We intend to retain as many of the current staff as possible for continuity of service, however we understand that there may be some individuals that may not be able to pass the background and criminal checks process and are prepared to secure other qualified personnel to ensure contract compliance and excellent service delivery.
Phase-In Introduction

Our Mobilization Plan has been developed and structured to ensure that we have full operational capability by the commencement date of the performance period. As permitted by the solicitation, our mobilization plan is based on a 30-day period after contract award. If necessary, however, our successful experience in mobilizing and commencing new janitorial service contracts would permit us to become operational in a shorter period if necessary. During the entire phase-in process, our team will be 100% available to ROCKFORD PUBLIC SCHOOL DISTRICT 205 to resolve any issues or concerns.

Our phase-in plan is based on the following critical milestones

- Contract Award date
- Contract Start date

Our plan is designed to allow us to achieve all major operational transition milestones, 30 days prior to contract start. Several things will take place immediately during the initial phase. The RJB Director of Operations will be at the site one week prior to the Phase-In and to get ready for the rest of the team’s arrival. The RJB Director of Operations will be present for the initial contract award briefing.

We have included a phased timeline of important sequence of events that will occur during certain periods of our phase-in.

- Conduct initial interviews and hire key personnel
- Conduct interviews and hire Site Manager
- Post hiring notification and interview setup at local offsite location
- Get all uniform sizes during the interview/hiring process
- Conduct our standard company training during the initial phase-in

Training consists of:

- Proper Hygiene practices
- Safe Sanitation procedures
- Blood borne pathogen
- Company policies and procedures
- Contract Performance Work Statement (PWS) requirements
- Quality Control procedures
- Sexual Harassment
- Affirmative Action
- Safety/OSHA/Janitorial Safety
- Site orientation (Customer Satisfaction First)
- Company Handbook

Areas of discussion of our Mobilization Plan are:

- Recruitment Plan - Identification of process and hiring timeline of the management and hourly workforce
- Period for observation of janitorial operations to verify procedures and requirements
- Development and submission of required submittals and reports within timeframes of the Technical Exhibit
- Dissemination of instructions to all management and staff
- Discussions with Contracting Officer, ROCKFORD PUBLIC SCHOOL DISTRICT 205 and other critical staff to finalize and obtain approval for Quality Control Plan, Safety Plan and Training Plan
- Planning and scheduling for employee orientation on company policies and contract requirements
- Development of initial employee training needs and conducting training sessions. We have also included a proposed Mobilization Timeline and Milestone Chart that show required actions/activities to be completed with assigned responsibilities during the mobilization period. Our professional and well-supported Mobilization Plan will provide ROCKFORD PUBLIC SCHOOL DISTRICT 205 with assurances of continuity of services and support for our ROCKFORD PUBLIC SCHOOL DISTRICT 205 partners and our customers.

**Mobilization Team (MT) and Tasks:**

We will form a multi-functional Mobilization Team (MT) that will be responsible for an organized and efficient mobilization at ROCKFORD PUBLIC SCHOOL DISTRICT 205. The team will be composed of company management personnel, support personnel, and key members of the project management team. Our company Director of Operations and the Contract Manager at ROCKFORD PUBLIC SCHOOL DISTRICT 205 will lead the MT.

**The MT members will include:**
- RJB Director of Operations
- Contract ROCKFORD PUBLIC SCHOOL DISTRICT 205 personnel
- Human Relations personnel from RJB Properties
- Company purchasing support
- Site Supervisor (Quality Control Manager)
- Quality Control Monitoring System specialists and trainer
- Selected company operations management from other janitorial contracts, as needed.

The RJB Director of Operations will provide direction and oversight during the entire mobilization period and will be involved in the initial and follow-up meetings with ROCKFORD PUBLIC SCHOOL DISTRICT 205 Contracting personnel. Initially, RJB Director of Operations will be in charge of all mobilization and phase-in activities. At the appropriate time, the Contract ROCKFORD PUBLIC SCHOOL DISTRICT 205 (PM) will assume duties as head of the MT, monitoring all activities, problem solving, requesting needed support, and reporting progress to our clients, by the RJB Director of Operations. The RJB Director of Operations will maintain overall mobilization responsibility and be immediately available to the Contract Officer at ROCKFORD PUBLIC SCHOOL DISTRICT 205 and clients. The RJB Director of Operations will be on site for all important mobilization milestones and during actual contract commencement.
The MT members will be assigned tasks to accomplish the following:

- Recruitment Plan - Interview incumbent management and hourly personnel. Interviews with current employees will be scheduled in conjunction with the Contracting Officer, ROCKFORD PUBLIC SCHOOL DISTRICT 205 and incumbent project management to ensure no interruption of ongoing operations.

- We have assumed that the wage determination will remain and that we will hire all qualified employees in accordance with our staffing schedules. The Contract Project management and the corporate HR Manager will assist with job placement for any personnel that may be displaced from current positions. Prospective company associates at initial interviews, or soon after, will complete company employment forms. Uniform size needs will be determined. Additional interviews will be conducted of new candidates for replacements. We will build and maintain a database of on-call employees, who we will train and utilize on short notices to replace personnel who take vacation, resign, relocate etcetera.

- Develop final job descriptions to comply with contract requirements and specific janitorial facility tasks.

- Observe operations in all janitorial facilities to determine associate training needs and any emphasis required during orientation. Make adjustments to proposed operations plan based on latest ROCKFORD PUBLIC SCHOOL DISTRICT 205 instructions, Standard Operating Procedures, and regulations. For any changes, coordinate with ROCKFORD PUBLIC SCHOOL DISTRICT 205 to secure approval.

- Set up administrative and data processing systems (IT and manual) and procedures for contract administration, all payroll functions and management functions.

- Establish suppliers for all cleaning supplies, disposables and equipment. Determine status/availability of on-hand supplies and initial order needs.

- Train management and supervisors in QC procedures.

