



REGION ONE EDUCATION SERVICE CENTER
Purchasing Department
1900 West Schunior Street • Edinburg, Texas 78541-2233
Office: (956) 984-6178 • Fax: (956) 984-7654
Website: <http://www.esc1.net>

ADDENDUM #1

Date: April 28, 2014

Proposal Category: **Janitorial Services for Region One Education Service Center Facilities**

Proposal Number: 14-04-19

The Region One Education Service Center is accepting proposals for:

Janitorial Services for Region One Education Service Center Facilities

Region One ESC amending information to the Janitorial Services for Region One Education Service Center Facilities proposal through this addendum.

- Current Janitorial Services contract

Sealed proposals will be accepted until 3:00 p.m. on Wednesday, May 14, 2014, at which time they will be opened. Proposals will be opened in the Business Office of Region One ESC, 1900 West Schunior Street, Edinburg, Texas. Bidders are invited to be present at the opening of the proposals at the above date and time. Only proposals received by the date and time specified will be considered. Proposals received after the deadline are considered late and will be returned unopened. Region One ESC is not responsible for proposals misplaced or mailed incorrectly. **Faxed or E-mailed proposals will not be accepted.**

Please reply using the enclosed forms. Any questions on this proposal should be submitted in writing to Marc David Garcia, Purchasing Specialist via fax (956) 984-7637 or mailed to his attention at 1900 West Schunior Street, Edinburg, Texas 78541-2233 or e-mailed at mdgarcia@esc1.net.

The awarding of the proposal will take place at a public Region One ESC board meeting. The Board of Region One ESC reserves the right to accept, reject any and/or all proposals, waive minor technicalities, to award contracts for individual items as they may appear advantageous to the Region One ESC or to award the proposal to the most responsible offeror which best serves the interest of the Region One ESC.

Sincerely,

Dr. Cornelio Gonzalez
Executive Director

Frances Guzman
Deputy Director for Business Operations and Finance Support

ADDENDUM #1 is acknowledged by:

Signature: _____

Printed Name: _____

Company Name: _____



JANITORIAL SERVICE CONTRACT

WITNESS THIS AGREEMENT (hereinafter called Contract) made this 26th day of August, 2013, by and between **McLEMORE BUILDING MAINTENANCE, INC.**, a Texas Corporation ("MBM") and **EDUCATION SERVICE CENTER ONE** (the "Customer").

In consideration of the mutual promises hereinafter set forth and for good and valuable consideration, the receipt and sufficiency of which are hereby acknowledged, the MBM and the Customer agree as follows:

1. PURPOSE

MBM will provide janitorial and other related services to the Customer for **1900 West Schumior Street, Edinburg, TX 78541-2233, McAllen, Brownsville and Laredo locations** (e.g. entire ___ story building) hereinafter referred to as the "building".

2. TERM

The term of this Contract shall commence on September 1, 2013, and shall continue for a period of six (6) months. This Contract shall automatically renew for a period of one (1) year at the conclusion of each term unless canceled by the parties in accordance with the provisions set forth in paragraph number 3 below.

3. CANCELLATION

Either party shall have the right to terminate this Contract at any time and for any reason after an initial ninety (90) day period, by giving thirty (30) days written notice, by certified mail, return receipt requested, to the other party. Such thirty (30) days will commence upon the other party's receipt of said notice.

4. PRICE

Customer agrees to pay \$13,472.16 per month for the five (5) day per week services outlined in the proposal. State sales tax of 8.25% will be added to all pricing unless MBM is provided with a Sales Tax Exemption Form. Weekend coverage is billable under this contract.

5. SUPPLIES & EQUIPMENT

- A. Cleaning Supplies: MBM will provide cleaning chemicals to perform the services.
- B. Consumable: Consumable supplies to be provided by Customer under this agreement. Dispensers for supplies are to be provided by the customer.
- C. Equipment: MBM will provide all equipment necessary to perform the services.

