, maliciously, or with knowledge that the allegations were false, will be viewed as a serious disciplinary offense.

This policy is not intended to prohibit employees from engaging in conduct protected by the National Labor Relations Act, including discussions or concerted activities involving wages, hours, working conditions, and other terms and conditions of employment.
III: EMPLOYEE STATUS & RECORDS

**Types of Employment**

Employment with GCA Services Group is divided into the following classifications:

- **Regular Full-Time Employees**: These are persons regularly scheduled for more than 30 hours per week. They are usually eligible for all privileges and benefits as stated in the Schedule of Benefits.

- **Regular Part-Time Employees**: These are employees who are scheduled less than thirty hours per week on a regular basis. They are usually eligible for all privileges and benefits as stated in the Schedule of Benefits pertaining to part-time employees.

- **Temporary Employees/Workers**: These individuals are hired to replace employees on an interim basis, to temporarily supplement the work force, or to assist in the completion of a specific project. Assignments in this category are of a limited duration. Working beyond any initially stated period does not in any way imply a change in employment status. Temporary employees/workers retain their status unless and until notified of a change.

- **On-Call or Relief Employees**: These are employees who work irregular hours only when called.

**Introductory Periods**

The first ninety days of employment are considered an introductory period. Every effort will be made on the part of management to assist new employees in learning their jobs. If, however, an employee is determined to be unsuitable for their position during this period, they may be either terminated or transferred to another position, at the Company’s discretion, and provided a more suitable position exists for which they are qualified.

Furthermore, during the introductory period, an employee who finds his or her position unsatisfactory may resign or request a transfer to another position, with their manager’s approval, provided a more suitable position exists for which they are qualified.

Under certain circumstances, the introductory period for a new employee may be extended by the manager. The extension of the introductory period usually will not affect the employee's eligibility for benefits. This extension usually is invoked when additional time is needed to determine whether or not a new employee meets GCA standards for the position. **Nothing contained in this section should be interpreted to alter the at-will employment relationship. Employees are not entitled to complete the 90 days employment. Likewise, company is not entitled to complete 90 days employment. Completion of the introductory period is not a guarantee of further employment.**
Advancement and Promotion

GCA’s goal is to promote employees from within the current workforce whenever possible. Once a vacancy is established, you may be considered for promotion, at the Company’s discretion, provided you are qualified for such advancement.

In making decisions regarding advancement to a new position, the demonstrated ability and overall qualifications of the applicant and other business needs will be considered. The final decision regarding an applicant will be based upon the overall qualification of the applicant and the recommendation of the applicant’s department manager.

In certain situations, such as where an opening occurs that requires specialized skills and/or talents that do not currently exist within the Company, the Company will hire someone from outside the present work force.

Employment Record Access

Personnel files are the property of GCA and access to the information contained in personnel files is restricted by the Company in accordance with local, state and/or federal law.

With reasonable advance notice, current employees may review their own personnel file, at reasonable times and intervals, in the presence of a member of management. This same policy shall apply with respect to the inspection of relevant payroll records and insurance records of the individual employee.

If you wish to correct your record, send a written request to the Human Resources Department stating your name, the incorrect information, the reason the information is believed to be incorrect, and the corrected information. Such a request will become part of your record.

It is the responsibility of each employee to promptly notify the Human Resources Department, in writing, of any changes in their personnel data; an employee’s mailing address, telephone numbers, number and names of dependents, individuals to be contacted in the event of an emergency, educational accomplishments, and other such information should be accurate and current at all times. Verbal requests to change personnel data will not be accepted.
IV: EMPLOYEE CONDUCT & WORK CONDITIONS

Non-Harassment

It is the policy of the Company to provide a work environment that is free from discrimination, harassment and retaliation at all times. The Company is committed to providing a work environment in which all individuals are treated with respect and dignity and to ensure that the work environment is free from discrimination or harassment on the basis of race, color, religion, gender, sexual orientation, gender identity, pregnancy, marital status, age, national origin, disability, military status, citizenship, genetic information, or any other characteristic protected by federal, state or local law. The Company expressly prohibits such discrimination, harassment, and/or retaliation.

This policy applies to all applicants and employees, whether related to conduct engaged in by or directed toward supervisory and management employees, co-workers, or someone not directly connected to GCA Services (e.g., an outside vendor, consultant, or consumer). This policy expressly applies to inappropriate conduct by or towards clients, customers, vendors, visitors, and other business associates. Conduct prohibited by this policy is unacceptable in the workplace or in any work-related setting outside the workplace, such as during business trips or business meetings.

Sexual Harassment Definitions: Prohibited sexual harassment is defined for purposes of this policy as unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature when, for example:

- Submission to such conduct is made either explicitly or implicitly a term or condition of an individual’s employment; or
- Submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting the individual; or
- Such conduct has the purpose or effect of unreasonably interfering with an individual’s work performance or creating an intimidating, hostile or sexually offensive work environment.

Sexual harassment may include a range or subtle and not so subtle behaviors and may involve individuals of the same or different gender. Depending upon the circumstances, these behaviors may include, but are not limited to: unwanted sexual advances or requests for sexual favors; sexual jokes and innuendo; unwelcome sexual flirtations, advances, or propositions; verbal language or abuse of a sexual nature; commentary about an individual’s appearance or body, sexual prowess or sexual deficiencies; leering; whistling; touching; insulting or obscene comments or gestures; blocking an individual’s movement; display in the workplace of sexually suggestive objects or pictures, offensive images on the computer, or sending or receiving inappropriate email messages, including sexually suggestive posters, websites, drawings, cartoons, or photographs; sexual innuendos, gestures, and comments; using sexual terms to describe somebody; and other physical, verbal or visual conduct of a sexual nature.

Other Harassment: Harassment on the basis of any other protected characteristic is also strictly prohibited. Under this policy, harassment is verbal, graphic or physical conduct that denigrates or
shows hostility or aversion toward an individual because of his/her race, color, religion, gender, sexual orientation, nationality, ethnicity, ancestry, age, disability, marital status, pregnancy, military status, citizenship, protected activity (i.e., opposition to prohibited discrimination or participation in a complaint or investigation process), or any other characteristic protected by the law that:

- Has the purpose or effect of creating an intimidating, hostile or offensive work environment; or
- Has the purpose or effect of unreasonably interfering with an individual’s work performance; or
- Otherwise adversely affects the individual’s employment opportunities.

Harassing conduct includes, but is not limited to: epithets, slurs or negative stereotyping; threatening, intimidating or hostile acts; denigrating jokes; offensive images on the computer or email messages; use of offensive stereotypes, terms, or other comments or conduct pertaining to a protected characteristic; and written or graphic material that denigrates or shows hostility or aversion toward an individual or group and that is placed on walls or elsewhere on the premises or circulated in the workplace.

Disrespectful conduct based on sex or any other protected characteristic does not need to violate the law in order to constitute a violation of Company policy. In other words, such disrespectful conduct will not be tolerated at GCA, regardless of whether it also violates the law.

**Reporting an Incident of Harassment, Discrimination or Retaliation:** Employees should report any potential harassment or other prohibited conduct that they witness or otherwise learn about, even if they are not directly involved, and regardless of the offender’s identity or position. Everybody at GCA is required to support a workplace culture of respect. Individuals who learn about, witness, or believe that they have been subjected to discrimination, harassment, or retaliation should report their concerns to their manager, Human Resources, to another manager, or to the confidential GCA TIPS Line at 1-800-436-7571. Individuals do not need to complain first to the person who is engaging in the conduct.

In addition, the Company encourages – but does not require – individuals who believe they are being subjected to such conduct promptly to advise the offender that his or her behavior is unwelcome and request that it be discontinued. Often this action alone will resolve the problem. The Company recognizes, however, that an individual may prefer to pursue the matter through formal complaint procedures.

Any employee who attempts to retaliate against or punish another individual for filing a complaint under this policy will be subject to discipline, up to and including termination. Reporting of good faith concerns can be made without fear of retaliation or punishment. Any suspected retaliation must be reported to management immediately.

**Investigation of Complaints:** Any reported allegations of harassment, discrimination or retaliation will be investigated promptly. This investigation may include individual interviews with the parties involved, and, where necessary, with individuals who may have observed the alleged conduct or may have other relevant knowledge.
Corrective Action: Misconduct constituting harassment, discrimination or retaliation is in direct conflict with the mission and values of the Company and will not be tolerated. Responsive action may include, for example, training, referral to counseling, reassignment and/or corrective action, up to and including discharge, as appropriate under the circumstances.

Statement of Non-Retaliation: The Company forbids retaliation against any employee for: reporting, testifying, assisting, or participating in any manner in an investigation, proceeding, or hearing conducted by the Company or a federal, state or local court or enforcement agency; bringing or lodging a complaint of discrimination or harassment; or engaging in any other activity protected by law. Employees should report any incidents of suspected retaliation to their supervisor, to any other manager, or to Human Resources immediately. Individuals do not need to complain first to the person who is engaging in the suspected retaliation. Reports of retaliatory conduct will be objectively and thoroughly investigated. If a report of retaliation is substantiated, appropriate corrective action, up to and including discharge, will be taken.

**Dating Policy**

GCA Services Group prohibits supervisors from dating, having any romantic relationship with, or otherwise making romantic or sexual advances toward employees they supervise or who are otherwise their subordinate, even if it is believed that the advance is welcomed. This is because of the potential adverse consequences of such relationships and the impact on employee morale.