- Establish employee orientation and training requirements and schedule initial and follow up training sessions.

Continuity of Services: It will be our goal to not only ensures continuity of services between contracts, but to improve upon them through a strong application of management involvement and early establishment of communication channels with ROCKFORD PUBLIC SCHOOL DISTRICT 205 contract officials. Through close observation of current job performance and initial understanding of ROCKFORD PUBLIC SCHOOL DISTRICT 205 expectations, we will
use the mobilization period to plan for the accomplishment of all Performance Work Statement requirements from the first day of operation.

Based on discussions with the Contracting Officer, Program Manager and ROCKFORD PUBLIC SCHOOL DISTRICT 205, the following Mobilization/Phase-In Timeline and Milestone Chart will be finalized to meet all requirements immediately after contract award. Required dates for each action will be established after these initial discussions. We will keep ROCKFORD PUBLIC SCHOOL DISTRICT 205 and the Contract Manager apprised of any matters that affect our ability to have a complete and smooth transition.

**Information Management Transition Team Organization**

Information management is another important element of executing a smooth transition. As such, each transition manager must maintain an up-to-date transition process file for his/her area of responsibility. The contents of the file are as follows:

- SOW Statement of Work data and information
- Contract document
- Transition plan
- Contact list
- Communication plan
- Meeting minutes
- Red flag action log
- Progress reports
- Requests for information
- Correspondence

The following transition task timeline schedule contains specific and detailed functional tasks and required completion dates for each phase of the transition from the incumbent to the RJB team. The transition task timeline schedule is included as required. This schedule is the primary tool that our transition managers will use to successfully control and manage each required task of the transition.
# Transition Task Timeline

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<th>ACTION</th>
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<th>1 day</th>
<th>Contract Start</th>
<th>Required</th>
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</thead>
<tbody>
<tr>
<td>Submit the name, address, phone number and resume of ROCKFORD PUBLIC SCHOOL DISTRICT 205. Alternate to the Contracting Officer and ROCKFORD PUBLIC SCHOOL DISTRICT 205 at least ten (10) days prior to performance</td>
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<td>Submit a sample uniform to ROCKFORD PUBLIC SCHOOL DISTRICT 205 not later than fourteen (14) days prior to the start date.</td>
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<td>Submit a copy of the final Safety Plan to the Contracting Officer for approval ten (10) days prior to contract start date.</td>
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<td>Submit copy of final Quality Control Plan to Contracting Officer / ROCKFORD PUBLIC SCHOOL DISTRICT 205 for approval ten (10) days prior to contract start.</td>
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<td>Submit copy of final Training Plan to Contracting Officer / ROCKFORD PUBLIC SCHOOL DISTRICT 205 for approval ten (10) days prior to contract start.</td>
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<td>Submit cleaning schedules for Bldg.</td>
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<td>Submit identification of all Supervisors</td>
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<td>Submit proof of required training documents</td>
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<td>Provide a copy of the manufacturer's MSDS</td>
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<td>Interview and Hires Facility Staff</td>
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<td>Establish Local Line of Credit</td>
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<td>Purchase cleaning supplies</td>
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<td>Obtain uniform sizes and place order</td>
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<td>Develop Final Job Descriptions</td>
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<td>Open Checking Account</td>
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<td>Verify required insurance coverage's are in place</td>
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<td>Sign for and establish key control</td>
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<td>Conduct Initial Employee Training and Orientation</td>
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<td>Clean all contractor storageoffice locations</td>
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Introduction

R.J.B. Properties recognizes the importance of providing a complete management team for ROCKFORD PUBLIC SCHOOL DISTRICT 205. Our management team will be dedicated to delivering consistent, superb award winning services and complete customer satisfaction. Our Team has assessed the expectations of ROCKFORD PUBLIC SCHOOL DISTRICT 205 requirements and applied our management philosophy with the appropriate solutions to operate most efficiently organization for this project.

Management Overview

Our team's philosophy for this project is to have a management structure that exceeds all expectations. Exceptional service is our standard. Our team of professional management personnel is committed to ensuring the success of this contract at ROCKFORD PUBLIC SCHOOL DISTRICT 205. The aim is to work in partnership with ROCKFORD PUBLIC SCHOOL DISTRICT 205 contracting representatives and customers. This philosophy resonates throughout our business model where we put our clients and customers first. Clients, customers, innovation, solutions and integrity are the keys to our company's success across all of our past, current and future projects. Our goal is 'to be the best value janitorial service contractor' for ROCKFORD PUBLIC SCHOOL DISTRICT 205. Our management plan will put our team in the best possible position to accomplish all the identified objectives on this project.

- Corporate Management Offsite

This structure is broken down into Corporate Headquarters management and administrative support. A Director of Operations will be in charge of ROCKFORD PUBLIC SCHOOL DISTRICT 205 and day-to-day operations. Our off-site corporate management will not only be in frequent communication with the site Project Management, but will communicate with ROCKFORD PUBLIC SCHOOL DISTRICT 205 officials on a frequent basis to ensure our services are meeting or exceeding expectations. The Corporate Staff will receive regular reports from the site. These reports include daily payroll/staffing hours, quality control inspections, customer comments and a weekly project status report. The Director of Operations conducts daily/weekly management teleconferences with the project management staff. The Director of Operations will also be available to attend any ROCKFORD PUBLIC SCHOOL DISTRICT 205 contracting meetings. Site visits will be held on a weekly basis to ensure operations are running at, or above the contracts specifications.