6. TRASH REMOVAL

MBM will place trash in Customer's dumpster or any other location on the premises designated by Customer. In the event Customer desires MBM to remove all trash from the building site, same shall be at an additional cost to be agreed upon in writing by the parties.

7. INITIAL CLEAN-UP – Not Applicable

Many times when MBM starts up a new job, the building is not up to the standards of MBM or Customer. An initial or construction clean-up of carpets, walls, floors, restrooms, light fixtures, etc. may be in the best interest of the Customer. This work cannot be done without an additional charge to cover the expense of extra labor and supplies and if Customer chooses not to implement this program, MBM will need at least ninety (90) days to make Customer's building come up to standard. Cost for an initial cleaning will be determined prior to start date after inspecting Customer's facilities.

8. VACANT SPACE CLEANING

MBM will clean any or all vacant space upon request, on a fixed schedule, or after tenant moveouts, at an additional fee. Price for this service will be at cost plus 10% or on a per square foot basis, as agreed in writing by the parties.

9. STORAGE

Customer agrees to furnish a locked storage area where equipment and supplies of MBM can be secured. Customer is responsible for the loss or use of MBM equipment and/or supplies during the hours when they are not in use by employees of MBM.

10. ADJUSTMENTS

Customer agrees to notify MBM of changes in the square footage to be cleaned prior to the initial start date. Monthly square footage billings will be based on the total building common or public areas cleaned, added to the total occupied, usable or cleanable areas. A rent roll or architect's drawing showing the square footage information will be required and must be maintained current for billing purposes throughout the term of this contract.

In the event there is a change in the square footage to be cleaned, the total price will be adjusted upward or downward at the same rate per square foot. In no event shall the total square footage be less than 135,986 sq. ft. Customer is required to report all additions and deletions of square footage on or before actual day of change.

Customer agrees to notify MBM in advance and in writing in the event MBM's cleaning responsibilities, specifications or frequencies are to be decreased or increased from those previously established. Unless MBM receives advance written notice, no credit for unoccupied space can be given on a retroactive basis as work has already been budgeted and performed.

11. PAYMENT OF SERVICES

Payment shall be due on the last day of each month in which services are performed. A late charge of 1-1/2% per month shall be paid by Customer to MBM on any past due payment not received within fifteen (15) days after the last day of the month in which services are performed. MBM may terminate this Agreement immediately due to non-payment within these terms.

If Customer's account is referred to an agency or attorney for collection, reasonable attorney's fees and costs of collection shall be recoverable by MBM.

12. TAXES AND RELATED EXPENSES

The above price is based on present wages, fringe benefits, taxes and other costs. If any costs increase above those in effect on the date of the Contract, Customer agrees to a proportionate increase in the price. If Customer refuses an increase, MBM reserves the right to cancel this Contract under the provisions set forth in paragraph number 3 above.

13. INDEMNIFICATION

MBM SHALL INDEMNIFY AND HOLD HARMLESS CUSTOMER FROM CLAIMS FOR INJURY, DEATH AND PROPERTY DAMAGE DUE TO NEGLIGENT ACTS AND OMISSIONS OF MBM, ITS AGENTS AND EMPLOYEES WHICH ARISE OUT OF WORK PERFORMED UNDER THIS CONTRACT. MBM SHALL NOT BE LIABLE FOR DELAY, LOSS OR DAMAGE CAUSED BY WARFARE, RIOTS, STRIKES, BOYCOTTS, CRIMINAL ACTS, ACTS OR OMISSIONS OF OTHERS, FIRE, WATER DAMAGE, NATURAL CALAMITY, OR OTHER CAUSES BEYOND MBM'S REASONABLE CONTROL. IF MBM IS REQUIRED TO CLEAN OR WAX FLOORS WHEN BEING USED BY EMPLOYEES, CUSTOMERS, TENANTS OR BUSINESS VISITORS OF CUSTOMER, CUSTOMER SHALL, NOTWITHSTANDING MBM'S NEGLIGENCE AND TO THE FULL EXTENT PERMITTED BY LAW, INDEMNIFY AND HOLD HARMLESS MBM FROM CLAIMS FOR INJURY AND DEATH RESULTING THEREFROM. MBM SHALL USE "WET FLOOR" SIGNS WHEN MOPPING, WAXING OR STRIPPING FLOORS. MBM SHALL NOT BE LIABLE FOR DISPOSAL OF DOCUMENTS OR VALUABLE ITEMS LEFT ON FLOORS NEXT TO, IN OR ON TRASH CANS. CUSTOMER SHALL INDEMNIFY AND HOLD HARMLESS MBM FROM CLAIMS, INCLUDING WORKMAN'S COMPENSATION CLAIMS RESULTING FROM THE CONDITION OF CUSTOMER'S PREMISES OR EQUIPMENT.

