Ops Plan & Policies

Readiness Rocks!

ROCKFORD
PUBLIC SCHOOLS

PLEASE SEE ATTACHED

RJB
Properties, Inc.
"Creating & Sustaining Healthy Environments!"

Green Clean Institute
Excellence In Cleaning Knowledge
Quality Control Program

Under the contract terms for providing Janitorial services at ROCKFORD PUBLIC SCHOOL DISTRICT 205, we understand our responsibility for the Quality Control (QC) requirements. As per the specifications provided, we are submitting a draft QC program. During the contract mobilization period we will develop, with the input and approval of the Contracting Officer, a final QC program that will be developed and implemented once awarded the contract.

Introduction:

Throughout this contract, it is our goal and intention to attain and maintain high standards of service delivery, thereby meeting and exceeding contract and patron expectations. To achieve our goal, we require a commitment throughout the company to provide quality and continuous service improvements. This is achieved through careful planning, training, implementing and monitoring quality control processes.

Quality Standards Policy Statement:

Throughout our established history, we have been recognized for providing excellent janitorial service management by our existing customers. With our use of robust Quality Control systems and our unparalleled experience in managing janitorial service contracts, we will ensure that the same, consistent high standards are delivered across all performance objectives and services throughout the contract. Our philosophy of quality will be instilled into each and every employee, creating a culture of continuous improvement. The prime objective is to initiate, establish and maintain a high standard of service to exceed all of ROCKFORD PUBLIC SCHOOL DISTRICT 205’s needs, standards and requirements.

Our Quality Control Program consists of two mutually supporting modules:

- **Quality Control Plan** – establish standards, supporting processes, performance objectives and performance indicators to meet all performance requirements.

- **Quality Control Monitoring Plan** – implement to provide a structured approach to performance monitoring, deficiency avoidance, corrective actions and reporting.

Quality Control Plan:

We envision a comprehensive Quality Control Plan covering all major functional areas that will be fully developed in consultation with the Contracting Officer. It is our experience that Quality Control is most effective when both the client and the service provider have input in the plans and both parties have approved that quality standard, frequencies and processes. As such, the Quality Control Plan is outlined below. We fully recognize that changes may be made pending discussions once the contract has been awarded. Our team knows that total quality is possible if employees are properly trained, motivated, compensated, supervised, and recognized for a job well done. This is the essence of the Quality Control Program, which we will be implementing for the janitorial service contract at ROCKFORD PUBLIC SCHOOL DISTRICT 205.
QC Plan Objectives:

The following Mission Capability objectives will be achieved through our QC Program:
- Customer Satisfaction
- Achievement of Performance Objectives and Rapid Problem Resolution
- Timely Performance
- Compliance with ROCKFORD PUBLIC SCHOOL DISTRICT 205 standards
- A robust program for HACCP Plan compliance
- Management Efficiency
- Cost Control and Total Value

Organization:

The monitoring of our performance in achieving contract requirements and standards of excellence will be the responsibility of our Property Supervisor Control Manager who will report directly to the Director of Operations of our organization. The Property Supervisor will ensure that our QC policies and procedures are followed. S/he will publish and maintain the QC Plan and will be responsible for scheduling and performing all scheduled quality control inspections. The inspection schedule will provide for daily, weekly, and/or monthly inspections of all services (Performance Requirements) listed in the contract. In addition, the schedules will be used to determine the areas or services that need to be inspected. The quality standards and the Acceptable Quality Level (AQL) will also be used for Quality Control management actions.

Methods:

Our QC Plan is not only designed to detect deficiencies through inspections, but to prevent deficiencies from occurring. While we believe that inspection is important, prevention of deficiencies is critical to delivery of quality services. The basis of our QC Program is the Master Inspection Plan (MIP), developed in consultation with ROCKFORD PUBLIC SCHOOL DISTRICT 205 Contracting Officer, the Director of Operations and Site Supervisor. The MIP is developed from the contract specifications and Service Performance Summary (SPS) with consultation from ROCKFORD PUBLIC SCHOOL DISTRICT 205 personnel.

The Site Supervisor will complete a checklist when conducting inspections. Elements inspected will include quality of workmanship, timeliness of service as compared to scheduled requirements, documentation and records. The completed checklists will be the means to collecting the QC data for a particular item and/or for trend analysis. The Supervisor will provide the reports of all inspection results, with copies provided to ROCKFORD PUBLIC SCHOOL DISTRICT 205 and our company office.
Inspection Process:

The inspection process includes the following important elements:

- **Motivation** - Quality workmanship requires a dedicated and motivated workforce. Motivation of the workforce is constantly emphasized at our job sites. Our team hires quality people, trains them to provide quality work, provides effective supervision, and provides incentives to provide quality service.

- **Planning** - Planning includes the identification and inspection of services, development of performance objective indicators, and evaluation based on the processing of documents generated through the inspection processes and the efficient use of inspection personnel.

- **Surveillance of Work** – Designated ROCKFORD PUBLIC SCHOOL DISTRICT 205 personnel and the on-site Supervisor will perform self-inspections of all services provided in accordance with the Performance Based Work Statement at the direction. The Site Supervisor will perform surveillance and independent inspections personally.

- **Acceptance** - Acceptable ratings will be recorded when all aspects of performance are in accordance with the MIP and its contract references have been satisfied and validated by ROCKFORD PUBLIC SCHOOL DISTRICT 205 and the Site Supervisor. Documentation must include all information pertinent to the service inspection.

- **Rejection** - Services inspected and determined not to be in accordance with the contract will be given an unacceptable rating by the Site Manager. Unacceptable services will be reworked prior to releasing it to ROCKFORD PUBLIC SCHOOL DISTRICT 205 for acceptance. The Site Supervisor will record quality-rejected services as satisfactory only after rework by the responsible individual has corrected the deficiencies as verified by re-inspection.