Other personnel that will be working with the onsite & offsite management at ROCKFORD PUBLIC SCHOOL DISTRICT 205 are the Operations Team, the Human Resources Team, the Financial and the Administrative Team. The Operations team's primary role is to follow through with any action items suggested by the General Manager. The Human Resources team will be valuable in delivering their job specific & safety training, as well as interpreting policies. The financial team will assist in monthly budget to actual expenditure reconciliation meetings, P&L reporting, and other various finance job related items. The administrative team will assist in recording and organizing any of the day-to-day paperwork that flows in and out of the operation.
• Site Manager

The RJB Supervisor will report directly to the company Director of Operations. The Supervisor will provide contractual oversight to ROCKFORD PUBLIC SCHOOL DISTRICT 205. The Supervisor will be the central point of contact for ROCKFORD PUBLIC SCHOOL DISTRICT 205 on issues at the facility. They are the only individuals who can make decisions for the contracts day-to-day operations. Any issues brought to the attention of ROCKFORD PUBLIC SCHOOL DISTRICT 205, if necessary, will be reported to the Director of Operations for action or assistance in the decision making process.

Some of the actual duties he or she will be responsible are (but not limited to):
- Purchasing the facility's inventory and supplies to ensure an appropriate level of supplies and equipment
- Controlling inventory and labor
- Supervising the receiving, storage, and service of janitorial supplies and equipment
- Ensuring sound sanitation and housekeeping work practices
- Maintaining excellent customer and property manager relations
- Develops a schedule for tasks
- Managing all financial aspects of the business; to include developing a budget and payroll schedule for the staff.
- Maintaining equipment and ensure all staff is properly trained in the safe operation of equipment
- Monitor staff to ensure all tasks are completed according to the Scheduled Procedure Chart.
- Other duties as assigned

• Quality Control Inspector

This position is essential to any operation. Our Quality Control Inspector (the Site Manager at the ROCKFORD PUBLIC SCHOOL DISTRICT 205 Health Department) will monitor the operation and handle all quality issues for the project. He/she will report directly to the off-site General Manager and ROCKFORD PUBLIC SCHOOL DISTRICT 205 Contracting Officer on all quality control and safety matters. The Quality Control Inspector will work hand-in-hand with all staff to ensure quality standards and safety guidelines are being met or exceeded.

The aforementioned management plan articulates the philosophy and outlines the responsibilities of our management team. This plan fully allows our company to comply with the requirements of the ROCKFORD PUBLIC SCHOOL DISTRICT 205 contract. It also ensures and covers the managerial scope of this contract. We feel the above managerial approach will ensure the contract policies and procedures are uniformly applied and provide this contract the best value for this acquisition.
RJB Properties, Inc.
Training Program Description

Purpose:

The purpose of the training program implemented by RJB Properties, Inc. is twofold; to provide the best educated and most professional staff to our potential clients, and to ensure that we achieve our mission of creating and sustaining healthy environments.

Program Goals:

1. 100% of RJB custodians and maintenance workers being trained before working their first day at the new assignment
2. Identify and incorporate industry “best practice” procedures to ensure sound and professional service delivery

Program Description:

Target Audience:

Custodial:

1. Managers
2. Supervisors/Leads
3. Custodians/Janitors

Maintenance:

1. Managers
2. Supervisors
3. Maintenance Workers

Training Tracks:

Custodial & Maintenance:

1. New Hire Orientation – is designed to orient new employees to the company, to RJB cleaning expectations, and calls attention to the importance of safety while working on the job.
2. Annual In-Service – this training is designed to reinforce the current standards and practices utilized by RJB, but also to ensure that any industry “best practice” processes are identified and implemented to improve quality and potentially reduce costs.
3. Continuing Education & Certification through Industry Associations – this portion of the program focuses on encouraging our employees to be independent, forward thinking, and always knowledgeable about what is happening in the industry that they work.

Training Delivery:
Custodial & Maintenance:

1. **Classroom Lecture & Testing** – with this method of delivery, our Director of Training facilitates the lecture and testing aspect of the training. There are hand-outs and tests associated with each training topic that each employees must demonstrate their competency. When the opportunity presents itself, we also utilize experts provided by our suppliers and other vendors that act as “guest” facilitators.

2. **Video Display & Testing** – we use this method of delivering instruction to our employees when we do not have a physical person to deliver the instruction, but also when it is more practical from a convenience standpoint.

3. **Online Course Work & Testing** – in some cases, we have trainings that are already developed and can be completed in the online format. Our safety course work through OSHA is an example of our online training focus. We have found that our employees like this method of delivery due to its confidential nature.

**Training Classifications:**

**Custodial:**

1. Job Specific
   a. Basic
      i. Restroom cleaning
      ii. Office cleaning
      iii. Classroom cleaning
      iv. High Visibility Areas cleaning
   b. Advanced
      i. Floor care
      ii. Pressure Washing
      iii. Window Washing

2. Safety
   c. Globally Harmonized HazCom
   d. Blood borne Pathogens
   e. Personal Protective Equipment
   f. Fall Protection
   g. Asbestos Awareness
   h. Spill Containment
   i. Accident Reporting

3. Equipment
   a. Basic
      i. Cart safety
      ii. Proper use of vacuums and backpack vacuums
      iii. Proper use of dust pans and brooms
   b. Advanced
      i. Floor scrubbers
      ii. Burnishers
      iii. Extractors
iv. Pressure washers
v. Touchless Restroom cleaning systems

4. Human Resources related topics
   c. Personal Hygiene & Uniforms
d. Payroll
e. Employee Handbook
   f. Cleaning Expectations
g. Sexual Harassment

5. Other
   a. Customer Service
   b. Conflict Resolution
c. The Value of Teamwork
d. Professionalism
e. Decision Making
   f. Working with the Union

Maintenance:

1. Job Specific
2. Safety
3. Equipment
4. HR related topics
5. Other

Conclusion:

1. Standardization of RJB processes and procedures through training
2. Investment in company staff in a meaningful way, so that they look at their time with RJB Properties as a career, not just a job.
3. The development of a professional custodial/janitorial/maintenance staff.