14. MBM'S CONFORMANCE WITH LEGAL OBLIGATIONS

In performing the services required of it under this Contract, MBM shall comply with all applicable federal, state, county and city statutes, ordinances and regulations. MBM agrees to indemnify and hold harmless Customer from loss and liability (including reasonable attorney's fees) caused by MBM's failure to do so.

15. CUSTOMER'S CONFORMANCE WITH LEGAL OBLIGATIONS

Customer agrees to keep its facilities in a safe condition and in conformance with federal, state and local law ordinances and regulations and agrees to indemnify and hold harmless MBM from loss and liability (including reasonable attorney's fees) caused by Customer's failure to do so.

16. INSURANCE

MBM is fully bonded and insured. The general (insurance) limits of MBM are:

- * \$1,000,000 - Workmen's Compensation (statutory)
- * \$1,000,000 - Property Damage (accidents)
- * \$1,000,000 - Public Liability
- * \$5,000,000 - Umbrella on each of above coverages

MBM is further insured by a Third Party Bond (theft, dishonesty, fraud) to protect its customers against loss that results from its employees to the customer. A certificate is available upon request.

17. DISCLOSURE OF OWNERSHIP AND MANAGEMENT COMPANY

The name, address and telephone number of the Owner of the building is set forth below:

Dr. Cornelio Gonzalez, Region One ESC, 1900
West Schunior, Edinburg, TX 78541

The name, address and telephone number of the Management Company of the building is set forth below:

McLemore Building Maintenance, Inc.,
110 Fargo, Houston, TX 77006

Should the ownership of the building change or the management company change, Customer agrees to provide, within ten (10) days, written notice of the name, address and telephone number of the new owner and/or management company.

18. ASSIGNMENT

This Contract is not assignable without the written consent of the parties.

19. AGREEMENT NOT TO HIRE EMPLOYEES OF MBM

Customer hereby expressly covenants and agrees that at no time during the term of this Contract, or for a period of six (6) months immediately following the termination thereof, (whether such termination is voluntary or involuntary) will he for himself, or in behalf of any other person, partnership, joint venture, company or corporation hire, employ or otherwise utilize the services of any employees of MBM to perform any of the services covered under this Contract. Customer and MBM hereby agree that if Customer breaches this agreement, Customer will pay MBM damages equal to three times the amount billed Customer for the last full month of service hereunder.

20. ENTIRE AGREEMENT

This Contract contains the entire agreement between the parties. All prior negotiations between the parties are merged in this Contract, and there are no understandings or agreements other than those incorporated herein. This Contract may not be modified except by written instrument signed by both parties. In the event of conflict between any of the foregoing provisions of this Contract and the attached specifications, the former shall be controlling.

21. NOTICES

Notices, requests, demands and other communications hereunder shall be in writing and delivered or mailed with postage prepaid at the address herein listed.

22. BINDING

This Contract shall inure to and bind the successors and representatives of the parties.