Documentation and Problem Resolution:

All required services (Performance Objective) inspected and every inspection action will be documented. Inspection documentation is an integral part of our quality control program.

Resolution of discrepancies is an important process that will be tailored to the specific functional area of service. The Site Supervisor will note all services inspected and found to be unacceptable. Reworked portions of the service inspection forms will be utilized as a mechanism to ensure the timely and complete resolution of all discrepancies. Services requiring re-performance will be issued a correction or rework for the employee who originally performed the service that was deemed unacceptable. The employee will complete the corrective action and the initial rework portion of the form indicating that the work has been satisfactorily corrected will be completed. S/he will then notify the Site Supervisor that the work is ready for inspection. The Site Supervisor will visually inspect the corrected discrepancies and note the work document with the results.
In the event that the rework is not satisfactory, the supervisor will be notified and s/he will direct corrective action. Our team does not advocate reworking of all unacceptable work. For example, timeliness, processes, methods, documentation, and other factors typically found in the management and administrative functional areas cannot and should not be reworked. Instead, we focus on reworking unacceptable work that directly affects appearance, habitability, safety, security, and environmental conditions.

Our team’s Site Supervisor will analyze unacceptable work data on a weekly basis to determine trends and necessary corrective actions that may call for additional training, changes in methods/processes and/or employee discipline.

**Interface with ROCKFORD PUBLIC SCHOOL DISTRICT 205 Quality Assurance Personnel:**

Our Quality Control program is intended to be compatible with any ROCKFORD PUBLIC SCHOOL DISTRICT 205 Quality Control Plan. We will tailor our plan to accommodate ROCKFORD PUBLIC SCHOOL DISTRICT 205 contract requirements to reduce the number of inspections and decrease surveillance of our team’s performance. With our strong Quality Control Monitoring System and effective practices, we will achieve all goals together. Our team will effectively engage with ROCKFORD PUBLIC SCHOOL DISTRICT 205 personnel in order to support the working relationship necessary to properly serve the contract effort. The Site Supervisor will continually exchange information through formal and informal channels to effectively accomplish quality work within the set time standards in the specifications.

**Quality Control Monitoring Plan:**

**Introduction:**

Working together to agree on benchmarks [i.e. Performance Objectives in the Service Performance Summary of the Key Performance Indicators (KPIs)]; this will form the basis of our Master Inspection Plan (MIP):

- Measuring, re-assessing and optimizing productivity
- Measuring, tracking and improving service delivery
- Improving performance through better management of associates, training programs and resources
- Monitoring and reporting outputs in all areas
- Implementing and effectively using the satisfactory Quality Control procedures
- Capturing non-conformances, under-performances and over-performances
- Initiating a fully auditable action plan as soon as problems are identified
- Tracking action plans to ensure that non-conformances are promptly corrected
- Scheduling, prompting and ensuring that day-to-day activities have been successfully implemented

The combination of these elements will help both ROCKFORD PUBLIC SCHOOL DISTRICT 205 and our team to objectively assess performance and will provide the driving force for continual improvements.
Implementation:

In order to introduce our Quality Control monitoring systems into ROCKFORD PUBLIC SCHOOL DISTRICT 205 contract, we will, in consultation with the Contracting Officer and Site Manager, develop the PIs and the Master Inspection Plan that will evaluate all aspects of the services to be provided.

Activity schedules and associated checklists (control questions) will then be drawn up for each individual required service, and given a description of the method of service delivery and standards by which the contract will be measured.

This will provide a platform for the entire tracking process including the types of reports that need to be acquired to show performance levels.

A fully qualified trainer in both training skills and product implementation will be assigned to guide personnel. A comprehensive program of product training will be scheduled, both on-site and off-site, providing the flexibility to suit most situations. Training is both structured and interactive and invariably involves a high degree of practical exercise. This training will also be made available to key ROCKFORD PUBLIC SCHOOL DISTRICT 205 personnel so that they have a full understanding of the system, if requested.

Sample Forms will be provided upon request.
Introduction

For years, delivering and ensuring quality service was about paper outlines and checklists. And you know what? It didn’t work. Slick sales presentations followed up with clipboards and contracts don’t ensure quality service. OrangeQC tackles service delivery and quality control from an entirely different angle: a focus on transparency, real-time data, and collaboration. OrangeQC brings people together.

OrangeQC is your real-time dashboard for tracking and monitoring our service.

Benefits

Full transparency and accountability.
We don’t just TALK about quality—we PROVE quality. No gimmicks or cover ups. You see the quality of our service in real-time as inspections are performed, complete with photos and GPS location for additional verification. Everything that happens is documented, logged and easily accessible. Whether it’s an inspection or a complaint from a building occupant — you have a complete audit trail for future reference.

Quantify how effective our service is.
Our analytics help identify weak spots BEFORE they turn into problems, and track corrections and improvement over time. View the complete performance history of our service. With your own personal online dashboard, you can quantify exactly how effective our service is.

Customer support.
Our customer support system funnels all communication about our services into one central location so we can handle requests and feedback from you and your facilities’ occupants in an organized manner. Requests may be submitted by voice, email, or text message. All communication is captured and stored centrally so you can participate in every conversation and be notified when issues are resolved.

How it works

Everyone’s in the loop. We’ll provide you with as many user accounts as you like. Since everyone logs into the same centralized account, we will have a single database with everything in one place. No more worrying about who has the latest information: everyone that needs it has it.

There’s nothing to install, ever. With our software there’s nothing to download or install. Just log in with the web-browser you already have. It’s just like your online bank or web-based email program.