Dating/romantic relationships between non-supervisory co-workers are permitted provided they do not, in GCA's discretion, create an actual or perceived conflict of interest or otherwise adversely affect the work performance of the parties involved or their co-workers.

Failure to comply with the Company’s Non-Harassment Policy or Dating Policy will result in disciplinary action or dismissal form the Company.

**Workplace Violence Prevention**

The Company is committed to maintaining a safe and productive work environment for its employees and to protecting the safety and well-being of its employees, customers, clients, vendors, suppliers and visitors. It is the policy of the Company to expressly prohibit any acts or threats of violence by or toward any employee, customer, client, vendor, supplier, visitor, or other business associate in or around the Company’s facilities, customer premises, or elsewhere in connection with work. Violent, threatening, harassing or intimidating behavior will be investigated promptly and appropriate remedial action will be taken.

All employees of the Company are covered by this policy, as well as visitors and other third-party business associates.

The Chief Human Resources Officer and all levels of management are responsible for the administration of this policy. All employees are responsible for promptly reporting incidents, or suspected incidents, of violence or threats, regardless of the offender’s identity or position, and regardless of whether the employee is directly involved.
**Prohibited Conduct:** Violent or threatening conduct of any kind that may affect safety at work, whether it is conducted by or directed against a co-worker, manager, or third party, will not be tolerated. Prohibited conduct includes, but is not limited to:

- Striking, punching, slapping, assaulting, or bullying another person;
- Challenging another person to a fight or fighting;
- Intimidating physical conduct, including touching or blocking an individual’s movement;
- Engaging in dangerous, threatening or unwelcome horseplay;
- Possession of a firearm, ammunition, explosives, incendiary device, knife or other weapon of any kind on Company property, including parking lots and other exterior premises, or while conducting Company business, unless otherwise required by federal, state, or local law;
- Threats of violence or harm by words, gestures, symbols or written materials, including e-mail;
- Intentionally damaging the property of the Company, a customer, or of another individual.

**Violations of Policy:** Prompt remedial action, up to and including immediate termination, will be taken against any employee who engages in any threatening behavior or acts of violence or who uses any obscene or threatening language or gestures. Law enforcement will be notified when appropriate. Discipline is in addition to, and not in lieu of, any criminal or other action provided by law. Violation of this policy also may be deemed a neglect of duty.

Appropriate action will be taken when dealing with customers, visitors to the Company's facilities, or other business associates who engage in such behavior. Such action may include notifying the police or other law enforcement personnel and prosecuting violators of this policy to the maximum extent of the law, removing such individuals from premises, and prohibiting them from reentering the premises.

This policy applies to violent and threatening conduct only. It is not intended to prohibit employees from engaging in conduct protected by the National Labor Relations Act, including discussions or concerted activities involving wages, hours, working conditions, and other terms and conditions of employment.

**Firearms and Weapons:** Employees, customers, and other visitors are prohibited from carrying any firearms, ammunition, or other weapons while on-duty or on Company property at any time, with the exception of law enforcement or on-duty security personnel, in accordance with all applicable laws. This includes employees who have obtained a concealed weapons permit. Where federal, state or local law requires otherwise, all applicable laws will be observed.

"Company property" includes all areas under the Company’s control, including Company-owned or leased buildings and surrounding areas, sidewalks, parking lots, and driveways. This policy also applies to all Company vehicles, personal vehicles when used for Company business, service sites, all offsite Company events, and all locations at which employees conduct Company business.
“Weapons” include, but are not limited to, firearms, explosives, knives, and other items defined as weapons by state, federal, or local law. Violations of this policy will result in discipline, up to and including termination.

**Reporting Concerns:** Employees and managers are required to notify immediately their supervisors, security personnel, and/or Human Resource Director/Managers of any suspicious workplace activity or situations or incidents that they observe or that they are aware of that involve other employees, customers, visitors, or other business associates and that appear to potentially violate this policy, or if they feel their safety or the safety of others is threatened at any time. This includes, for example, threats or acts of violence, aggressive behavior, obscene acts, threatening comments or remarks, knowledge of any weapons which have been brought on site and the like. There is no obligation to report to any individual engaging in such behavior.

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**Drug-Free Workplace Policy**

It is our policy to maintain a drug free workplace. For the purpose of this policy, the term "workplace" is defined as Company and/or customer property, Company vehicles, any Company-sponsored and/or customer-sponsored activity, or any other site for the performance of work for the Company and/or the customer. The term "drug" includes alcoholic beverages and prescription drugs used without a valid prescription or used inconsistently with a valid prescription, as well as abuse of over-the-counter medications and use of illegal inhalants and illegal drugs. Activities prohibited by this policy shall be considered grounds for discipline, including but not limited to suspension or immediate termination of employment, if the activities occur in the workplace as defined above, or if they adversely affect the workplace as determined by the Company, and as permitted under applicable law. Prohibited activities under this policy include the unlawful manufacture, distribution, dispensation, possession, or unauthorized use of drugs in the workplace or that affect the workplace. This prohibition applies to drugs or controlled substances including, but not limited to, marijuana, opiates (e.g., heroin, morphine), cocaine, phencyclidine (PCP), and amphetamines, and other substances that may impact your ability to perform your job safely and efficiently. The presence of alcohol, drugs, or controlled substances in an employee's system at the workplace is also strictly prohibited, with the exception of approved and responsible alcohol use at Company functions. However, the use of prescription drugs, when taken as directed by a duly licensed physician, or the responsible use of over-the-counter medication, shall not be a violation of this policy so long as the safety of the workplace is not affected.

Information regarding the availability of treatment programs, if any, such as assistance provided by GCA’s health care plan coverage for drug and alcohol abuse rehabilitation programs, and the requirements for participation in drug and alcohol abuse education and training programs, may be requested by contacting your Human Resource Department.

As a condition of employment, all Company employees must comply with this policy. Any GCA employee who has been convicted under any criminal drug statute for a violation occurring in the workplace must report that conviction to the Company no later than five days after the conviction. This policy shall apply to all regular, full-time, part-time, commission, introductory, on-call, temporary employees or workers, or applicants either as a condition of employment or as a condition of continued employment.
If any provision of federal, state or local law specifically differs from the Company’s drug-free policy, then the requirements of the law will apply.


**General Standard for Drug Testing**

**GCA Services Group** may require an employee to undergo drug testing as a condition of employment (pre-employment) or as a result of a contractual obligation with the customer. Drug testing may also be administered to employees on a routine, periodic, or intermittent basis (random) in accordance with applicable law.

The Company may also require an employee to undergo drug and/or alcohol testing if there is reasonable suspicion that the employee is under the influence of drugs or alcohol during the work hours or at the workplace, or after a workplace accident or injury or near-accident. The Company may test any employee who may have caused or contributed to the accident or injury. The Company may also require testing to determine fitness for duty or fitness to return to work following a leave of absence, including but not limited to a leave of absence related to drug or alcohol treatment, and it may require follow-up testing pursuant to a return-to-work agreement.

“Reasonable suspicion” is a belief based on specific facts and reasonable inferences drawn from those facts that an employee is under the influence of drugs. Unless prohibited by applicable law, circumstances which constitute a basis for determining “reasonable suspicion” may include, but are not limited to:

- A pattern of abnormal or erratic behavior, including impaired work performance, a decline in productivity, excessive absenteeism or tardiness;
- Information provided by a reliable and credible source;
- Direct observation of drug use;
- Involvement in a work-related accident; or
- Presence of the physical symptoms of drug or alcohol use (i.e., glassy or bloodshot eyes, slurred speech, poor coordination or reflexes).

If any provision of federal, state or local law specifically differs from the Company’s drug-free policy, then the requirements of the law will apply.

**Consent to Drug Testing**

Before a drug and/or alcohol test is administered, employees or applicants will be asked to sign a consent form authorizing the test and permitting release of test results to GCA Services Group. The consent form shall provide space for employees and applicants to acknowledge that they have been notified of the Company’s drug testing policy. Failure to sign the consent form will result in termination.

In addition, the following constitutes violations of this policy:

- Possession of prescribed drugs that are not prescribed to the person in possession.
- Possession of **ANY** drug that is not in a properly identified prescription container.
• Use or possession of any correctly prescribed drug or over-the-counter drug that is unsafe to use while carrying out assigned duties. Employees using such drugs should contact their supervisor before reporting to work to discuss the use of such medications. The employee should routinely request information from his/her physician regarding the possible side effects of prescribed or over-the-counter medications.

• Possession of “Look-Alike” or “Designer” drugs in any form. These drugs are not to be used at the workplace or during the performance of any work. If any questions arise as to acceptability of a particular substance, contact your supervisor.

Any employee who is taking medication prescribed by a physician must be able to provide, upon request of the Company or a drug testing provider, a record of the prescription including the name of the medication, the prescribing physician’s name, and limitations the prescription may place on the ability to discharge the employee’s duties.

Refusal by an employee to submit to an investigation or testing procedure may constitute grounds for termination or appropriate disciplinary action. Employees who are instructed to submit to a drug/alcohol test in accordance with this policy and who test positive, refuse to cooperate or undergo such a test, adulterate or dilute a sample, refuse to sign a consent form, or fail to follow standard testing procedures may be subject to discipline, up to and including immediate termination.

If any provision of federal, state or local law specifically differs from the Company’s drug-free policy, then the requirements of the law will apply.