Appendices:

Appendix A - Sample training track description

Appendix B - Sample training outline and power point

Appendix C - Sample Training Certificate of Completion
Appendix A
Sample Training Track Description

**Manager:**

New Hire Orientation:

1. Customer Service
2. Conflict Resolution
3. The Value of Teamwork
4. Professionalism
5. Decision-Making
6. Working with the Union (where applicable)
7. Cleaning Expectations
8. Employee Handbook – familiarity with
9. Payroll
10. Sexual Harassment
11. HazCom
12. BBP
13. PPE
14. Fall Protection
15. Accident Reporting
16. Asbestos Awareness
17. Spill Containment
18. Restroom cleaning
19. Office cleaning
20. Classroom cleaning
21. High Visibility Area cleaning
22. Floor care
23. Pressure Washing
24. Window Washing
25. Cart Safety
26. Proper use of Vacuums and backpack vacuums
27. Proper use of dust pans and brooms
28. Proper operation and maintenance of Floor Scrubbers
29. Proper operation and maintenance of Burnishers
30. Proper operation and maintenance of Extractors
31. Proper operation and maintenance of Pressure Washers
32. Proper operation and maintenance of Touchless Restroom cleaning systems

The idea is that the manager will train in every topic her/his employees have to be proficient in, so that the manager can actually lead the team. Each level of required training will be reduced based on employment classification; i.e. custodial – items 1 – 6 will not be included.
Appendix B
RJB Properties, Inc.

RJB University

Topic: Professionalism

Purpose: This training identifies and defines what a “professional” is and how RJB Properties, Inc. expects its employees to conduct themselves in a business setting.

Training Objectives:

1. 100% of the new and existing employees of RJB Properties, Inc. can articulate the company’s standard of professional business conduct
2. 100% of the training participants can differentiate between a professional and a non-professional

Duration of Training: 30 minutes

Materials Needed:

1. Computer
2. Projector
3. PowerPoint Presentation
4. Ink Pen, or pencil

Content Outline:

1. Defining Professionalism
2. Characteristics of Practice
3. Why is Education in Ethics necessary?

Training Resources & References:

1. Merriam – Webster dictionary
2. Management Text books (several)

Method of Evaluation:

1. Paper Test
2. Demonstrated comprehension of at least 85% on test

Evaluation Results & Follow-Up:

1. Pass at 85% or better - Certificate and annual in-service refresher training
2. Fail at less than 85% - re-training and attempted re-certification
Professionalism

- Definition of:
- According to the online Merriam-Webster dictionary, professionalism can be defined as the conduct, aims, or qualities that characterize or mark a profession or a professional person.
- According to Robert Kennedy, Ph.D. at the University of St. Thomas in St. Paul, Minnesota, “professionals bring specialized knowledge & skill to the table to solve problems.”
Professionalism

- Professionals live on the “cutting edge” between new and uncertain.
- Society expects these professionals to provide reliable standards in situations where the problems are not very clear.
- Professionals are expected to have sound judgment when dealing with these ambiguous situations.
- Professionals represent the community’s “best” effort to deal with a problem within that community, so high expectations are placed on that professional.
Professionalism – Characteristics of Practice

- **Specialized Knowledge**
- Accumulated & ordered (over time)
- Penetrates to the root of the matter & gives its possessor an understanding of how and why things are a given way
- Its hard-won knowledge that requires time & effort to possess – that not many can achieve
- These are not “self-made” people, but supported by the community, therefore obliging the professional to apply her/his acquired knowledge to benefit the community from which she/he resides
Professionalism – Characteristics of Practice

- **Specialized Knowledge – continued**
- The professional is obligated to continue adding knowledge, where possible, refining & correcting it so as to increase its depth & breadth
- Knowledge is very powerful; it can be used for either good, or bad. Hence the reason why professionals keep their knowledge to themselves, or only share with someone equally committed and without noticeable character flaws.
Professionalism – Characteristics of Practice

- **Commitment to service:**
  - Professionalism is made up of the root word “to profess”, or to stand for something in a public context, or to make a public promise to the community.

- What does a Professional “profess”? *To commit to address problems according to the principles & accepted practices of the discipline.*

- Housekeeping has principles & accepted practices, so our clients expect us to use that specialized knowledge, coupled with our commitment to service, to provide them and their facility guests with the best possible housekeeping service they can buy.
Professionalism – Characteristics of Practice

- **Commitment to service – continued**
- The true professional also professes service to others (community)
- Professionals publically commit themselves to use their special knowledge principally to serve others and not solely themselves
- They place themselves at the service of not only their friends and family, but to strangers as well
- As a community, we expect from them a higher level of dedication, for the higher salary they will be paid
Professionalism – Characteristics of Practice

- **Autonomy of Decision-Making**
  - Autonomy, or self-rule, is the liberty to choose concrete goals & specific courses of action without interference
  - Problems are mostly unpredictable & it’s nearly impossible to craft many solutions to ambiguous situations, so as a community we rely on people who have developed skills over time and who thoroughly understand the foundational principles of a given situation to bring resolution to that situation
  - The aforementioned statement demonstrates the value of the professional. That professional needs the freedom to break away from existing patterns when solving problems
Professionalism – Characteristics of Practice

- **Autonomy of Decision-Making – continued**
- Freedom – doesn’t come without restraint
- If freedom is involved, so is trust
- Trust often comes down to a matter of personal familiarity & faith in a particular person.
Professionalism – Characteristics of Practice

- **Sound Judgment**
  - The key characteristic of a true professional is the ability to make sound judgments in conditions of uncertainty.
  - The combination of knowledge & experience allows the professional to make good decisions even when presented with something new & different, perhaps even unprecedented.

- The general ability to make sound judgments is called *prudence*, or *practical wisdom*.