Virtual help desk. You can submit feedback and requests through email, text message, or voice. All communication is logged so you can collaborate with us as we respond to requests and resolve issues.
Is your current cleaning contract just words on paper?

- How do you know your facility is clean?
- Are the services in your contract being delivered?
- Are you getting good value for the price you’re paying?
- You can’t know unless you have proof!
We don't just promise quality.

We prove it.
Proof using OrangeQC

- Monitor the quality of our service in real-time as inspections are performed
- Photos and GPS are included for additional verification
- Easily submit requests and complaints online
- Everything is documented, easily accessible, and you have a complete audit trail for future reference
Benefits to you

- Receive our outstanding customer service
- Consistently improved cleanliness in your facility
- State of the art reports
- Free access to all our clients
Real-time inspections ensure transparency and accountability
Easily report issues and track our corrective action.

- You can report issues by email or directly into OrangeQC
- Our team is instantly notified and management is informed
- Our follow-up action is logged and you are notified when the issue has been resolved
Reports quantify our performance and the effectiveness of our service.
Our quality control program puts YOU in control

- Know that services are completed as required
- Easily report issues and ensure that they are resolved
- All communication and inspections are logged
Getting started is easy...

- Nothing to install
- You’ll receive a username and password for logging in with your web browser
- Instantly access the program from anywhere, anytime
- All data is secure and encrypted
We are committed to providing outstanding customer service
Mobile Devices
Room Number

Carpet Vacuum

Floor Mopped

Garbage Can Empty
iPhone Inspection

- M-F Inspection
- MWF Quality Inspection
- TTh Quality Inspection
- Washroom

You're using the mobile version of OrangeQC. Switch to standard.
## Inspection Form

### Edit inspection form

**Name this form:**

**TTh Quality Inspection**

- Shared - Share this inspection form across all of your sites. Uncheck to use only in this site.

**Line items:**

- Room Number
- Tables Disinfected
- Student Desks Disinfected
- Teachers Desks Disinfected
- Counter Disinfected
- Garbage Can Empty
- Sink Disinfected
- Soap/Paper Disinfected

**Add categories**

- 1

---

**Save**  **Cancel**
Inspection Results with GPS

**Inspection Details**

- **Inspection:** Washroom
- **Location:** District 158 / Heineman
- **Inspector:** Maria Cruz
- **Date:** 03/22/2013, 7:17 AM

**Overall Score:** 87%

<table>
<thead>
<tr>
<th>Item</th>
<th>Status</th>
<th>Comment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Room Number</td>
<td>G118</td>
<td></td>
</tr>
<tr>
<td>Floor Mopped</td>
<td>Yes</td>
<td>No comment</td>
</tr>
<tr>
<td>Garbage Can Empty</td>
<td>Yes</td>
<td>No comment</td>
</tr>
<tr>
<td>Partitions Clean</td>
<td>No</td>
<td>Dust needed</td>
</tr>
<tr>
<td>Sinks Disinfected</td>
<td>Yes</td>
<td>No comment</td>
</tr>
<tr>
<td>Toilets Disinfected</td>
<td>Yes</td>
<td>No comment</td>
</tr>
<tr>
<td>Urinals Disinfected</td>
<td>Yes</td>
<td>No comment</td>
</tr>
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</table>
## Line Items

### Location Detail:
All sites / District 156

<table>
<thead>
<tr>
<th>Name</th>
<th>Inspections</th>
<th>Performance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Garbage Can Empty</td>
<td>417</td>
<td>100%</td>
</tr>
<tr>
<td>Soap/Paper Disinfected</td>
<td>201</td>
<td>100%</td>
</tr>
<tr>
<td>Sinks Disinfected</td>
<td>51</td>
<td>100%</td>
</tr>
<tr>
<td>Floor Mopped</td>
<td>231</td>
<td>99%</td>
</tr>
<tr>
<td>Teachers Desks Disinfected</td>
<td>165</td>
<td>99%</td>
</tr>
<tr>
<td>Student Desks Disinfected</td>
<td>153</td>
<td>99%</td>
</tr>
<tr>
<td>Sink Disinfected</td>
<td>150</td>
<td>98%</td>
</tr>
<tr>
<td>Mirrors Clean</td>
<td>51</td>
<td>98%</td>
</tr>
<tr>
<td>Carpet Vacuum</td>
<td>177</td>
<td>97%</td>
</tr>
<tr>
<td>Tables Disinfected</td>
<td>173</td>
<td>97%</td>
</tr>
<tr>
<td>Counter Disinfected</td>
<td>168</td>
<td>97%</td>
</tr>
<tr>
<td>Toilets Disinfected</td>
<td>51</td>
<td>96%</td>
</tr>
<tr>
<td>Urinals Disinfected</td>
<td>33</td>
<td>90%</td>
</tr>
</tbody>
</table>
### Inspections by Site

#### Location Detail:

All sites / District 139

#### Feb 2013 - Apr 4, 2013

<table>
<thead>
<tr>
<th>Location</th>
<th>Inspections</th>
<th>Deficiencies</th>
<th>Performance</th>
</tr>
</thead>
<tbody>
<tr>
<td>High School</td>
<td>35</td>
<td>2</td>
<td>98%</td>
</tr>
<tr>
<td>Leggo</td>
<td>70</td>
<td>2</td>
<td>99%</td>
</tr>
<tr>
<td>Marlone</td>
<td>30</td>
<td>6</td>
<td>92%</td>
</tr>
<tr>
<td>Martin</td>
<td>0</td>
<td>0</td>
<td>0%</td>
</tr>
<tr>
<td>Chesak</td>
<td>24</td>
<td>0</td>
<td>100%</td>
</tr>
<tr>
<td>Administration</td>
<td>45</td>
<td>4</td>
<td>97%</td>
</tr>
<tr>
<td>Conley</td>
<td>51</td>
<td>1</td>
<td>99%</td>
</tr>
<tr>
<td>Hensman</td>
<td>77</td>
<td>5</td>
<td>99%</td>
</tr>
<tr>
<td>Mackebon</td>
<td>94</td>
<td>8</td>
<td>96%</td>
</tr>
</tbody>
</table>
## Orange QC