**Alcohol Consumption**

The Company is concerned about the safety and well-being of its employees and business associates. The Company never recommends the consumption of alcoholic beverages and condemns drinking to excess while entertaining, traveling for business, or at Company or customer-related events. Accordingly, the following policy regarding alcohol consumption has been established.

1. At no time should alcohol be consumed while on-the-job or just prior to reporting to work. This impairs judgment and contributes to accidents and poor performance. Employees found to be impaired or intoxicated on the job are subject to immediate termination.

2. Reimbursement for travel and entertainment expenses will not include alcohol.

3. All employees are expected to use good judgment when consuming alcoholic beverages and to monitor how much you and fellow employees have had to drink at any Company or customer function. It is your duty to report any fellow employee who has overindulged. In the event that alcohol is consumed by employees during a Company function and it affects behavior and/or mental or physical judgment, said employees must be driven home (by a non-drinking employee or by a cab). In such instances, the Company will pay cab fare.
No Smoking Policy

Company buildings are smoke-free. This no smoking policy and includes smoking of any tobacco products (e.g. cigarettes, E-cigarettes, cigars) and the use of oral tobacco products and it applies to all employees and business associates such as visitors, clients and suppliers. Smoking is permitted only in designated areas outside. Smoking at client sites must adhere to the client’s rules and any applicable laws. If an employee desires to leave the work area to smoke at a time other than a scheduled break, he or she must obtain prior permission from his or her supervisor. With the exception of scheduled breaks, non-exempt employees must account for such time away on their time records.

Employee Problem Solving

GCA Services Group strives to maintain a direct relationship between you and management at all times. In making a decision, the management of the Company always takes into account the interests of its employees. In an organization of this size, questions concerning your employment may still arise. We recommend that you seek to resolve problems by following the order outlined below.

1. Contact your immediate supervisor and discuss your problem fully and frankly with him or her. You should be open and honest in explaining your concerns.

2. If the situation is still not resolved to your satisfaction, contact your Human Resources Representative. The Human Resources Director/Manager will listen to your problem, investigate all circumstances surrounding it, including contacting involved parties, and render a decision or offer a solution to your problem.

3. If your Human Resources Representative is unable to resolve your problem, they may direct you to an appropriate Company officer to render a resolution to your problem.

Compliance with the suggested chain of command above is not intended to circumvent established procedures for resolving complaints established by collective bargaining agreements or government agencies, including complaints of prohibited discrimination based on prohibited characteristics such as race, sex, religion, national origin, veteran’s status, genetic information or disability.

This policy is not intended to prohibit employees from engaging in conduct protected by the National Labor Relations Act, including discussions or concerted activities involving wages, hours, working conditions, and other terms and conditions of employment.

Disciplinary Steps

The procedures in the Employee Handbook have been developed to provide employees with an understanding of what can be expected if rule violations or misconduct occur. As it is not possible to anticipate the circumstances under which every conceivable infraction could take place, employees should not view these procedures as all inclusive or as specifying the appropriate discipline. However, these procedures should provide guidance on protocols the Company will
attempt to follow in many situations when verbal instruction or counseling is not effective. These steps are only guidelines, and the Company reserves the right to skip steps and to impose such discipline it deems appropriate, depending on the nature and severity of conduct.

1. **Verbal Warning**: A verbal warning to inform or remind an employee that a specific behavior is not acceptable. This discussion generally will be captured in writing.

2. **Final Written Warning Prior to Termination**: This gives specific notice that the employee’s job is in jeopardy. Specific goals and expectations and a follow-up time for re-evaluation of their performance will generally be given.

3. **Termination**: An employee may be discharged under two general circumstances:
   a. With prior warning via the disciplinary process explained above.
   b. Without prior warning for serious violations of policies or procedures, serious failure to perform assigned duties, dishonesty, or severe misconduct which in the Company’s sole discretion requires immediate discharge (this rule does not apply to protected, concerted activity under the National Labor Relations Act).

4. **Suspension**: A suspension may be imposed when the manager needs to have the employee leave the work area, such as to conduct an investigation, or for other business reasons. If the employee is returned to work and no violation is found, they generally will be paid for days suspended. If the employee is returned to work and a violation is found, or if the employee is not returned to work, the suspended days generally will not be paid, unless otherwise required by law.

   **NOTE:** This is not a disciplinary step.

**Introductory Employees**: Employees in the first three months of employment may receive accelerated discipline if disciplinary action is warranted. In most circumstances, every reasonable effort will be made to correct an introductory employee’s poor performance.

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**Company Work Rules and Regulations**

Employees have a responsibility to perform their assigned job in a satisfactory and conscientious manner.

Below is a list of standards to guide employee conduct while at work. Please read them carefully and be sure you understand them. Some of these rules are so serious that even a single violation may result in discharge (major offenses). With other violations, you may be warned and given another chance (minor offenses). Obviously we could not cover everything in these rules, and we expect the employee to use his or her common sense. Some behavior not specifically listed below may lead to discipline up to termination depending upon its severity. Therefore, if unsure what to do in a given situation, you are always welcome to speak to your supervisor before acting.
Major Violation of Safety Rules, Regulations, and Practices (May result in immediate discharge)

A1. Theft of Company property and/or property belonging to other employees, clients, or other business associates, or having it in one's possession without authorization.

A2. Failure to maintain confidentiality in accordance with the Company's Confidential Information policy, which is detailed earlier in this handbook (this rule is not intended to prohibit employees from engaging in discussions or concerted activities involving wages, hours, working conditions, and other terms and conditions of employment, as permitted under the National Labor Relations Act).

A3. Intentionally damaging or defacing the property or belongings of the customer, the customer's employees, fellow workers, other business associates, or the Company.

A4. Failure or refusal to do work assigned or to follow a manager's directive (for reasons unrelated to protected, concerted activity under the National Labor Relations Act), or to attend required training.

A5. Harassing or threatening conduct toward fellow employees, managers, or other business associates. Fighting or assaulting another person, including threats of violence or harm.

A6. Possessing, selling, buying, and/or working under the influence of intoxicants, illegal drugs, or any controlled substance. Legal drugs may be used with a prescription so long as the safety of the workplace is not impacted.

A7. Filling in another employee's timesheet, punching another's timecard, or permitting another person to fill in one's timesheet or punch one's timecard.

A8. Falsifying one's own timesheet, work orders, written statements, or other Company records.

A9. Conviction of a crime, other than a minor traffic violation, that relates to your qualifications for and ability to perform your job. Note that a conviction will not automatically bar you from employment. The job-relatedness, nature, severity and date of the offense in relation to your position are considered. Review and consideration of such offenses will be conducted in accordance with all applicable federal, state, and local laws.

A10. Possessing firearms, ammunition, explosives, incendiary devices, knives and other items considered to be or designed to be weapons. This includes all individuals, whether or not the individual has a valid permit to carry a concealed weapon. If federal, state or local law requires otherwise, the applicable law will be followed.

A11. Unauthorized entry of restricted areas.

A12. Supplying false or misleading information to obtain employment or during employment.

A13. Use of obscene or threatening language to employees, customers, vendors, or other business associates.
A14. Sexual harassment or other discriminatory conduct or harassment of other employees, vendors, customers’ employees, or other business associates, based on a protected characteristic.

A15. Reporting for work while unfit to perform duties assigned.

A16. Creating a false fire alarm.

A17. Duplicating keys or master keys.

A18. Distributing or leaving a key to anyone other than another authorized employee.

A19. Failure to report to work for three consecutive days without call-in.

A20. Gambling during working hours.

A21. Using Company equipment or material for personal use without prior approval (this does not apply to very limited personal use of Company email in accordance with GCA policy).

A22. Creating unsanitary conditions or defacing Company property or the property of a customer or other business associate.

A23. Failure to report accidents, injuries, or other safety rule violations.


A25. Intentionally or carelessly damaging a customer’s building, property, equipment, tools, or similar items or property of GCA, or a fellow employee’s property, or the property of any other business associate, by reason of willful, negligent, or careless conduct.

A26. Accepting or giving gifts, gratuities, or kickbacks (money or gifts) of any kind from or to vendors or others to receive preferential treatment.

A27. Falsification of the reason or need for workers’ compensation, disability, or other types of leave.

Minor Violations of safety rules, Regulations, and Practices (Infractions generally leading to progressive discipline)

B1. Malicious gossip about employees or other business associates, including statements that are unlawful, maliciously untrue, vulgar, obscene or profane, or that otherwise constitute a violation of GCA’s prohibitions against bullying.

B2. Failure to secure and/or return master keys at the conclusion of the work day.

B3. Leaving work area or the property without authorization during working time (for reasons unrelated to protected, concerted activity under the National Labor Relations Act). This does not apply to break periods, lunch periods, or before or after your shift.

B4. Failure to follow established work procedures.

B5. Failure to cooperate with fellow workers (for reasons unrelated to protected, concerted activity under the National Labor Relations Act).

B6. Refusal of reasonable overtime.

B7. Poor performance.

B8. Continued inefficient or poor work habits.
B9. Loafing or loitering on the job during working time (for reasons unrelated to protected, concerted activity under the National Labor Relations Act). This does not apply to break periods, lunch periods, or before or after your shift.

B10. Failure to punch in, punch out, sign in, or sign out.

B11. Engaging in horseplay or other extremely disruptive conduct that significantly interferes with business operations (this does not apply to protected, concerted activity under the National Labor Relations Act).