- It involves knowing both what goals are worth pursuing & what means will be most likely to achieve those goals.
Professionalism – Why Education in Ethics is Necessary

- **Ethics & Autonomy**
- Not in the absence of regulation, constraint, or governance, but along with those concepts is the liberty that permits professionals to respond to challenges posed by concrete situations in their uniqueness & complexity. (advantage)
- For non-professionals to trust professionals they must be persuaded that the pros in question really do possess the appropriate specialized knowledge.
- Trust cannot be elicited without evidence of both skill & commitment.
- (Example – Floor care)
Professionalism – Why Education in Ethics is Necessary

- **Ethics & Sound Professional Judgment**
- Practical thinking involves 2 components; judgments about efficiency & effectiveness of the means, or technical thinking & judgments about goodness and badness of both goals and effects of actions, or moral/ethical thinking
- Professional training, historically, has been skewed in the direction of the technical thinker
- Technical skills without moral insight are directionless & dangerous
- The amoral professional is a tool for hire, and is no professional at all; he/she is a technician, valued for his/her skill but not for judgment.
Professionalism – Why Education in Ethics is Necessary

- **Ethics & Sound Judgment – continued**
- Example – think about an athlete that is well conditioned; if she/he doesn’t know the rules of a game she/he is attempting to play, then what are the chances that the athlete will achieve excellence? Slim. She/he hasn’t demonstrated that she/he has the knowledge necessary to make sound judgments during the game that would move her/him closer to achieving excellence and success. Without ethical thinking, highly developed skills cannot result in professional excellence.

- The essence of professional excellence lies in the integrated ability to achieve & protect human goods.
Professionalism - Concluded

- Why would anyone want to be a professional?
- Professionals possess specialized knowledge,
- Professionals possess a commitment to service
- Professionals possess the autonomy to make decisions
- Professionals possess the ability to make sound judgments
- True Professionals possess morals and demonstrate them through ethical decision-making
- True Professionals establish, maintain & cultivate credibility with the people working with and for them.
1.) Professionals bring __________ knowledge and skill to the table to solve problems.
   a) Crazy
   b) Generalized
   c) Specialized
   d) All of the above
   e) None of the above

2.) Professionals live on the ________ ________ between new and the uncertain.
   a) Brink of
   b) Cutting edge
   c) High expectations

3.) Society expects professionals to provide reliable standards in situations where the problems are not very clear. True or False

4.) Professionals represent the community’s best effort to solve a problem within that community, so high expectations are not placed on the professional. True or False

5.) There are five (5) characteristics of professionalism. True or False

6.) The characteristics of professionalism are:
   a) Sound judgment
   b) Commitment to service
   c) Specialized knowledge
   d) Autonomy of decision-making
   e) All of the above
   f) None of the above

7.) Specialized knowledge penetrates to the root of the matter and gives its possessor an understanding of how and why things are a certain way. True or False

8.) What does a professional “profess”?
   a) To commit to address problems according to how they feel the problem should be resolved
   b) To commit to address problems according to how the client determines the problem should be solved
c) To commit to address problems according to the principles and accepted practices of the discipline

9.) Autonomy is the liberty (freedom) to choose goals and specific courses of action without interference. True or False

10.) The key characteristic of a true professional is the ability to make sound judgments in conditions of uncertainty. True or False

11.) True professionals possess morals and demonstrate them through ethical decision-making. True or False

12.) True professionals establish, maintain and cultivate credibility with people working with and for them. True or False
RJB Properties, Inc.

RJB University

Test Answer Key: Professionalism

1.) Professionals bring __________ knowledge and skill to the table to solve problems.

   a) Crazy
   b) Generalized
   c) Specialized
   d) All of the above
   e) None of the above

2.) Professionals live on the __________ __________ between new and the uncertain.

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12.) True professionals establish, maintain and cultivate credibility with people working with and for them. True or False
Appendix C
RJB UNIVERSITY

Certificate of Completion

This certificate is awarded to

Name of Recipient

You are now certified in

Robert Scheffler, Director of Training & Safety

Date

Angela M. Shumpert; Vice President

Date
Rockford Public School District #205

Wage Structure

<table>
<thead>
<tr>
<th>Position</th>
<th>YR1</th>
<th>YR2</th>
<th>YR3</th>
<th>YR4</th>
<th>YR5</th>
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<tr>
<td>Contract Manager</td>
<td>$31.25</td>
<td>$31.86</td>
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<td>$16.32</td>
<td>$16.65</td>
<td>$16.98</td>
<td>$17.32</td>
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- Note: The wages captured in the above chart do not have burden, profit, or overhead calculated in them. They are raw hourly wages for each position.
Health Insurance:

Cigna:

Local Plus In:

A. Deductible: In-Network
   1. Individual: $3,000
   2. Family: $6,000
B. Coinsurance: 0%
C. Out of Pocket Maximum:
   1. Individual: $6,350
   2. Family: $12,700
D. Lifetime Benefit Maximum: Unlimited
E. Inpatient Hospitalization: 0% after deductible
F. Outpatient Surgery: 0% are deductible
G. Lab & X-Ray (complex): 0% after deductible
H. Emergency Room: $250
I. Office Visit/Specialist: $35/$55
J. Preventive Care: No Charge
K. Prescriptions:
   1. Generic (T-1): $15
   2. Preferred Brand (T-2): $40
   3. Non-Preferred (T-3): $60

<table>
<thead>
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<th>Coverage Level</th>
<th>Employee Monthly Cost</th>
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</thead>
<tbody>
<tr>
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<td>$70.24</td>
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<td>Employee + Spouse</td>
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<td>Employee + Children</td>
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<tr>
<td>Family</td>
<td>$1,051.45</td>
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</tbody>
</table>
Open Access Plus In:

L. Deductible: In-Network
   3. Individual: $1,500
   4. Family: $3,000
M. Coinsurance: 20%

N. Out of Pocket Maximum:
   3. Individual: $3,500
   4. Family: $7,000

O. Lifetime Benefit Maximum: Unlimited
P. Inpatient Hospitalization: 20% after deductible
Q. Outpatient Surgery: 20% are deductible
R. Lab & X-Ray (complex): 20% after deductible
S. Emergency Room: $100
T. Office Visit/Specialist: $20/$30
U. Preventive Care: No Charge