### Screen Shot of Work Order Request—#1

<table>
<thead>
<tr>
<th>From</th>
<th>Subject</th>
<th>Location</th>
<th>Status</th>
<th>Updated</th>
<th>Priority</th>
</tr>
</thead>
<tbody>
<tr>
<td>Kyle Vtroby</td>
<td>Freight Elevator</td>
<td>University of Chicago Medical Center / BSIC</td>
<td>Open</td>
<td>26 minutes ago</td>
<td>10</td>
</tr>
<tr>
<td>Kyle Vtroby</td>
<td>Elevator Tracks</td>
<td>University of Chicago Medical Center / Knapp</td>
<td>Open</td>
<td>32 minutes ago</td>
<td>10</td>
</tr>
<tr>
<td>Maria Cruz</td>
<td>Flagged Washroom inspection</td>
<td>District 158 / Marlowe</td>
<td>Open</td>
<td>4 days ago</td>
<td>4</td>
</tr>
<tr>
<td>Maria Cruz</td>
<td>Flagged Washroom inspection</td>
<td>District 158 / Marlowe</td>
<td>Open</td>
<td>4 days ago</td>
<td>4</td>
</tr>
<tr>
<td>Patricia Figuero</td>
<td>Girls washroom 400 wing light out</td>
<td>District 158 / Chesak</td>
<td>Open</td>
<td>20 days ago</td>
<td>4</td>
</tr>
<tr>
<td>Patricia Figuero</td>
<td>Girls washroom 200 area light out</td>
<td>District 158 / Chesak</td>
<td>Open</td>
<td>20 days ago</td>
<td>4</td>
</tr>
<tr>
<td>Patricia Figuero</td>
<td>Flagged Washroom inspection</td>
<td>District 158 / Chesak</td>
<td>Open</td>
<td>20 days ago</td>
<td>4</td>
</tr>
</tbody>
</table>
Orange QC

Screen Shot of Work Order Request—#2

Submit a ticket

Location: Select location
Category: Request
Subject: The windows in the main lobby
Message: (work order or service request information)

Optional
Priority: 5
Elevator Tracks
Kyle Vrotney

Please clean all tracks in freight elevator and clean inside elevator.
RJB Properties, Inc.

Formal Complaint Resolution Process

Day 1

Complaint
Received by RJB

Your complaint is submitted to the Director of Operations assigned to your account within 2 working days from receipt of the complaint.

Day 2

Complaint
Acknowledged

He/She will acknowledge your complaint within 24 hours from receipt of the complaint.

Day 3

Investigation conducted

Within 7 working days, he/she will:

- Seek comment from the parties
- Prepare a report
- Refer the matter to a Project Manager

The DO/PM will let you know if more time is required to investigate.

Final Response

Following completion of the investigation, a written response will be issued to the District based on the investigation report. Our response will include:

- Summary of issues
- Outcome of investigation of issues
- What action we have taken (if any) as a result of the complaint

If the District remains dissatisfied the District can contact the corporate office for a review of the decision.
RJB Properties, Inc.
Customer Contact Procedures & Customer Service

While the Rockford Public School District #205 will have several Project Managers each day for direct communication with the District staff, we also have weekly and monthly meetings with our Director of Operations/Project Managers and the District staff to discuss any special project work, anticipated set-up requirements, and summary of Quality Control Reports.

All numbers necessary for Project Managers, Supervisors, Directors of Operations, Vice President, Accounting and the Human Resources Department will be made available for the District with any communication requests that may be desired; this includes all email contact information.

RJB Properties will accommodate the needs and requirements of the District in any way possible to ensure the facilities are meeting all requirements set forth in the contract for services.
Standard Operating Procedures—Restrooms/Locker rooms

- **Purpose:**
  
The purpose of this standard operating procedure (SOP) is to provide a general expectation and guideline for cleaning restrooms and locker rooms.

- **Scope:**
  
  This SOP is designed to be utilized in the K—12 division, by both the custodians and their immediate supervisors.

- **Prerequisites:**
  
  The most important prerequisite for implementing these procedures is training through the RJB University.

- **Responsibilities**
  
  The supervisor’s responsibility in the implementation of this SOP is to ensure that her/his staff is trained to the RJB standard of cleaning in the identified area, but also ensure that the procedure is being utilized in the manner it was intended. The custodian’s responsibility in the implementation of this SOP is to follow it to the letter, unless the operation/situation requires adjustments.

- **Procedure:**
  
  1. Place “wet floor” sign down at the entrance to the restroom/locker room
  2. Apply disinfectant to all surfaces; sinks, toilets/urinals, showers etc......
  3. Pull trash and replace liners (wipe down if necessary)
  4. Re-stock paper products
  5. Dust vents
  6. Spot clean walls/partitions & lockers
  7. Clean/sanitize surfaces after disinfectant emulsifies
  8. Sweep floor
  9. Mop floor
  10. Inspect quality of work

- **References:**
  
  To further drive home the importance of adhering this SOP, other sources that may be useful are ISSA guidelines, Illinois state law, and past and present company best practices.