B12. Failure to report changes in address, status, or dependents.


B14. Lateness, excessive absenteeism, or failure to report promptly from break as set forth in Absenteeism Policy (for reasons unrelated to protected, concerted activity under the National Labor Relations Act).

B15. Failure to return tools and/or equipment.

B16. Excessive or costly use of Company or client telephones; use of personal cellular phones during working hours (as opposed to during breaks or lunch) or in restricted areas; and/or violation of the Company e-mail rules.

B17. Failure to follow dress code.

B18. Failure to follow smoking rules and regulations.

B19. Failure to follow no solicitation and no distribution rules.

**NOTE:**

The standards of conduct are not intended to be all-inclusive and will not preclude management from taking appropriate disciplinary and/or re-training action when, in its sole judgment, circumstances so require. Management may also implement and/or enforce other reasonable work rules and regulations from time-to-time. Employees generally will be notified prior to the Company initiating rule changes.

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**Dress Code**

All employees are expected to maintain the highest standard of personal cleanliness--daily shower, clean hair and body (especially hands, nails, and teeth), clean clothes and shoes. Management reserves the right to ask employees reporting to work improperly dressed or groomed to return home to change clothes or to take appropriate corrective actions. The employees usually will not be paid for such time away from work and repeated violations will be cause for disciplinary action.

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**Personal Telephone Calls**

Receiving personal phone calls while on duty is discouraged. Making personal long distance calls on Company or client phones is forbidden and will result in disciplinary action up to and including termination. At no time may personal calls interfere with work. Excessive personal calls may result
in disciplinary action. Cell phones are only to be used in authorized areas and only during authorized breaks.

### Use of Communication Systems

**It** is the intent of GCA Services Group to provide the communication systems necessary for the conduct of its business. Employees are expected to adhere to proper use of all communication systems. These include, but are not limited to, telephone, electronic mail (e-mail), facsimile, Internet, corporate Intranet, voice mail, computer terminals, modems, and systems software.

The communication systems are owned, operated by, or utilized by the Company and are to be used for the business of the Company. Employees should have no expectation of privacy regarding any use of Company equipment or systems, including personal use, or of any correspondence, messages, or information in the systems.

The Company reserves the right to access and disclose all such messages sent for any purpose. All such messages, regardless of content or the intent of the sender, are a form of corporate correspondence, and are subject to the same internal and external regulation, security, and scrutiny as any other corporate correspondence. E-mail communications are official internal Company communications, which may be subject to summons in legal proceedings.

Occasional, very limited personal use of the Company’s computer system is permitted if such use does not: (a) interfere with the employee’s or any other employee’s job performance; (b) have an undue effect on the computer or the network performance of GCA or its customer; or (c) violate GCA’s policies addressing Equal Employment Opportunity, Non-Harassment, Workplace Violence, Confidential Information, or any other applicable policy.

The Company prohibits transmission of sexually explicit images, messages, cartoons, or other such items, or messages that may be construed as harassment or disparagement of others based on race, national origin, sex, sexual orientation, marital status, age, disability, religion, veteran status, genetic information or any other protected category on the Company’s communication systems.

Employees shall not attempt to gain access to another employee’s personal communications system and messages. The Company, however, reserves the right to access an employee’s messages at any time, without notice to the employee.

Any violation of these guidelines may result in disciplinary action, up to and including termination.

For additional information, refer to the “Corporate Computer Use Policy”. This expanded policy is available through the Information Technology Department or on the Company Intranet at https://portal.gcaware.com/default.aspx.

The Company also maintains a Social Media Policy that provides guidelines regarding employees’ use of social media websites to discuss work-related issues. This policy is also available on the Company’s Intranet at https://portal.gcaware.com/default.aspx.
Company Property

In an effort to ensure the safety and welfare of employees and other business associates, and to ensure that Company policies and applicable laws are being followed, the Company reserves the right to conduct searches or inspections of employees and their desks, personal effects, lockers, lunch boxes, purses, baggage, and any other property located on Company premises or work sites, or their private vehicles if parked on Company premises or work sites, except as may be prohibited by law. Entry on Company premises or work sites constitutes consent to searches or inspections. Depending on the circumstances, searches may be conducted at any time, with or without advance notice and with or without the employee present.

When it is necessary for you to carry packages or bundles from the building, you may be asked to allow inspection either by your supervisor or manager. Refusal to submit to search or theft of Company property is grounds for immediate termination.

Where federal, state or local law imposes other requirements regarding employee searches, all applicable laws will be observed.

Care and Maintenance of Company Equipment, Uniforms, and Supplies

Responsibility for the careful and economic use of Company equipment, uniforms, and supplies rests with the employees. Equipment is costly. Accidental breakage or loss of equipment should be reported to your supervisor immediately.

Excessive breakage or damage of Company equipment by any employee would necessitate an investigation and action would be taken as deemed necessary. Employees may be held liable for mischievous, malicious, or willful damage or destruction of Company equipment and facilities, in accordance with all applicable laws.

Please use care in handling Company supplies. Do not waste them. Waste affects funds available for other purposes, such as salaries. Company equipment and supplies are for recognized Company business only (this does not apply to very limited personal use of Company email in accordance with GCA policy).

No Solicitation and No Distribution Rules

Because of the need to maintain an atmosphere conducive to our goals of high quality service and employee productivity, the Company has adopted this policy with regard to solicitations and distributions on Company jobsites, regardless of whether the jobsite is on Company property or property of our customer.

You, as an employee, are not permitted to solicit employees for non-work related activities during the work time of either you or the other employee. "Work time" is defined as those periods during the scheduled hours of any employee that is designated for the performance of job duties. Rest periods and meal periods, or any other periods in which employees are not required to be performing work-related duties, are not considered "work time."
You are also not permitted to distribute non-Company material to employees during the work time of either you or the receiving employee.

Non-employees are not allowed to solicit employees or to distribute materials to employees on Company property.

GCA bulletin boards are maintained for Company information. Unless other rules have expressly been established at a specific facility, bulletin boards are for official Company communications; employees may not post personal items or notices on bulletin boards.
V: SAFETY

Safety

A safe environment for employees, co-workers, customers, and the general public is GCA’s #1 priority. If you recognize unsafe conditions or actions, either correct them yourself if possible, or report them immediately to your supervisor.

Each employee is required to:

1. Work safely as required by the Company’s safety rules, policies, and procedures, OSHA regulations, and all other applicable safety laws and standards.
2. Wear proper personal protective clothing or equipment as required including approved non-slip shoes.
3. Make every effort to protect others from injury or accident.
4. Report all work-related injuries and accidents immediately to your supervisor, no matter how minor, and whether or not you are personally involved.

The failure to immediately report any work-related injuries or accidents, or to otherwise violate the Company’s safety policy or practices, may result in discipline, up to and including termination.

General Safety Rules

1. Safety is everyone’s responsibility.
2. Do not use any equipment or chemicals that you have not been properly instructed to use.
3. Do not use any equipment that is not in proper working condition.
4. Each employee is responsible for using the proper personal protective clothing or equipment necessary for each procedure (i.e., gloves, goggles/safety glasses, approved non-slip shoes, etc.).
5. All chemical spray bottles must be labeled.
6. Always use wet floor signs.
7. No horseplay at any time.
8. Do not take short cuts.
10. Ensure that proper lifting techniques are followed at all times.
11. No drug or alcohol use is permitted while on duty, and the Company’s Drug-Free Workplace Policy must be followed at all times. Employees must report their use of any such substances to their manager, including the use of prescription or over-the-counter medication that may impact the employee’s ability to perform his/her job safely.
12. Report any unsafe or hazardous condition, which you cannot correct, no matter how minor, immediately to your supervisor.

Failure to follow safety policies and procedures will result in disciplinary action. To report unsafe conditions call the 24 hour TIPS Line at 1-800-436-7571. For further safety information speak to your supervisor or the Safety & Risk Management Department.

**Hazardous Materials and Waste (Right to Know)**

You have the legal “right to know” about the consequences and precautions necessary for working with hazardous materials, chemicals and waste in your job. If you are in a job class that requires work on a regular or periodic basis with these materials, you should ensure you are familiar with the proper procedures necessary for such work. You should locate and read the Safety Data Sheets (SDS) for each material or chemical with which you will be working. Ensure you know and understand the proper use of personal protective clothing and equipment for working with those materials. Carefully read all labels and warnings on products you are working with that are hazardous.

Inform your supervisor immediately of any spill or accident, no matter how minor, and use appropriate first-aid procedures, if necessary, for any injuries. An incident report must be completed for any accident or chemical exposure you experience.

**Accident/Injury Policy**

If you should have an on-the-job accident or injury, or witness any other employee have an accident or injury, however minor, you must report it immediately to your supervisor, and your supervisor will complete an employee incident report fully explaining the circumstances of the accident.

If an employee is injured while on duty, they should follow these steps:

1. Notify the supervisor or manager immediately.
2. If medical treatment is necessary, your supervisor will assist you. If urgent treatment is needed, administer First Aid as appropriate or call 911.
3. Provide a copy of all medical paperwork to your supervisor.

Failure to comply with this procedure may void a workers’ compensation claim or may result in discipline, up to and including termination.