V. Prescriptions:
   4. Generic (T-1): $10
   5. Preferred Brand (T-2): $30
   6. Non-Preferred (T-3): $50

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<thead>
<tr>
<th>Coverage Level</th>
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<td>Employee + Spouse</td>
<td>$935.95</td>
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<tr>
<td>Employee + Children</td>
<td>$693.60</td>
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<tr>
<td>Family</td>
<td>$1,481.24</td>
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</table>
Open Access Plus: In Network

W. Deductible:
   5. Individual: $500
   6. Family: $1,000

X. Coinsurance: 20%

Y. Out of Pocket Maximum:
   5. Individual: $3,000
   6. Family: $6,000

Z. Lifetime Benefit Maximum: Unlimited

AA. Inpatient Hospitalization: $500/day (3 day max) & 20% after deductible

BB. Outpatient Surgery: 20% are deductible

CC. Lab & X-Ray (complex): 20% after deductible

DD. Emergency Room: $100 & 20% after deductible

EE. Office Visit/Specialist: $20/$30

FF. Preventive Care: No Charge

GG. Prescriptions:
   7. Generic (T-1): $10
   8. Preferred Brand (T-2): $30
   9. Non-Preferred (T-3): $50

<table>
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<tr>
<th>Coverage Level</th>
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<td>$298.49</td>
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<tr>
<td>Employee + Spouse</td>
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<tr>
<td>Employee + Children</td>
<td>$854.88</td>
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<tr>
<td>Family</td>
<td>$1,758.98</td>
</tr>
</tbody>
</table>
Open Access Plus: Out of Network

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<thead>
<tr>
<th>HH. Deductible:</th>
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<tr>
<td>7. Individual:</td>
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<td>8. Family:</td>
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<table>
<thead>
<tr>
<th>II. Coinsurance:</th>
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<tr>
<td>40%</td>
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<table>
<thead>
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<th>JJ. Out of Pocket Maximum:</th>
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<tr>
<td>7. Individual:</td>
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<tr>
<td>8. Family:</td>
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<table>
<thead>
<tr>
<th>KK. Lifetime Benefit Maximum:</th>
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<tr>
<td>Unlimited</td>
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<table>
<thead>
<tr>
<th>LL. Inpatient Hospitalization:</th>
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<tr>
<td>$1,000/day (3 day max) &amp; 40% after deductible</td>
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</table>

<table>
<thead>
<tr>
<th>MM. Outpatient Surgery:</th>
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<tbody>
<tr>
<td>40% are deductible</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>NN. Lab &amp; X-Ray (complex):</th>
</tr>
</thead>
<tbody>
<tr>
<td>20% after deductible</td>
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</tbody>
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<table>
<thead>
<tr>
<th>OO. Emergency Room:</th>
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</thead>
<tbody>
<tr>
<td>$100 &amp; 20% after deductible</td>
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<table>
<thead>
<tr>
<th>PP. Office Visit/Specialist:</th>
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<tbody>
<tr>
<td>20% after deductible</td>
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<table>
<thead>
<tr>
<th>QQ. Preventive Care:</th>
</tr>
</thead>
<tbody>
<tr>
<td>20% after deductible</td>
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<table>
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<tr>
<th>RR. Prescriptions:</th>
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<tr>
<td>Not covered</td>
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<thead>
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<th>10. Generic (T-1):</th>
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<tr>
<td>$0</td>
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<table>
<thead>
<tr>
<th>11. Preferred Brand (T-2):</th>
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</thead>
<tbody>
<tr>
<td>$0</td>
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<table>
<thead>
<tr>
<th>12. Non-Preferred (T-3):</th>
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</thead>
<tbody>
<tr>
<td>$0</td>
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<td>Employee + Children</td>
<td>$854.88</td>
</tr>
<tr>
<td>Family</td>
<td>$1,758.98</td>
</tr>
</tbody>
</table>
RJB Properties Inc. is an equal opportunity employer and makes employment decisions on the basis of merit and without regard to race, age, religion, ancestry, disability, genetic information, gender, identity, gender expression, marital status, pregnancy, national origin, sex, sexual orientation, covered veteran status, physical or mental disability, or medical condition unrelated to the individual's ability to perform the job or any other protected status prohibited by federal, state, or local law.

### APPLICATION FOR EMPLOYMENT

<table>
<thead>
<tr>
<th>PERSONAL INFORMATION</th>
<th>Please type or print</th>
<th>FIRST NAME</th>
</tr>
</thead>
<tbody>
<tr>
<td>LAST NAME</td>
<td></td>
<td></td>
</tr>
<tr>
<td>PRESENT ADDRESS</td>
<td>APT. NO.</td>
<td>CITY</td>
</tr>
<tr>
<td>ARE YOU 18 YEARS OR</td>
<td>PHONE</td>
<td>CELL PHONE</td>
</tr>
<tr>
<td>OLDER?</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Can You Provide Required Proof Of Your Eligibility To Work in the United States? (Write Yes or No)

Have you ever been convicted of a criminal offense (felony or serious misdemeanor)? (Misdemeanor convictions for marijuana-related offenses that are more than two years old need not be listed.) Yes No If yes, state nature of the crime(s), when and where convicted, and disposition of the case. (No applicant will be denied employment solely on the grounds of a conviction of a criminal offense. The nature of the offense, the date of the offense, the surrounding circumstances and the relevance of the offense to the position(s) applied for may, however, be considered.)

Are you able to perform the essential function of the job for which you are applying, whether with or without reasonable accommodation? (Write Yes or No) If not, describe the functions that cannot be performed. (We comply with the ADA and consider reasonable accommodation measures that may be necessary for eligible applicants/employees to perform essential functions of job duties. Hire may be subject to passing a medical examination and a skills and agility test.)