- **Definitions:**
  
  N/A
Standard Operating Procedures—Classrooms/Lecture Halls

• Purpose:

The purpose of this standard operating procedure (SOP) is to provide a general expectation and guideline for cleaning classrooms.

• Scope:

This SOP is designed to be utilized in the K—12 division, by both the custodians and their immediate supervisors.

• Prerequisites:

The most important prerequisite for implementing these procedures is training through the RJB University.

• Responsibilities

The supervisor’s responsibility in the implementation of this SOP is to ensure that her/his staff is trained to the RJB standard of cleaning in the identified area, but also ensure that the procedure is being utilized in the manner it was intended. The custodian’s responsibility in the implementation of this SOP is to follow it to the letter, unless the operation/situation requires adjustments.

• Procedure:

1. Place “wet floor” sign down at the entrance to the classroom
2. Apply disinfectant to all surfaces; desks, door handles etc........
3. Pull trash and replace liners (wipe down if necessary)
4. Dust vents
5. Clean chalkboards/empty pencil sharpener
6. Clean/sanitize surfaces after disinfectant emulsifies
7. Spot clean walls & all glass
8. Sweep, Mop, or vacuum floor/carpet
9. Inspect quality of work

• References:

To further drive home the importance of adhering this SOP, other sources that may be useful are ISSA guidelines, Illinois state law, and past and present company best practices.

• Definitions:

N/A
Standard Operating Procedures—Offices

- Purpose:
The purpose of this standard operating procedure (SOP) is to provide a general expectation and guideline for cleaning offices.

- Scope:
This SOP is designed to be utilized in the K—12 division, by both the custodians and their immediate supervisors.

- Prerequisites:
The most important prerequisite for implementing these procedures is training through the RJB University.

- Responsibilities
The supervisor’s responsibility in the implementation of this SOP is to ensure that her/his staff is trained to the RJB standard of cleaning in the identified area, but also ensure that the procedure is being utilized in the manner it was intended. The custodian’s responsibility in the implementation of this SOP is to follow it to the letter, unless the operation/situation requires adjustments.

- Procedure:
1. Place “wet floor” sign down at the entrance to the offices (due to potential cord hazard from vacuum)
2. Wipe down open areas on desks
3. Apply disinfectant to all surfaces; phones, door handles etc......
4. Pull trash and replace liners (wipe down if necessary)
5. Dust vents
6. Clean/sanitize surfaces after disinfectant emulsifies
7. Spot clean walls & all glass
8. Vacuum floor/carpet
9. Inspect quality of work

- References:
To further drive home the importance of adhering this SOP, other sources that may be useful are ISSA guidelines, Illinois state law, and past and present company best practices.

- Definitions:
N/A
Standard Operating Procedures—Cafeteria

- **Purpose:**
  The purpose of this standard operating procedure (SOP) is to provide a general expectation and guideline for cleaning the cafeteria.

- **Scope:**
  This SOP is designed to be utilized in the K—12 division, by both the custodians and their immediate supervisors.

- **Prerequisites:**
  The most important prerequisite for implementing these procedures is training through the RJB University.

- **Responsibilities**
  The supervisor’s responsibility in the implementation of this SOP is to ensure that her/his staff is trained to the RJB standard of cleaning in the identified area, but also ensure that the procedure is being utilized in the manner it was intended. The custodian’s responsibility in the implementation of this SOP is to follow it to the letter, unless the operation/situation requires adjustments.

- **Procedure:**
  1. Place “wet floor” sign down at the entrance to the cafeteria
  2. Apply disinfectant to lunch tables, handles and any other surface designated for sanitizing
  3. Spot clean walls & all glass
  4. Clean/sanitize surfaces after disinfectant emulsifies
  5. Pull trash and replace liners (wipe down if necessary)
  6. Sweep & mop floor
  7. Inspect quality of work
  8. Any other duties, as needed

- **References:**
  To further drive home the importance of adhering this SOP, other sources that may be useful are ISSA guidelines, Illinois state law, and past and present company best practices.

- **Definitions:**
  N/A
Standard Operating Procedures—Gym

- Purpose:
The purpose of this standard operating procedure (SOP) is to provide a general expectation and guideline for cleaning the gym.

- Scope:
This SOP is designed to be utilized in the K—12 division, by both the custodians and their immediate supervisors.

- Prerequisites:
The most important prerequisite for implementing these procedures is training through the RJB University.

- Responsibilities
The supervisor’s responsibility in the implementation of this SOP is to ensure that her/his staff is trained to the RJB standard of cleaning in the identified area, but also ensure that the procedure is being utilized in the manner it was intended. The custodian’s responsibility in the implementation of this SOP is to follow it to the letter, unless the operation/situation requires adjustments.

- Procedure:
1. Apply disinfectant to drinking fountains, handles and any other surface designated for sanitizing
2. Spot clean walls & all glass
3. Clean/sanitize surfaces after disinfectant emulsifies
4. Pull trash and replace liners (wipe down if necessary)
5. Sweep (dust mop) & mop (scrub) floor
6. Inspect quality of work
7. Any other duties, as needed

- References:
To further drive home the importance of adhering this SOP, other sources that may be useful are ISSA guidelines, Illinois state law, and past and present company best practices.

- Definitions:
N/A
Standard Operating Procedures—Snow Removal Maintenance

- **Purpose:**
The purpose of this standard operating procedure (SOP) is to provide a general expectation and guideline for conducting snow removal maintenance.

- **Scope:**
This SOP is designed to be utilized in the K—12 division, by both the custodians and their immediate supervisors.

- **Prerequisites:**
The most important prerequisite for implementing these procedures is training through the RJB University.