**Post-Accident Testing**

Any employee who has been involved in a work-related accident or near accident which includes, but is not limited to, actual or potential personal injury, actual or potential injury to another employee, actual or potential damage or loss of customer or Company property, or any vehicle accident while on Company business may be required to undergo drug/alcohol testing. If any
provision of federal, state or local law specifically differs from the Company’s policy, then the requirements of the law will apply.
VI: TIMEKEEPING & PAYROLL

Working Hours

Employees generally will be informed of specific working hours during the initial interview with the Account Manager. The hours are subject to change as customer or Company business may necessitate. Efforts will be made to spread those changes equitably and give employees as much advance notice as possible.

Rest Periods, Meal Periods and Coffee Breaks

Rest breaks are scheduled by each jobsite according to operational requirements and applicable federal, state, and local law. During each eight-hour shift you work, you may be provided with a rest period.

Depending upon the shift, you may be eligible for a half-hour unpaid meal breaks. Your Account Manager will schedule this time if you are eligible.

Note: Food may be consumed only in approved break areas.

Where federal, state or local law impose other requirements regarding employee breaks and meal periods, all applicable laws will be observed.

Loitering

To prevent interruption of the work schedules of others, you are expected to leave work areas immediately following completion of your working hours.

“Work areas” are defined as areas where work tasks are currently in the process of being performed for GCA. Work areas do not include break rooms, cafeterias, and parking lots, as well as areas that are open to the general public. These non-work areas may be accessed by employees who are not required to be performing work-related duties (such as during break periods), as well as by off-duty employees.

However, you must not leave your workstation before your shift ends without the permission of your supervisor (for reasons unrelated to protected, concerted activity under the National Labor Relations Act). This does not apply to break periods, lunch periods, or before or after your shift.

The practice of having children or other members of your family or friends waiting for you at the jobsite or areas other than public waiting rooms is against Company policy. Family and friends may wait for you only in areas that are open to the general public.

Time Keeping

Company policy requires that employees be paid for all hours worked. Employees must accurately record all hours worked. Managers are responsible for keeping a summary time sheet on all
personnel under their supervision. Payroll records must be maintained accurately at all times. The following rules apply to non-exempt employees:

1. Employees will accurately record the beginning and ending of their shift either with a time sheet, timecard, call in or time clock. All time worked must be recorded. Working without recording your time (working “off the clock”) and recording more time than you worked are both prohibited and are grounds for discipline.

2. No one is permitted to record another employee’s time. An employee who fraudulently records his or her time, records another employee’s time, or permits another employee to record time for him/her, will be disciplined up to and including termination.

3. Repeated failure to sign in or sign out (punch in or punch out) may subject an employee to disciplinary action.

4. No employee may sign in or begin working earlier than his or her assigned shift except with the express permission of his or her supervisor.

5. No employee may sign out or continue working later than his or her assigned shift except with the express permission of his or her supervisor. All work performed before or after the employee’s shift and all overtime must be approved by management and accurately recorded.

6. All sick days, holidays, or vacations with pay will be entered by the supervisor or the designated timekeeper and not by the employee.

7. Any time an employee leaves the Company premises, except for authorized Company business, they are required to sign out (e.g., if you leave the premises for your 30-minute lunch break, you are required to sign out). If you are leaving your shift prior to the scheduled end of your shift (for reasons unrelated to protected, concerted activity under the National Labor Relations Act), you must have supervisor authorization.

8. An employee will immediately report to their work area after signing in unless authorized otherwise by the supervisor (for reasons unrelated to protected, concerted activity under the National Labor Relations Act).

9. All violations of these rules must be reported to your supervisor, HR, the TIPS Line.

**Absenteeism and Tardiness**

Absenteeism is defined as the failure of an employee to report for work when scheduled, or the failure of an employee to call in and make arrangements for their absence at least 2 hours prior to the scheduled time to report for work.

These standards are **NOT** directed towards **approved time off** (e.g., jury duty, vacation, holidays, occupational injury, and approved leave of absences, reasonable accommodations, or other time off required by applicable local, state, or federal law).
An absence occurs when more than half of a scheduled shift is missed. Tardiness occurs when an employee is not present at the beginning of the shift.

It is the expectation that all employees of GCA will report for work on time when scheduled. This provides the best scheduling for efficiency. While this is expected, there are occasions when, due to a number of reasons, an employee cannot report to work as scheduled.

In the event an employee finds that he or she will be late for work or unable to report for a scheduled shift, it is their responsibility to notify the manager as soon as possible, no later than two hours prior to the beginning of the shift, stating the reason.

The employee's attendance record is reviewed frequently and is examined annually on or around the employee's annual review date.

**Inclement Weather**

In the event of extremely inclement weather such as ice or severe snowstorm, it is essential that employees be available to provide necessary services.

It is the employee's responsibility to provide his or her own transportation and to report for work as scheduled.

Employees unable to report for work due to weather conditions should contact the manager as early as possible, but no less than two hours prior to the beginning of the shift, to ask about travel conditions.

Employees who report for work late shall be paid from the time of their arrival for work unless otherwise specified by the manager.

Employees who fail to report for work will not be paid unless otherwise specified by the manager.

Employees working beyond the time their shift normally ends will be paid according to Company pay policies regarding regular time and overtime pay. (See Overtime Pay Policies.)

**Tipping Policy/Gratuities**

In accordance with Company philosophy, every customer is entitled to receive quality service, regardless of financial status or personal generosity. As a Company employee, you are not permitted to accept or solicit gratuities.

**Overtime Pay Policies for Non-Exempt Employees**

Under some circumstances, the Company may require the employee to work hours in excess of those which have been scheduled. Any such additional work must be approved by the supervisor prior to the actual working of those hours.
Overtime will be paid to eligible, non-exempt employees in accordance with applicable federal, state, and local law during the pay period in which the work was performed. Non-exempt employees are those who are covered by the overtime provisions of applicable wage and hour laws. In most states, a non-exempt employee generally is entitled to overtime pay for hours worked in excess of forty (40) in the workweek. The pay for overtime will be at the federal, state, or local prescribed overtime wage rate, whichever is higher. Holidays, personal days, sick days, vacation days, etc. are not included as work time on the computation of overtime pay.

Where federal, state or local law impose other requirements regarding overtime pay, all applicable laws will be observed.

Paychecks

The Company will pay employees for all hours worked. Paychecks generally will be issued bi-weekly in accordance with the Company’s regularly recurring pay schedule. Normally, this is on alternate Fridays. GCA’s recommended payment method is through direct deposit or payroll card for more information talk with your Human Resources Representative or Account Manager. Advance salary or unearned wages will not be paid to any employee. Early paychecks prior to the regular payroll will not be issued.

Paychecks for terminating employees are not issued until the next regular payroll unless required otherwise by law. Unless otherwise required by applicable law, the final check will be mailed to the employee’s last known address via regular mail on the normal pay schedule.

Where federal, state or local law impose other requirements regarding paychecks and issuance of final pay, all applicable laws will be observed.

Employees should review their paychecks carefully to confirm that they have been correctly paid for all hours worked during the pay period and that no unauthorized deductions have been made. Any questions should be directed to your supervisor, and escalated, if necessary, to HR or the TIPS Line.

Salary Deductions

The following deductions are made from an employee’s paycheck when applicable:

1. Social Security
2. Federal Income Tax Withholding
3. State Income Tax Withholding
4. Local Taxes
5. Group Health/Dental
6. 401(k)
7. Other required or authorized deductions

Generally, GCA will pay non-exempt employees for the actual hours worked by them and will only make deductions from the wages of non-exempt employees under the following circumstances:
the deduction is in compliance with federal, state, and local laws, and either (1) the employee has authorized the deduction, or (2) the deduction is specifically permitted by the Fair Labor Standards Act, other applicable laws, or an agency or court order, such as for taxes, garnishments, or similar withholdings. GCA does not permit improper or unauthorized deductions from employees’ compensation. Any employee who believes that his or her compensation has been improperly reduced or subject to improper deductions should notify his or her Supervisor. GCA will then promptly investigate the deduction; if the deduction was improper, the Company will reimburse the employee for the improper deduction. In addition, GCA will, in good faith, take all reasonable steps necessary to ensure that no such improper deductions are made in the future. The Company is strongly committed to avoiding improper deductions and to correcting any situation where one mistakenly occurs.

Any questions concerning your paycheck should be directed to your Supervisor and escalated, if necessary, to HR or the TIPS Line.
VII: BENEFITS

Leave of Absence

GCA Services Group recognizes that occasionally personal situations arise that require an employee's absence from scheduled work. A leave of absence is a benefit which allows an employee time away from work for specified reasons while, depending on the type of leave, either permitting them to continue to accrue benefits and seniority, or freezing their benefit accrual and seniority during the leave.

Eligibility

All regular full-time employees are eligible to request a LOA. Prior to granting an unpaid LOA, all available paid time off must be used. Vacation, holiday, and sick time, fringe benefits, and seniority do not accrue during an unpaid leave of absence.

Types of Leave

1. Personal Leave: This may include family emergencies or other personal reasons. Must have been employed for six (6) months prior to request for leave, unless otherwise required by law. Unpaid leave of absence may be granted at the discretion of management. When a leave is granted, it is understood that a replacement may be necessary. Therefore, if the prior position is not available, the employee may be considered for another available position, depending on the type of leave and in accordance with all legal requirements. When requesting a LOA, the employee is committing to return to the Company at the completion of the LOA. While on LOA, the employee is not permitted to work for another employer.