23. VENUE

MBM and Customer agree that, except to the extent that the laws of the United States may apply to the terms of this Agreement, the substantive laws of the State of Texas shall govern the validity, construction, enforcement and interpretation of this Agreement. In the event of a dispute involving this Agreement, MBM and Customer irrevocably agree that venue for such dispute shall lie in any court of competent jurisdiction in Harris County, Texas.

The contents of this proposal are considered confidential and privileged. MBM submits this information in confidence with the understanding that it will not, without approval from MBM, be used for any purpose other than review and/or evaluation. In the event a contract is awarded on the basis of this proposal, **EDUCATION SERVICE CENTER ONE** shall have permission to use this information.

TO CUSTOMER AT:

Education Service Center One
1900 West Schunior Street
Edinburg, TX 78541-2233

By: Dr. C. Gonzalez Date: August 30, 2013

Title: Executive Director

Print Name: Dr. Cornelio Gonzalez Title: Executive Director

TO MBM AT:

McLemore Building Maintenance, Inc.
110 Fargo
Houston, TX 77006
713-528-7775
1-800-524-0290

By: Luigi McLemore Date: 9/3/2013

PACE CO-OP

AUGUST 15, 2013

JANITORIAL MAINTENANCE PROPOSAL FOR REGION ONE EDUCATION CENTER

1900 West Schunior Street

Edinburg, Texas 78541-2233

Partnering in Healthy High Performance Cleaning



Presented by:
Dave Prewitt
Business Development
Phone: 832.201.6027
E-mail: dprewitt@mbminc.com

McLemore
Building Maintenance



August 15, 2013

Mark Wallace
Director of Facilities
Region One Education Service Center
1900 West Schunior Street
Edinburg, TX 78541-2233

Dear Mr. Wallace:

Thank you for letting McLemore supplement its initial proposal to fit the PACE Cooperative guidelines while addressing the needs of Education Service Center 1.

- 1) McLemore Building Maintenance meets all of the criteria established for qualification as an ESC 1 Janitorial service vendor and has a track record of serving ESC 1 in the past as a reliable and ethical contractor. Some of our current employee's still clean your buildings.
- 2) By continuing with McLemore as your service provider, there will be consistency rather than the potential for a difficult transition.
- 3) ESC 1's passion for obtaining results in the arena of creating a clean and safe, continuously improving learning environment is shared with our company. With McLemore, you can get the results you need while spending far less time to get them. Studies have shown a cleaner environment leads to increases in productivity, morale and attendance.

All three points will directly benefit your organization in the quest to reach the aforementioned goal. Your team will discover that McLemore Building Maintenance has the results that prove our capabilities.

We are in close alignment with your institution's mission by providing you with facility support services as your team concentrates on **"assisting school districts in improving student performance in each region of the system; enabling school districts to operate more efficiently and economically; and implementing initiatives assigned by the legislature of commissioner"**. Once again, thank you for the opportunity to present this proposal. If at any time I can be of further assistance, answer any questions or provide additional explanation of our programs, please do not hesitate to contact me directly at 832.201.6027 or via e-mail at dprewitt@mbminc.com.

Sincerely,

Dave Prewitt
Business Development Manager

EXPERIENCE AND STABILITY

Company Profile

McLemore Building Maintenance was founded in 1970 and is celebrating its 43rd year in business beginning in 2013 thanks to the dedication of our team who earn our clients' business each and every day. As a family-owned and operated organization, our team has grown to include over 1,000 employees who provide Janitorial and facility support services to clients throughout Texas, Louisiana, Arkansas and Colorado at over 850 locations.

We have a very strong management team with an average of over 10+ years' tenure. As a debt free, privately-held company, McLemore has developed its business through long-term customer relationships combined with steady growth.

McLemore Mission Statement and Guiding Principles

Mission Statement

"Our mission is to provide a clean, safe and continuously improving environment for ourselves and others".

Guiding Principles

Flexibility: Ensure processes, procedures and staffing solutions are structured to meet individual client environments. We tailor facility operations to center around your sustainability, financial and operational objectives through our multi-faceted environmental, quality, safety, and human resources programs.