- **Responsibilities**
The supervisor’s responsibility in the implementation of this SOP is to ensure that her/his staff is trained to the RJB standard of cleaning in the identified area, but also ensure that the procedure is being utilized in the manner it was intended. The custodian’s responsibility in the implementation of this SOP is to follow it to the letter, unless the operation/situation requires adjustments.

- **Procedure:**
1. Secure equipment to complete job
2. Shovel/plow/push snow to designated area
3. Apply appropriate ice melting compound
4. Repeat the process until weather conditions change and service is no longer needed
5. Inspect quality of work
6. Any other duties, as needed

- **References:**
To further drive home the importance of adhering this SOP, other sources that may be useful are ISSA guidelines, Illinois state law, and past and present company best practices.

- **Definitions:**
N/A
Standard Operating Procedures—Grounds Maintenance

- **Purpose:**
  The purpose of this standard operating procedure (SOP) is to provide a general expectation and guideline for conducting grounds maintenance.

- **Scope:**
  This SOP is designed to be utilized in the K—12 division, by both the custodians and their immediate supervisors.

- **Prerequisites:**
  The most important prerequisite for implementing these procedures is training through the RJB University.

- **Responsibilities**
  The supervisor's responsibility in the implementation of this SOP is to ensure that her/his staff is trained to the RJB standard of cleaning in the identified area, but also ensure that the procedure is being utilized in the manner it was intended. The custodian's responsibility in the implementation of this SOP is to follow it to the letter, unless the operation/situation requires adjustments.

- **Procedure:**
  1. Police/pick up garbage and or debris
  2. Trim shrubbery/bushes
  3. Mow and edge lawn
  4. Police grounds, again, paying attention to debris that may have been missed in the first wave of policing
  5. Inspect quality of work
  6. Any other duties, as needed

- **References:**
  To further drive home the importance of adhering this SOP, other sources that may be useful are ISSA guidelines, Illinois state law, and past and present company best practices.

- **Definitions:**
  N/A
Standard Operating Procedures—Building Security

- **Purpose:**
  The purpose of this standard operating procedure (SOP) is to provide a general expectation and guideline for assisting District staff with securing the facilities within the District.

- **Scope:**
  This SOP is designed to be utilized in the K—12 division, by both the custodians and their immediate supervisors.

- **Prerequisites:**
  The most important prerequisite for implementing these procedures is training through the RJB University.

- **Responsibilities**
  The supervisor's responsibility in the implementation of this SOP is to ensure that her/his staff is trained to the RJB standard of cleaning in the identified area, but also ensure that the procedure is being utilized in the manner it was intended. The custodian's responsibility in the implementation of this SOP is to follow it to the letter, unless the operation/situation requires adjustments.

- **Procedure:**
  1. All doors need to be secured after completing any cleaning tasks
  2. Alarms need to be set, when required, following the guidelines set forth by the District
  3. Report any discrepancies with inoperable locks, or other securing mechanisms to immediate supervisor

- **References:**
  To further drive home the importance of adhering this SOP, other sources that may be useful are ISSA guidelines, Illinois state law, and past and present company best practices.

- **Definitions:**
  N/A
Standard Operating Procedures—Student Safety

- **Purpose:**

  The purpose of this standard operating procedure (SOP) is to provide a general expectation and guideline for assisting District staff with keeping the students of the District safe and protected.

- **Scope:**

  This SOP is designed to be utilized in the K—12 division, by both the custodians and their immediate supervisors.

- **Prerequisites:**

  The most important prerequisite for implementing these procedures is training through the RJB University.

- **Responsibilities**

  The supervisor’s responsibility in the implementation of this SOP is to ensure that her/his staff is trained to the RJB standard of cleaning in the identified area, but also ensure that the procedure is being utilized in the manner it was intended. The custodian’s responsibility in the implementation of this SOP is to follow it to the letter, unless the operation/situation requires adjustments.

- **Procedure:**

  1. No fraternization is allowed between students and custodians, unless assisting them is requested
  2. Report suspicious looking people to security and the appropriate District personnel
  3. Report any incidents that might compromise the safety of the students to immediate supervisor and District personnel

- **References:**

  To further drive home the importance of adhering this SOP, other sources that may be useful are ISSA guidelines, Illinois state law, and past and present company best practices.

- **Definitions:**

  N/A
Companywide, all RJB custodians are dressed in navy shirts with RJB logo, navy pants, and black non-slip shoes. All shirts worn under the uniform shirt must be either navy or black. Staff is inspected daily to ensure proper hygiene and professional appearance. Non-compliance with RJB’s uniform policy results in disciplinary actions.
Supporting Documentation

Please See Attached

RJB Properties, Inc.  "Creating & Sustaining Healthy Environments!"
Recognizes

RJB Properties

For Best Partnership

2013
September 14, 2014

Dan Ringo
SodexoMagic
Chicago Public Schools
125 S. Clark Street
Chicago, IL 60603

Mr. Ringo:

Attached you will find the hard copy and flash drives representing the recent CPS inspection tours of all 33 schools representing the Sodexo Magic portfolio.

The baseline created in the Spring showed an acceptable level in a majority of your schools and the recent review showed a unanimous rating in the mid to high APPA II level specified in the contract between your firm and the Chicago Public Schools.