2. Family and Medical Leave Act: This is applicable if you incur a serious health condition or if you need time to care for a family member with a serious health condition, or for certain military-related situations. See your manager for details. To meet the primary eligibility requirements, you must have been employed for 12 months and worked 1,250 hours in the 12 months prior to the leave start date. Note: Work hours and other requirements may change in accordance with state and local laws.

3. Military Leave:
   a. Active Duty: A leave of absence will be granted to employees who are absent from work because of service in the U.S. uniformed services in accordance with Uniformed Services Employment and Reemployment Rights Act (USERRA) and all other applicable federal, state or local laws. Advance notice of military service generally is required, unless military necessity prevents such notice or it is otherwise impossible or unreasonable. Military leave is unpaid; however, employees may use any available paid time off for the absence. An employee shall not lose seniority as a result of serving in the Armed Services. Reinstatement of
employment and continuation of benefits will be determined in accordance with applicable law.

Under USERRA, uniformed service includes active duty, active duty for training, inactive duty training (such as drills), initial active duty for training, full-time National Guard duty, funeral honors duty performed by National Guard and reserve members, the period for which a person is absent for the purpose of an examination to determine fitness to perform any such duty, as well as some emergency preparedness activities. Other laws may provide leave for other service as well.

b. Reserve Duty: Members of the Reserve or National Guard receiving official orders for active duty training or training periods while on inactive status will be granted leave from their jobs as required to fulfill their military obligation, in accordance with applicable law. Such absences generally will not affect seniority, status, pay rate, or vacation accrual rate. An employee may elect to use accrued vacation with pay for brief periods of military duty or take an unpaid leave of absence. You should notify your supervisor as far in advance as is reasonable of your absence needed to fulfill your Reserve obligation.

4. Jury Duty Leave: Employees selected for jury duty are eligible for an unpaid leave of absence, unless otherwise required by law. If you receive a summons for jury duty, you must notify your supervisor immediately. Employees dismissed from jury service before the end of their regular workday must contact their supervisor. Your supervisor will determine whether you should report to work.

5. Witness Leave: Employees who require time off work to serve as a witness in legal proceedings will be granted time off in accordance with applicable law.

**Family/Medical Leave**

**Covered Leave:** GCA recognizes that from time to time employees may require a leave of absence to attend to certain family or medical situations. Therefore, and in compliance with the Family and Medical Leave Act and other applicable federal, state, and local laws, GCA will provide family/medical leave to eligible employees requiring time off for the following reasons:

- To care for their newborn child or for the adoption or foster placement of a child (within 12 months of the birth, adoption or placement) (referred to as “family leave”).

- To provide necessary care for the serious health condition of their spouse, parent, or minor or disabled child (referred to as “family leave”).

- For their own serious health condition, including pregnancy, prenatal medical care, and child birth, and on-the-job illnesses or injuries, which make them unable to perform the essential functions of their job (referred to as “medical leave”).

- Due to a qualifying exigency (a situation requiring immediate attention or effort) arising out of an employee’s spouse’s, child’s or parent’s call to covered active duty in the Armed Forces, either in a regular or reserve component, as defined by
the FMLA. Covered active duty involves service in a foreign country on active
duty, or, for reservists, call to service in a foreign country in support of certain
contingency operations. A qualifying exigency may include: (1) short-notice
deployment; (2) military events and related activities; (3) childcare and school
activities; (4) financial and legal arrangements; (5) counseling; (6) rest and
recuperation; (7) post-deployment activities; and (8) additional activities where
you and the Company agree to the leave.

- To care for the employee’s spouse, child, parent or next of kin (nearest blood
relative), whether a current service member or a veteran, who has incurred an
injury or illness in the line of duty while on active duty in the Armed Forces or
whose military service aggravated a pre-existing illness or injury, provided that
such injury or illness may render the spouse, child, parent or next of kin medically
unfit to perform duties of his/her office, grade, rank or rating. The family member
must be a current or former member of the Armed Forces, including the National
Guard and Reserves, and undergoing medical treatment, recuperation, or therapy,
otherwise in outpatient status, or otherwise on the temporary disability retired list,
for the serious injury or illness. For care of a veteran family member, the
employee is entitled to leave only if the treatment necessitating the leave occurs
within five years after the veteran leaves the Armed Forces (referred to as "military
caregiver leave").

**Serious Health Condition:** A “serious health condition” is an illness, injury, impairment or physical
or mental condition that involves either an overnight stay in a medical care facility or involves
“continuing treatment” by a healthcare provider, for a condition that prevents an employee from
performing his/her job or prevents a family member from performing daily activities. Subject to
certain conditions, the continuing treatment requirement may be met by a period of incapacity of
more than three consecutive calendar days combined with at least two visits to a health care
provider or one visit and a regimen of continuing treatment, or incapacity due to pregnancy, or
incapacity due to a chronic condition. Other conditions may meet the definition of continuing
treatment.

**Eligibility:** Employees, who have been employed at GCA for at least 12 months, have actually
worked at least 1,250 hours during the 12-month period preceding their leave and are employed
at a work site where 50 or more employees are employed by GCA within 75 miles of the
employee’s work site, are eligible to receive up to 12 weeks of unpaid family/medical leave in a
12-month period (measured forward from the date an employee’s first family/medical leave
begins), or up to 26 weeks for military caregiver leave. Leave to care for an injured or ill
servicemember, when combined with other FMLA qualifying leave, may not exceed 26 weeks in a
single consecutive 12 month period. Unlike other types of FMLA leave, military caregiver leave is
not replenished every 12 months. In other words, the maximum leave allowable for a single injury
or illness is 26 weeks, regardless of the duration of the need for the care.

Spouses who are both employed by the Company are entitled to 12 weeks total (rather than 12
weeks each) for the birth or placement in adoption or foster care of a child or for the care of a sick
parent. Spouses who are both employed by the Company are entitled to a total of 26 weeks of
military caregiver leave, or for a combination of that leave and leave for the following: (1) birth,
adoption or foster care and/or to care for such a child; or (2) to care for a parent with a serious
health condition.
Since, in some states, employees may be entitled to additional leave, benefits and rights, employees considering family/medical leave should contact Human Resources for further information.

The Company will notify an employee whether his/her request for FMLA leave is granted or denied, and, if granted, the amount of leave granted. If leave is denied because the employee is not eligible, the Company will provide notice of the reason for ineligibility. If the employee is eligible, the Company will provide notice of any additional information required and the employee’s rights and responsibilities.

**Form of Leave:** Leave may be taken in one consecutive period of up to 12 weeks, or up to 26 weeks for military caregiver leave. When medically necessary to care for their own serious health condition or that of their eligible family members, leave may also be taken intermittently (in separate blocks of time), or on a reduced leave schedule (fewer hours in a day or days in a week). Intermittent or reduced schedule leave to care for a newborn or newly adopted or foster-placed child is generally allowed, but it may only be taken if granted in the discretion of the Company. Employees who schedule for planned medical treatment must make a reasonable effort to schedule the treatment so as not to disrupt unduly GCA’s operations. When necessary, qualified exigency leave may also be taken on an intermittent or reduced schedule basis. If intermittent or reduced schedule leave is requested, the Company may require the employee to transfer temporarily to a part-time schedule or an alternative position that better accommodates recurring absences. The alternative position will have equivalent pay and benefits.

**Notice to the Company and Required Forms:** Employees seeking leave, to the extent that such leave is foreseeable, must provide at least 30 days’ prior notice for leave. In emergency circumstances, employees must provide notice as soon as practicable. Employees must use the call-in procedure of the employee’s jobsite to report the need for leave unless permission is given not to call. When the need for qualifying exigency leave is foreseeable, the employee must provide notice to the Company as soon as is reasonable and practicable. Failure to provide proper notice may result in a delay of leave. When an employee seeks leave due to an FMLA-qualifying reason for which GCA has previously provided FMLA leave, the employee must specifically reference the FMLA qualifying reason when notifying GCA.

When providing notice of the need for FMLA leave, an employee must provide information regarding the reason for absence so that the Company can determine if the FMLA applies. The employee must also provide information regarding the anticipated timing and duration of leave. Sufficient information may include that the employee is unable to perform job functions, a family member is unable to perform daily activities, the need for hospitalization or continuing treatment by a health care provider, or circumstances supporting the need for servicemember leave.

**Notice of Intent to Return:** Employees will be required to notify the Company regularly of their status and whether they intend to return work after their leave. GCA may seek reimbursement of benefit premiums paid for employees who fail to return from their leave for a reason other than their own or a family member’s serious health condition or other situation beyond their control.

**Certification of Serious Health Conditions:** Employees requesting leave to care for a family member or due to their own serious health condition must provide GCA with written certification from a health care provider. Failure to provide certification, or other documents required by the Company documenting a serious health condition necessitating leave in a timely manner, may
result in delay or denial of leave, or in some circumstances, denial of reinstatement due to unauthorized absence. Health Care Provider Certification Forms are available from Benefits Administration. GCA reserves the right to require employees or their family members to submit medical certification and regular recertification, or at its expense, to obtain second or third medical opinions, in order to determine the necessity of leave. An employee may also be required to provide certification for both types of servicemember leave.

Benefits While On Leave: FMLA leave generally is unpaid. However, the Company will continue to pay its share of the monthly health care premium under the same terms and conditions as if the employee was actively working, and it will continue any other benefits as required by law. The employee must make arrangements to pay his or her share of the monthly health care premium while on FMLA leave. An employee’s failure to pay his or her share of the monthly health care premium may result in the cancellation of coverage.