### SHIFTS

<table>
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<tr>
<th>Shift Preference</th>
<th>(Although we will try to accommodate shift preferences, we do not guarantee any particular shift or hours of employment. Shifts and Hours of Work are assigned in accordance with business needs.)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Full Time</td>
<td>Part Time</td>
</tr>
<tr>
<td>How many hours per week</td>
<td></td>
</tr>
</tbody>
</table>

Shift - Day, Afternoon or Evening

- Men
- Tues
- Wed
- Thurs
- Fri
- Sat
- Sun

Are you available to work Overtime, Evenings, Or Weekends? (If no, what days can you not work?)

If hired, would you have a reliable means of transportation to and from work? (Write Yes or No)

### DESIRED EMPLOYMENT

<table>
<thead>
<tr>
<th>POSITION</th>
<th>Date you can start</th>
<th>Salary Desired</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**ARE YOU EMPLOYED NOW?**

- Yes
- No

**IF SO, MAY WE CONTACT YOUR PRESENT EMPLOYER?**

- Yes
- No

**HAVE YOU EVER APPLIED TO RJB Properties BEFORE?**

- Yes
- No

**WHERE?**

**WHEN?**

**HAVE YOU EVER WORKED FOR RJB Properties BEFORE?**

- Yes
- No

**WHERE?**

**WHEN?**

### REASON FOR LEAVING RJB Properties?

**NAME OF LAST SUPERVISOR AT RJB Properties**

**HOW DID YOU FIND OUT ABOUT RJB Properties?**

- RJB EMPLOYEE
- NEWSPAPER
- FRIEND
- STATE EMPLOYMENT OFFICE
- COLLEGE PLACEMENT SERVICE
- WALK IN
- OTHER

**DO YOU HAVE ANY RELATIVE(S) WORKING FOR RJB?**

- Yes
- No

**IF YES, LIST NAME AND DEPARTMENT.**

**In Case of Emergency Notify:**

<table>
<thead>
<tr>
<th>Name</th>
<th>Relationship</th>
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</thead>
<tbody>
<tr>
<td></td>
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<table>
<thead>
<tr>
<th>Address</th>
<th>City</th>
<th>State</th>
<th>Zip</th>
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<table>
<thead>
<tr>
<th>Day Phone</th>
<th>Evening Phone</th>
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</thead>
<tbody>
<tr>
<td>EDUCATION</td>
<td>NAME AND LOCATION OF SCHOOL</td>
</tr>
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<tr>
<td>HIGH SCHOOL</td>
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<tr>
<td>COLLEGE</td>
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<tr>
<td>TRADE, BUSINESS OR CORRESPONDENCE SCHOOL</td>
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</tbody>
</table>

**SKILLS** List any special skills/training relevant to the position for which you are applying.

**SUBJECTS OF SPECIAL STUDY OR RESEARCH WORK**

**SPECIAL TRAINING**

**EMPLOYMENT HISTORY** List below all past and present employment (last 7 years), starting with your most recent employer; account for all periods of unemployment. Complete this section even if attaching a resume.

**NAME OF PRESENT OR LAST EMPLOYER**

<table>
<thead>
<tr>
<th>ADDRESS</th>
<th>CITY</th>
<th>STATE</th>
<th>ZIP CODE</th>
</tr>
</thead>
<tbody>
<tr>
<td>START DATE</td>
<td>END DATE</td>
<td>JOB TITLE</td>
<td></td>
</tr>
</tbody>
</table>

**STARTING SALARY** | **ENDING SALARY** | **MAY WE CONTACT YOUR SUPERVISOR?**

- YES
- NO

<table>
<thead>
<tr>
<th>NAME OF SUPERVISOR</th>
<th>TITLE</th>
<th>PHONE</th>
</tr>
</thead>
<tbody>
<tr>
<td>DESCRIPTION OF WORK</td>
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**REASON FOR LEAVING**

**NAME OF PREVIOUS EMPLOYER**

<table>
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<tr>
<th>ADDRESS</th>
<th>CITY</th>
<th>STATE</th>
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**STARTING SALARY** | **ENDING SALARY** | **MAY WE CONTACT YOUR SUPERVISOR?**

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</table>

**REASON FOR LEAVING**

**NAME OF PREVIOUS EMPLOYER**
ADDRESS       CITY         STATE         ZIP CODE

START DATE     END DATE     JOB TITLE

STARTING SALARY ENDING SALARY MAY WE CONTACT YOUR SUPERVISOR?

NAME OF SUPERVISOR TITLE PHONE

DESCRIPTION OF WORK

REASON FOR LEAVING

REFERENCES
Provide the names of three (3) business references, not related to you, whom you have known for at least one year and can give accurate information about your employment experience. Please identify the reference as a Supervisor, Peer or Subordinate. No personal references.

<table>
<thead>
<tr>
<th>NAME</th>
<th>ADDRESS</th>
<th>BUSINESS</th>
<th>YEARS ACQUAINTED</th>
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</tbody>
</table>

SERVICE RECORD
BRANCH OF SERVICE

AUTHORIZATION
PLEASE READ CAREFULLY, INITIAL EACH PARAGRAPH AND SIGN BELOW

I hereby certify that I have not knowingly withheld any information that might adversely affect my chances for employment and that the answers given by me are true and correct to the best of my knowledge. I further certify that I, the undersigned applicant, have personally completed this application. I understand that any omission or misstatement of material fact on this application or on any document used to secure employment shall be grounds for rejection of this application or for immediate discharge if I am employed, regardless of the time elapsed before discovery.

I hereby authorize RJF Properties, Inc. (the Company) to thoroughly investigate my references, work record, education and other matters related to my suitability for employment and, further, authorize the references I have listed to disclose to the Company any and all letters, reports and other information related to my work records, without giving me prior notice of such disclosure. In addition, I hereby release the Company, my former employers and all other persons, corporations, partnerships, and associations from any and all claims, demands or liabilities arising out of or in any way related to such investigation or disclosure.