In addition to the ratings of all assets serviced under your Custodial Program several School Administrators provided unsolicited commentary that indicated a positive relationship between your organization and the specific school. One such comment is worthy of sharing, it was provided by a security officer at the main reception station at Goode School. The female security staffer stated, "I have been assigned to several schools over the past years and I know that this school (Goode) is one of the best maintained and cleaned schools in the entire District". After conducting my extensive tour and quality measurements I returned to the desk and shared with the person that indeed I agree the school measured a highly favorable score and it was "post-lunch", a time at which many schools show a lower score attributed from traffic and facility use. As I was concluding my tour I observed the "Cleaner" about to pick up a paper in the corridor only to be stopped by a student who said, "I will get that for you". This action revealed to me a respect for facilities from even the students that realize the high they contribute to its appearance and care. You only can prompt this type of behavior by providing high end service and quality of care to all building assets.
Many schools around the country struggle to reach the threshold of APPA II while others, for budget reasons, are accepting APPA Level III as their culture. The Carnegie Foundation for the Advancement of Academics has concluded in many surveys and analysis over the past decades that the appearance of schools and the consistency of quality in facilities send a subliminal message to each student on expectation of individual performance. Schools that were well maintained and provided little margin for acceptance of sub-standard quality showed student populations that excelled in academic achievement, as the surrounding environment became the “stage” supporting their individual performance.

I do recognize some areas in which some financial performance can be reviewed to the benefit of CPS and the taxpayers of the City, but I caution everyone that reducing mere hours of service without a complete understanding of the potential impact may send many of these high performing schools into a tail spin resulting in a quality level that is most noticeable and unsatisfactory to the mission of the District and the outcome of the student.

I have as of today performed 64,888 building assessments and quality audits, many of which are in the K-12 arena. I have not experienced such high levels of quality to new and older facilities as I noted in my visit last week. Your efforts and those of your organization validate the fact that age is not always a factor in accepting lower levels of outcome in cleaning and appearance.

Feel free to contact me for any greater definition and thank you for the opportunity to affirm that quality of K-12 sites is not only a product of opening day but a product that can be upheld throughout the school year and withstand the elements that are so adverse in your particular geography.

Regards,

John M. Moran
President/CEO
| 1.1 | Little Village High School | 63.10 | II | 63.10 | II |
| 1.2 | Emiliano Zapata Elementary | 63.10 | II | 63.10 | II |
| 1.3 | Josefa Ortiz | 63.10 | II | 63.10 | II |
| 1.4 | Little Village Elementary | 63.10 | II | 63.10 | II |
| 1.5 | Madero Middle School | 63.10 | II | 63.10 | II |
| 1.6 | Callema Academy | 63.10 | II | 63.10 | II |
| 1.7 | James Shields | 63.10 | II | 63.10 | II |
| 1.8 | Irene Hernandez Middle School | 63.10 | II | 63.10 | II |
| 1.9 | Azuela | 63.10 | II | 63.10 | II |
| 1.10 | Tarkington Elementary | 63.10 | II | 63.10 | II |
| 1.11 | Socorro Sandoval | 63.10 | II | 63.10 | II |
| 1.12 | Earl Solorio | 63.10 | II | 63.10 | II |
| 1.13 | Gwendolyn Brook College Prep Academy | 63.10 | II | 63.10 | II |
| 1.14 | William K New Sullivan Elementary | 63.10 | II | 63.10 | II |
| 1.15 | South Shore International Prep High School | 63.10 | II | 63.10 | II |
| 1.16 | Sarah E Goode STEM Academy | 63.10 | II | 63.10 | II |
| 1.17 | Back of the Yard College Prep High School | 63.10 | II | 63.10 | II |
| 1.18 | Lara Elementary Academy | 63.10 | II | 63.10 | II |
| 1.19 | Finid Elementary | 63.10 | II | 63.10 | II |
| 1.2 | Chicago Military Academy | 63.10 | II | 63.10 | II |
| 1.21 | National Teachers Elementary Academy | 63.10 | II | 63.10 | II |
| 1.22 | Walter Payton College Prep High School | 63.10 | II | 63.10 | II |
| 1.23 | Ames Middle School | 63.10 | II | 63.10 | II |
| 1.24 | West Park Academy | 63.10 | II | 63.10 | II |
| 1.25 | Prieto Math-Science Academy | 63.10 | II | 63.10 | II |
| 1.26 | Camras Elementary | 63.10 | II | 63.10 | II |
| 1.27 | Chicago Academy High School | 63.10 | II | 63.10 | II |
| 1.28 | Garcia Lorca Elementary | 63.10 | II | 63.10 | II |
| 1.29 | Northside College Prep High School | 63.10 | II | 63.10 | II |
| 1.3 | West Ridge Elementary | 63.10 | II | 63.10 | II |
| 1.31 | New Field Elementary | 63.10 | II | 63.10 | II |
| 1.32 | Joyce Kilmer Elementary | 63.10 | II | 63.10 | II |
| 1.33 | Hayt Elementary | 63.10 | II | 63.10 | II |
March 16, 2015

To Whom It May Concern:

I have had the pleasure of working with RJB Properties for over 15 years, the last 10 of which have been in my current position as Business Manager at Homewood-Flossmoor High School. They are a very professional organization. The company provides excellent service at a competitive and affordable price.

The employees are prompt in their attention to your needs, and the company has had very little employee turnover in the years I have worked with them. I highly recommend RJB Properties for your cleaning needs.

Sincerely,

[Redacted]

Kenneth M. Parchem, C.P.A.
Business Manager

KMP:Ir
October 7, 2016

Grayslake Community High School District #127
ATTN: Dr. Michael Zelek
400 North Lake Street
Grayslake, IL 60030

Dr. Michael Zelek:

I completely recommend RJB Properties, Inc. for all your cleaning, grounds and maintenance needs. I have been using their services for several years now, and I have never been disappointed in either the quality of the work or the amount I’ve paid.

Angela M. Shumpert and her team are dedicated and professional. They conduct their operations professionally, and they always have the proper resources and materials to complete the job. And, most importantly for a cleaning and maintenance company, our facilities feel sanitized and clean when they complete their work.