Other than insurance coverage noted above, and unless required otherwise by law, an employee generally is not entitled to, nor does he or she accumulate, any other benefits while on unpaid FMLA leave. If paid leave is used concurrently with FMLA leave, benefits accrual will be determined by the type of paid leave used. Use of FMLA leave will not result in the loss of any employment benefit that accrued prior to the start of FMLA leave.

Reinstatement: The employee must directly notify GCA as soon as is reasonable possible, and generally no less than two (2) business days before the end of a leave, that he or she intends to return to employment or if the circumstances of an employee’s leave has changed and the employee is unable to return to work on the date originally indicated. Following leave, the Company generally will reinstate employees to their same or an equivalent position, with equivalent compensation, benefits, or other terms and conditions of employment, with the exception of certain key employees. Employees who would have been affected by a reduction in force or layoff, or would have otherwise been subject to termination of employment, had they not taken leave are not entitled to reinstatement.

Upon return to work, employees who took leave due to their own serious health condition generally must submit a medical certification stating that they are able to return to work. If the employee is provided with a list of the essential functions of the employee’s job, then the medical certification must address the employee’s ability to perform the essential functions of his or her position either with or without reasonable accommodation.

FMLA leave will run concurrently with other forms of medical leave (i.e., workers’ compensation) when appropriate. All paid leave must be used concurrently (as the first part of) any FMLA leave. In order to use paid leave for FMLA leave, the employee must comply with the Company’s normal paid leave policies.

The Company will not discharge or discriminate against any person for opposing any FMLA violation or for being involved in FMLA proceedings, or deny any person any right under the FMLA. FMLA does not affect any other law that prohibits discrimination, or supersede any law or bargaining agreement that provides greater family or medical leave rights. An employee may file a complaint with the U.S. Department of Labor or may bring a lawsuit to enforce FMLA rights.
Employees should contact Benefits Administration for further information about entitlement to family/medical leave and the required procedures.

**Length of LOA**

A LOA is granted for a specific period of time. Family Medical Leave provides for 12 weeks (or 26 weeks for military caregiver leave) in a rolling forward twelve (12) month period after one year of service. If a longer period of time is required, the employee must request an extension in writing, which will be considered based on the circumstances. Leave may be extended as a reasonable accommodation under the ADA or other applicable law. Employees must notify their manager in writing as soon as is reasonably possible in advance of returning from LOA, and generally will be required to submit medical paperwork releasing them to return to work.

Failure to return to your job on the expiration date of the leave of absence may be considered resignation from your job.

**Adjustment of Individual Review Date**

An adjustment generally will be made to an individual’s review date only when the LOA is longer than thirty days. The adjustment date will reflect the entire length of the LOA. Adjustments will be made in accordance with all applicable laws.

**Workers’ Compensation**

Employees of the Company are provided by Workers’ Compensation benefits in accordance with state laws should an accident or illness occur in the course of performing their duties.

Workers’ Compensation pay generally begins after a waiting period established by each state.

It is your responsibility as an employee to report injuries and accidents immediately to your supervisor, no matter how minor, so that the supervisor can initiate an accident report if appropriate.

An employee disabled due to an on-the-job injury or illness is considered to be on Workers’ Compensation LOA as long as they are receiving Workers’ Compensation benefits, and such leave will be granted as required by law and will run concurrently with the FMLA benefit. If participating in any of the benefit plans described above, the employee is required to pay their usual employee cost of Company benefit plans during the absence if coverage is to be continued. GCA may provide adjusted duty assignments for employees with on-the-job injury restrictions; consequently, it is expected that employees return to work when released to do so.

Questions regarding workers’ compensation coverage should be directed to your supervisor or the Safety & Risk Management Department.
GCA Services Group, Inc. 401(k) Plan

To assist employees in building a solid financial foundation that will support their future needs and provide them with post-retirement income, GCA offers a 401(k) plan to help employees take advantage of the opportunity to save money on a pretax basis.

The 401(k) plan is explained in greater detail in the summary plan description, which can be obtained from GCA’s 401(k) provider. Questions regarding the plan and GCA’s 401(k) provider should be directed to Benefits Administration. Terms of the plan documents are controlling. The Company reserves the right to interpret all benefit plans and to change or modify benefits at any time.

Unless otherwise provided, the 401(k) plan is not applicable to those covered by a Collective Bargaining Agreement.

Paid Vacations, Holidays, and Sick Leave

To determine your eligibility for paid vacations, holidays, and sick leave, please speak with your Account Manager.

Vacation requests should be submitted with at least two (2) weeks’ advance notice.

Vacation requests may be granted, denied, or modified based on business needs.
VIII: RECEIPT OF HANDBOOK

I acknowledge that I have received the Company’s Employee Handbook (“the handbook”) and understand that violations of the policies contained in the Handbook, including the Non-Harassment Policy, Workplace Violence Policy, and Company Work Rules and Regulations, could result in disciplinary action, up to and including termination of employment.

I further understand that the information contained in the handbook represents guidelines for the Company and that the Company reserves the right to interpret its policies, modify the handbook and any policies, or amend or terminate my employment at any time.

I further understand that the contents of the handbook do not form a written or implied employment contract or promise. Either the Company or I have the right to terminate my employment at any time. (However, if my employment is covered by a collective bargaining agreement and a provision of the collective bargaining agreement specifically differs from the Company’s at-will policy, then the collective bargaining agreement will apply. Likewise, if any provision of federal, state or local law specifically differs from the Company’s at-will policy, then the requirements of the law will apply.)

I further understand that no manager, supervisor, or representative of the Company, other than the Chairman, CEO, & President, or Chief Human Resources Officer has any authority to enter into any agreement guaranteeing employment for any specific period of time. I also understand that any such agreement, if made, will not be enforceable unless it is in writing and signed by both parties.

I understand that no provision in this handbook or any other GCA policy is intended to prohibit me from engaging in conduct protected by the National Labor Relations Act, including discussions or concerted activities involving wages, hours, working conditions, and other terms and conditions of employment.

I further understand that if I have any questions about the interpretation or application of any policies contained in the handbook, I should direct these questions to my supervisor or manager or the Regional/Divisional Human Resources Department.

________________________________________________________________________
Employee Signature                                          Date

________________________________________________________________________
Name Printed                                                Home Address

________________________________________________________________________
Witness Signature                                           City, State Zip

Please keep a copy of this acknowledgment for your records.

Note: A copy of this form must be retained in the Employee’s Personnel File.
HOURLY EMPLOYMENT APPLICATION - Multestate

GENERAL INSTRUCTIONS
1. Complete the application in its entirety with black or blue ink.
2. Specify the position for which you are applying.
3. Sign and date application where indicated. All provided information is subject to verification.
4. Submit the application to the location where the position is located.

POSITION APPLIED FOR
Location Address
Position
Referral Source
Date Available
Days / Hours Available
Full Time or Part Time
Area(s) of town in which you can work

CONTACT INFORMATION
Your Name
Social Security Number
Mailing Address
City, State, Zip Code
Home Phone Number
Alternate Phone Number
E-mail Address*: *Note: By providing your e-mail address, you consent to GCA Services Group sending you communications regarding your employment and the results of your criminal background check to you via e-mail. Such a background check will not be conducted without your separate authorization.

Are you age 18 or older? □ Yes □ No
Upon hire, can you show proper documentation that you □ Yes □ No are legally authorized to accept employment in this country?

Have you ever worked for GCA Services Group Inc., or any of its previous or existing subsidiaries or affiliates before? □ Yes (If “Yes,” please provide dates of employment with GCA: ) □ No

EDUCATION
HIGH SCHOOL
Name / Location of School: Received: □ Diploma □ Other (Specify) □ None
Your name, if different while attending high school:
Job-Related Training or Coursework (Vocational, Trade, Business, etc.)

<table>
<thead>
<tr>
<th>Name of School</th>
<th>City, State</th>
<th>Number of Years and Months Attended</th>
<th>Course of Study</th>
<th>Completed?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Yes</td>
</tr>
</tbody>
</table>

January 2017
EMPLOYMENT HISTORY

1. Name of Present or Most Recent Employer: 
   Address: 
   Position: 
   From: / / to / / 
   Reason for Leaving: 
   Phone Number: 
   Supervisor's Name and Title: 
   May we contact him/her? □ Yes □ No

2. Name of Next Previous Employer: 
   Address: 
   Position: 
   From: / / to / / 
   Reason for Leaving: 
   Phone Number: 
   Supervisor's Name and Title: 
   May we contact him/her? □ Yes □ No

3. Name of Next Previous Employer: 
   Address: 
   Position: 
   From: / / to / / 
   Reason for Leaving: 
   Phone Number: 
   Supervisor's Name and Title: 
   May we contact him/her? □ Yes □ No

REFERENCES

Please list two non-family personal references.

<table>
<thead>
<tr>
<th>Name</th>
<th>Personal Relationship</th>
<th>Telephone Number</th>
<th>Years of Acquaintance</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Name</th>
<th>Personal Relationship</th>
<th>Telephone Number</th>
<th>Years of Acquaintance</th>
</tr>
</thead>
</table>

APPLICANT'S STATEMENT

I understand that, unless the terms of my employment are governed by a collective bargaining agreement, the employer follows an "employment at will" policy, in that I or the employer may terminate my employment at any time, or for any reason consistent with the applicable state or federal law. I understand that this application is not a contract of employment. I understand that federal law prohibits the employment of unauthorized aliens; all persons hired must submit satisfactory proof of employment authorization and identity; failure to submit such proof will result in denial of employment.