Service Excellence: The McLemore team is educated to consider itself an extension of your organization. Our staff strives to make certain daily operations are performed with integrity and surpass compliance expectations. We work to provide the highest level of care to preserve asset life and value while delivering quality customer service for all occupants and visitors at the facility. McLemore has a hands-on approach that allows clients direct access to our executive leadership team and our personal commitment to the success of your program.

Quality Obligation: Continually enhance services by providing the most efficient and pioneering processes, technology and products to clients as well as extending that initiative throughout every aspect of our business model.

Personal Challenge: Perform assignments with self-confidence, striving for excellence, promoting teamwork through mutual respect and demonstrating dedication to the McLemore Mission Statement. Pursue personal development through internal and external continuing education opportunities.

Services - What Can We Do For You?

- **Health High Performance Cleaning**

- Dusting/ Vacuuming/Trash Removal
- Restroom Sanitizing
- Carpet Care/Floor Maintenance
- Cleanroom Protocol

- **General Maintenance**

- Re-lamping
- Filter-changing
- Interior/Exterior Painting
- Floor/Carpet Repairs

- **Exterior Management**

- Waste Patrol
- Window Cleaning
- Pressure Washing
- Landscaping/Grounds Maintenance
- Parking Lot Striping/Maintenance

- **Environmental Services**

- Green Cleaning Processes, Chemicals and Consumable Programs
- Recycling Programs

- **On-Demand Services**

- Emergency Response
- Disaster Recovery
- Slip-Meter Testing
- Move-Add-Change Support

- **Vendor and Inventory Management**

- Pest Control
- Exterior Window Washing
- Paper and Soap Supplies
- Office Supplies and Equipment

AUGUST 15, 2013

Industry Professional Designations

McLemore is dedicated to environmental sustainability. We provide solutions through the use of environmentally friendly chemicals, green equipment and paper products focusing on resource conservation and Healthy High Performance Cleaning and aligning with LEED requirements.

McLemore's green cleaning program includes elements such as:

- Chemical usage conservation and environmental impact reduction
- Proper chemical concentration for maximum effectiveness
- Faster drying times which enhance safety
- Color-coded microfiber flat mop head preventing cross-contamination

Certification

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- Chemical usage conservation and environmental impact reduction
- Proper chemical concentration for maximum effectiveness
- Faster drying times which enhance safety
- Color-coded microfiber flat mop head preventing cross-contamination

Certification

McLemore is dedicated to improving sustainability and helping clients decrease their environmental footprint. We utilize the HHPC (Healthy High Performance Cleaning) methodology in our cleaning operations. The GREENGUARD Environmental Institute (GEI) evaluated the HHPC program using their stringent Children & Schools Certification criteria to measure the effect of cleaning on Indoor Air Quality. This program has been certified for indoor air quality.

McLemore's Business Development Supervisor, Dave Prewitt is an accredited LEED Green Associate. Our President and Quality Manager have both earned their CBSE (Certified Building Service Executive) designations through the Building Service Contractors Association International organization.





We have also earned the HHPC Day Certified Contractor designation which designates our company as a day cleaning expert. Additionally, McLemore is pursuing its CIMS-Green through ISSA and its GS-42 certification through Green Seal to cement its commitment to green cleaning programs.



McLemore can provide GreenGuard certification for buildings cleaned based on the HHPC system utilizing Green Seal Certified products. McLemore's chemical supplier/ partner, Diversey is the only company providing certification on indoor air quality to date

Executive Summary

McLemore Building Maintenance offers a recognized combination of knowledge, experience and innovation through our operational, customer service and quality processes while bringing clients sustained value to their Janitorial programs.

With so many options, why should ESC 1 select McLemore to provide services at all of its buildings?