RJB Properties, Inc. is easily the best cleaning company around. If you'd like a clean facility, they should be your first choice every time.

Sincerely,

Keith Grinnell
Supervisor of Operations and Maintenance
1.0 **Purpose:** To support the company’s Owners/Agents/ Clients in their efforts to reduce exposure of building occupants to potentially hazardous materials, particle contaminants, products and/or services that negatively impact the health of the building’s occupants, the indoor air quality and a healthy and safe environment.

2.0 **Policy Description:** This Green Cleaning Policy requires the use of environmental best practices for the interior and exterior facility cleaning with particular interest in the following areas:

- 2.1 Housekeeping safe work practices
- 2.2 The use of green products and materials
- 2.3 The use of environmentally “friendly” cleaning equipment
- 2.4 Solid waste management program support and participation

3.0 **Cleaning Program:** The cleaning aspect of the program is dominated by six (6) areas; staffing, training, chemical handling, floor care accountability, carpet care accountability, and hand hygiene.

In terms of staffing, the most critical aspect of implementing and managing any green cleaning program is to ensure that staffing levels are sufficient to meet the scopes of services required to participate and/or lead a green cleaning effort. There are several factors that go into determining staffing levels; i.e. cleanable square footage, surface types, absence or presence of an articulated solid waste and energy conservation program, and desire by the Owner/Agent/Client. To ensure appropriate staffing levels are determined and met, International Sanitary and Supply Association (ISSA) work-loading standards are used.

Training and orientation is critical to sustaining any program, especially a green cleaning program. Training for supervisors and frontline associates will be provided prior to starting at any site and will include green cleaning practices and safety procedures.

In terms of chemical handling, use of personal protective equipment is required. In addition, the company uses controlled dilution apparatuses to minimize over use of product and to minimize potential spills and escaping vapor emissions.

Accountability of floor care whether it is carpet, or resilient/non-resilient floor types will be tracked and monitored through a logging system designed to meet the requirements associated with maintaining and restoring those floors.
Finally, hand hygiene is critical to this entire process due to the fact that hands are the primary mode of transmission or moving of the undesirable microorganisms. Hand washing after removal of disposable gloves, after using the restroom, and after handling trash is required.

4.0 **Assessment:** Assessment of the program’s efficacy and efficiency will be measured through the company’s quality assurance program. Goals will be set prior to beginning any services at a given facility, so that data can be collected and analyzed to determine gaps of service and actions to remedy the gaps.

5.0 **Purchasing Cleaning Products and Materials:** The purchasing of cleaning products and materials is done through the company’s supplier. Johnson Diversey products are used to ensure this program is compliant with the state and federal regulations associated with using environmentally “friendly/safe” cleaning chemicals. In addition to using Johnson Diversey products, RJB Properties monitors the supply industry to determine other green products that are comparable to Johnson Diversey, but may be less expensive so as to realize some savings in the operation.

6.0 **Purchasing/Using Cleaning Equipment:** The purchasing and use of appropriate cleaning equipment is handled similarly to that of the chemicals. The company primarily uses Tennant cleaning equipment within its operations, but in the event Tennant equipment is not available there are other options for meeting the “green” clean requirements. Tennant’s ECH₂O process is desired above all other systems.

7.0 **Indoor Pollutant Source Control:** Due to the fact that most pollutants enter a building by way of the soles of the shoes worn by the people entering the facility, it is important to implement an exterior and interior matting system. Once the pollutants are inside the facility all efforts are then turned towards minimizing particles and chemicals from becoming airborne. To do this we mechanically capture dust and dirt with HEPA filtered vacuums, we spray the needed chemicals directly on the rags rather than directly on the surface (with the exception of the disinfectant which needs a dwell time to be effective), and of course we use environmentally safe/friendly cleaning chemicals.

8.0 **Building Exterior and Hardscaping Management Plan:** When required, exterior building maintenance is approached in the same manner that maintenance for the interior of the building would be approached – using “green” processes and procedures. The company uses environmentally “friendly/safe” equipment and chemicals; whether it is snow removal or landscape maintenance.

9.0 **Solid Waste Management (Recycling):** Due to the fact that RJB is contracted to perform various services in a variety of settings, the company is generally not responsible for the management of waste removal and recycling. However, the company is responsible for participating within the Owner/Agent/Client’s established program. Ensuring proper identification, segregation and disposal of waste items is critical helping meet the goals of the Owner/Agent/Client’s program.
GCI Silver Certification

Green Clean Institute awards RJB Properties, Inc. a GCI Silver Certified firm based upon the diligent completion of the educational requirements of the frontline workers and management. As such, RJB Properties, Inc. shall have the ability to deliver Environmental Health Services that convey value to all facilities being served. This Silver EHS service, RJB Properties, Inc., may now provide the resources to meet EHS facility certification.

This certificate is awarded to:

RJB Properties, Inc.

Issued: 10/24/2016 Expires: 10/25/2017
Certification # 73278523

David Thompson, President
2017 CERTIFICATE OF MEMBERSHIP

RJB Properties, Inc.

is hereby recognized as a member in good standing with
ISSA, the worldwide cleaning industry association.

Member Number: 338919

John Barrett, Executive Director
ISSA
CERTIFIED FIRM

2017

be it known that:

RJB PROPERTIES, INC

Is registered with IICRC, and has pledged to implement an advanced training program and a course of study leading to the certification of all On-Location Operators actively engaged in providing services to the consumer in cleaning and restoration and has pledged its support in establishing and maintaining a professional attitude in the conduct of its daily business at all times and providing the consumer with the highest degree of professionalism possible.

Peter P. Duncanson
Chair of the Board of Directors

Company Number 213478
Valid Through 12-31-2017