I understand that the employer may thoroughly investigate and verify all data given on this application. I understand that GCA may conduct a criminal background check and require me to take a drug test. I authorize all individuals named therein, except my current employer if so noted, to provide any information requested about me, and I release them from all liability for damage in providing this information.

If I am hired by GCA, I authorize GCA or its representatives, for the duration of my employment, to provide the results of any background check or "Consumer Report" obtained under the Fair Credit Reporting Act (FCRA), drug screen, or I-9 (employment authorization) information to any third party entity requesting such information for whom GCA is providing services where I am employed.

I certify that all the statements herein are true and understand that any falsification or willful omission shall be sufficient cause for dismissal or refusal of employment.

Your Signature: 

Date: January 2017
EQUAL EMPLOYMENT OPPORTUNITY SURVEY

The Equal Employment Opportunity Commission (EEOC) requires organizations with 100 or more employees to invite applicants to self-identify gender and race and complete an EEO-1 Report each year. The completion of this data is voluntary and will not affect your opportunity for employment, or terms or conditions of employment. This form will be used for reporting purposes only and will be maintained separately from all other personnel records and only accessible by Human Resources department.

Applicant Name: ______________________________

Voluntary Self-Identification of Gender:

☐ Male    ☐ Female    ☐ Decline to identify

Voluntary Self-Identification of Race/Ethnicity:

1. Are you Hispanic or Latino (a person of Mexican, Puerto Rican, Cuban, Central or South American or other Spanish culture or origin, regardless of race)?    ☐ Yes    ☐ No

2. If you answered “No” to Question 1, please select one of the following categories that best describes your race:

☐ White: A person having origins in any of the original peoples of Europe, North Africa or the Middle East.

☐ Black or African American: A person having origins in any of the Black racial groups of Africa.

☐ Asian: A person having origins in any of the original peoples of the Far East, Southeast Asia, or the Indian subcontinent including, for example, Cambodia, China, India, Japan, Korea, Malaysia, Pakistan, the Philippine Island, Thailand and Vietnam.

☐ Native Hawaiian or Other Pacific Islander: A person having origins in any of the original peoples of Hawaii, Guam, Samoa or other Pacific Islands.

☐ American Indian or Alaskan Native: A person having origins in any of the original peoples of North America and South America (including Central America), and who maintains tribal affiliation or community attachment.

☐ Two or more races: A person who identifies with more than one of the above races.

☐ Decline to identify.

Personal and Confidential
This survey contains sensitive information.
Store in secure "EEO" files separately from personnel records.

January 2017
Voluntary Self-Identification as a Protected Veteran:

This information is being requested on a voluntary basis and will be kept confidential as required by law. Refusal to provide the requested information will not subject you to adverse treatment. If provided, this information will not be used in a manner inconsistent with VEVRAA.

If you believe you belong to any of the categories of veterans, as described in the definition section below, please indicate by checking the appropriate box(es):

☐ Disabled Veteran: I qualify as a Disabled Veteran because I am: (a) a veteran who served on active duty in the U.S. military, ground, naval or air service who is entitled to compensation (or who but for the receipt of military retired pay would be entitled to compensation) under laws administered by the Secretary of Veterans Affairs; or (b) a person who was discharged or released from active duty because of a service-connected disability.

☐ Recently Separated Veteran: I qualify as a recently separated veteran because I was discharged or released from active duty in the U.S. military, ground, naval, or air service within the last three years. Discharge Date: ________________

☐ Active Duty Wartime Or Campaign Badge Veteran: I qualify as an active duty wartime or campaign badge veteran because I am a veteran who served on active duty in the U.S. military, ground, naval or air service during a war, or in a campaign or expedition for which a campaign badge has been authorized under the laws administered by the Department of Defense.

☐ Armed Forces Service Medal Veteran: I qualify as an Armed Forces service medal veteran because I am a veteran who, while serving on active duty in the U.S. military, ground, naval or air service, participated in a United States military operation for which an Armed Forces service medal was awarded pursuant to Executive Order 12985.

☐ I am both Armed Forces Service Medal & Active War/Campaign Medal

☐ I am a protected veteran, but I choose not to self-identify the classifications to which I belong.

☐ I am not a protected veteran.

☐ I choose not to identify.

Date Completed: ____________________
GCA SERVICES GROUP, INC
FAIR CREDIT REPORTING ACT DISCLOSURE AND AUTHORIZATION

FAIR CREDIT REPORTING ACT DISCLOSURE: GCA SERVICES GROUP, INC ("GCA") may now, or at any time during the course of your potential employment, wish to obtain a "Consumer Report" from a "Consumer Reporting Agency" about you for employment purposes, which purposes may include, but are not limited to, hiring, promotion, reassignment and/or retention as an employee. The terms Consumer, Consumer Reporting Agency, and Consumer Report are defined in the Fair Credit Reporting Act ("FCRA"). A Consumer Reporting Agency is a person or business that, for monetary fees, dues, or on a cooperative nonprofit basis, regularly assembles or evaluates consumer credit information or other information on consumers to furnish "Consumer Reports" to others. A Consumer Report is any written, oral or other communication of any information by a Consumer Reporting Agency bearing on a consumer's credit worthiness, credit capacity, character, general reputation, personal characteristics or mode of living that is used or collected for the purpose of serving as a factor in establishing the consumer's eligibility for employment purposes. If GCA obtains a Consumer Report about you, and it considers any information In the report when making an employment-related decision that directly and adversely affects you, you will be notified and provided with a copy of the Consumer Report, as well as a copy of the Summary of the Rights of Consumers before the decision is finalized. You may also contact the Federal Consumer Financial Protection Bureau about your rights under the FCRA. Before GCA can obtain a Consumer Report about you, you must give your consent in writing.

AUTHORIZATION TO OBTAIN A CONSUMER REPORT: By signing this Authorization, I acknowledge that I have read the Fair Credit Reporting Act ("FCRA") Disclosure above. I voluntarily authorize GCA to obtain a Consumer Report about me from a Consumer Reporting Agency and to consider the report when making decisions regarding my employment at GCA or my application for such employment. I understand that this report may include, but is not limited to, information for verification of prior employment (including names and dates of previous employers, reason for termination of employment, work experience, accidents, etc.), academic achievement, use of a motor vehicle and driving record, criminal records, and general background and personal character, from federal, state and other agencies which maintain such records and any other public records.

I authorize any party or agency contacted by such a Consumer Reporting Agency to furnish the above-mentioned information.

I authorize a Photostat (or facsimile "fax") of this Authorization to be considered as effective as the original. If hired (or contracted), this authorization shall remain on file and shall serve as ongoing authorization for GCA to procure Consumer Reports through a Consumer Reporting Agency at any time during my employment (or contract) period.

☐ Minnesota and Oklahoma applicants and employees only: By checking this box, I indicate that I would like to receive a free copy of any Consumer Report about me obtained by GCA. If I am a Minnesota applicant or employee, I understand that I have the right to request additional disclosures regarding the nature and scope of any investigation requested by GCA pursuant to Minn. Stat. § 136.02.

☐ California applicants and employees only: By checking this box, I indicate that I would like to receive a free copy of any Consumer Report about me obtained by GCA. By signing below, I acknowledge that I have received a NOTICE REGARDING BACKGROUND INVESTIGATION PURSUANT TO CALIFORNIA LAW.

New York applicants and employees only: By signing below, I acknowledge that I have received a copy of Article 23-A of the New York Correction Law. I also understand that I have the right, upon written request, to be informed whether a Consumer Report was requested, and if such report was requested, the name and address of the Consumer Reporting Agency to whom the request was made.

PLEASE PRINT CLEARLY IN BLACK INK, PLEASE VERIFY THAT ALL INFORMATION IS CORRECT.

<table>
<thead>
<tr>
<th>Applicant Name:</th>
<th>First:</th>
<th>Middle/Maternal:</th>
<th>Last/Maternal:</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Social Security Number:</th>
<th>------</th>
<th>-------</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Driver License:</th>
<th>State:</th>
<th>Date of Birth:</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>RESIDENCES FOR PREVIOUS SEVEN YEARS (Starting with current)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Address: STREET</td>
</tr>
<tr>
<td>-----------------</td>
</tr>
<tr>
<td>Address: STREET</td>
</tr>
<tr>
<td>Address: STREET</td>
</tr>
</tbody>
</table>

Signature: ___________________________ Date: ___________________________

Updated August 2014
Last Name: __________________________
First Name: _________________________
Middle Name: ________________________
Date of Birth: _______________________
What State Where You Born? ___________ Sex: __________
Social Security Number: _______________ Race: __________
Eye Color: _______________ Hair Color: _______________
Height: _______________ Weight: _______________
Country of Citizenship: _______________________
Driver's Licenses Number: ___________ State Issued: ___________
Home Address: __________________________
Home Phone Number: ___________ Cell Phone Number: ___________

Note – All employees Must have the following (2) two items to be fingerprinted:

1. Official Driver’s License or State Identification Card
2. Official Social Security Card (Must be Original)

QUALITY © MEASURED. MANAGED. GUARANTEED.