I understand that nothing contained in the application, or conveyed during any interview which may be granted or during my employment, if hired, is intended to create an employment contract between me and the Company. In addition, I understand and agree that if I am employed, my employment is for no definite or determinable period and may be terminated at any time, with or without prior notice, at the option of either myself or the Company, and that no promises or representations contrary to the foregoing are binding on the Company unless made in writing and signed by me and the Company President and Owner.

Should a search of public records (including records documenting an arrest, indictment, conviction, civil judicial action, tax lien, or outstanding judgment) be conducted by internal personnel employed by the Company, I am entitled to copies of any such public records obtained by the Company unless I mark the check box below. If I am not hired as a result of such information, I am entitled to a copy of any such records even though I have checked the box below.

I waive receipt of a copy of any public record described in the paragraph above.

APPLICANT'S SIGNATURE ___________________________ DATE ___________________________

RJF Properties Inc. is an Equal Opportunity/Affirmative Action/Section 503/504 Employer. Qualified Women, Veterans, Minorities, and Persons with Disabilities are encouraged to apply. Applicants requiring necessary accommodations to the application process may contact the human resources office at (708) 973-4522.
Background Check Authorization Release

PROJECT LOCATION: ________________________________

(PLEASE PRINT CLEARLY)

First Name: ___________________________ Middle: ___________________ Last: ___________________

LIST AND OTHER NAMES USED (nickname, maiden/married last names): __________________________

Social Security Number: ___________________________ Date of Birth: ___________________________ Sex * M or F

*(This information will be used for identification purposes only and will not be used as hiring criteria) Circle one

Street Address: ___________________________ City: ___________________ State: ___________________ Zip: _________ Phone Number: ___________________________

Driver’s License #: _______________________ State issued: _________ Email Address: __________________________

In chronological order (earliest to latest), list all additional cities/states and zip codes in which you have resided during the last seven (7) years.

__________________________________________________________________________________________

__________________________________________________________________________________________

To the extent permitted by applicable state law, I hereby consent to this investigation and authorize RUB Properties, Inc. to procure consumer report(s), and/or investigative consumer report(s), on my background from a consumer reporting agency ("CRA") or from an investigative consumer reporting agency ("ICRA"), as described in the Disclosure section. I have reviewed and understand the Information, statements, and notices in the Background Check Disclosure and Authorization form, including the State Law Notices. My authorization remains valid throughout my employment with RUB and/or its subsidiaries, affiliates, other related entities, successors, and/or assigns the ("Companies") such that to the extent permitted by applicable law, I agree Company can procure additional consumer report(s) and/or investigative consumer report(s) during my employment without providing additional disclosures or obtaining additional authorizations.

In order to verify my identity for the purposes of background identification, and for my own benefits, I am voluntarily releasing my date of birth and other information. I understand that date of birth and gender/sex information will be used for background check purposes only and that all employment decisions are based on non-discriminatory reasons.

California, Minnesota, or Oklahoma applicants/employees only: If you would like to receive from the CRa or ICRA a copy of the background check report that Company may procure in connection with your application for employment, please check this box. ☐

Signature ___________________________ Printed Name: ___________________ Date: __________________


RJB Properties, Inc.  
BACKGROUND CHECK  
DISCLOSURE AND AUTHORIZATION

Disclosure

A consumer report is a type of background check in which information (which may include, but is not limited to, criminal background, driving background, character, general reputation, personal characteristics, and mode of living) about you is gathered and communicated by a consumer reporting agency ("CRA") to RJB and/or its subsidiaries, affiliates, other related entities, successors, and/or assigns (the "Companies").

An investigative consumer report is a special type of consumer report in which information (as described above) about you may be obtained by personal (including telephonic) interviews with neighbors, friends, associates, acquaintances, or others. You have a right to request from Company (at 11415 West 163rd Place, Suite B, Orland Park, IL 60467-5011 or at (708) 478-4422) disclosures of the nature and scope of an investigative consumer report (the nature and scope will be the type of information described above) and a summary of your rights under the federal Fair Credit Reporting Act. Your request should be made in writing to Company within a reasonable period of time after your receipt of this Background Check Disclosure and Authorization.

Company may obtain either a consumer report or an investigative consumer report on you to be used for employment purposes, including your application for employment. Except as otherwise prohibited by state law, Company may share this information with Company's current or prospective clients, customers, and/or their agents (including but not limited to vendor credentialing companies) for business reasons (e.g., to place you in certain employment positions, jobs, work sites, etc.). Except as otherwise prohibited by state law, your authorization remains in effect during employment, should you become employed by Company. Notwithstanding anything else in this document, Company reserves the ability to avail itself of any rights under any applicable federal, state, or local law, including the federal Fair Credit Reporting Act, as amended.

State Law Notices

For California applicants/employees only: Under California law, an "investigative consumer report" is a consumer report in which information on a consumer's character, general reputation, personal characteristics, or mode of living is obtained through any lawful means, and a "consumer credit report" is a consumer report on a consumer's creditworthiness, credit standing, or credit capacity. In connection with your application for employment and/or continued employment with Company, Company intends to procure, as defined under California law, an investigative consumer report (as explained more fully below). With respect to any investigative consumer report from an investigative consumer reporting agency ("ICRA"), Company may investigate the information contained in your employment application and other background information about you, including but not limited to obtaining a criminal record report, obtaining information about your character, general reputation, personal characteristics and mode of living, verifying references, work history, your social security number, your educational achievements, licenses, certifications, driving records, and other information about you, including interviewing people who are knowledgeable about you. The results of this report may be used as a factor in making employment decisions. The source of any investigative consumer report or consumer credit report (again, as those terms are defined under California law and as explained more fully above) will be HireRight, 5151 California Avenue, Irvine, California, 92617. www.hireright.com, (800) 400-2761. Information regarding HireRight's privacy practices can be found at HireRight. The Company will provide you with a copy of an investigative consumer report or consumer credit report when required to do so under California law.