Experience

In addition to our company's 43 years in business, our Operations Team Management responsible for the ESC 1 project has over sixty years of industry experience. Additional points of interest regarding our industry experience include our:

- Services at several educational institutions within Texas with proven success in providing financial institutions with robust programs that fit specific, building settings, supply the best value, customer service and continuously improving operations.
- Second generation of senior leadership on the Executive Board of the Building Service Contractor's Association International.
- Proven capability with other current clients outside of the educational sector which includes daily service over multiple millions of square feet.
- Over 15 year's experience in the Rio Grande Valley.

References

McLemore has provided similar scope-of-work references within our response and would be pleased to **facilitate tours of specific facilities** at ESC 1's request. We encourage you to contact our references.

Personnel

Family-owned and operated companies such as McLemore place the highest value on personnel resources through direct involvement with our team members. **Our turnover rate is 60% below industry average for companies with over 300 employees.** Additionally, we have implemented numerous incentive programs which drive customer satisfaction - our employees are the heart of our business. We recognize that if we are dedicated to motivating our team through programs including continuing education, monetary incentive plans and personal recognition, this drives loyalty and ensues in superior care of our customers and their facilities.

Responsiveness

McLemore's approach represents both flexibility and quality performance to ESC 1 as we will support your goals and scheduling challenges that arise in managing multiple buildings.

- We will provide the ESC 1 facilities the flexibility of our labor force through customer service availability and mobilization 24/7, 365 days per year as needed.

AUGUST 15, 2013

McLemore Building Maintenance offers continuous improvement - not just "Compliance".

- We care for your facility assets, enhance your public image, and provide operational performance optimization.
- We utilize a Quality Program to manage our operations more proficiently while providing our customers visibility to service performance on a real-time basis.

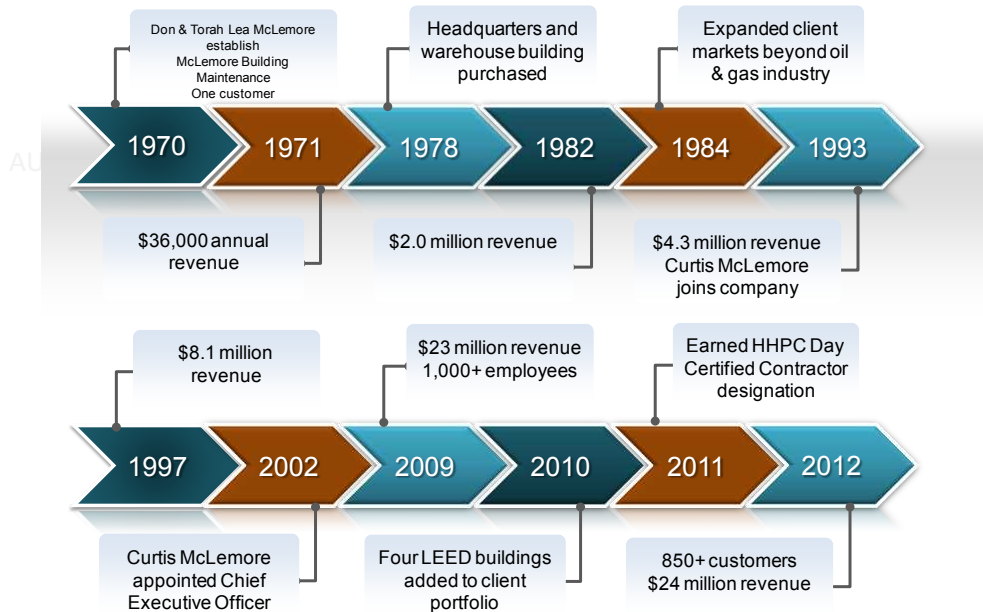
As our team becomes more familiar with your building, we will continually look for efficiencies and will bring ESC 1 additional cost savings.

Summary

McLemore Building Maintenance is properly positioned to support the ESC 1's entire Custodial program. The size and scope of work at ESC 1 is well within our operational organization, management and corporate support capabilities. We can confidently bring a smooth and seamless transition to all facilities.

By choosing McLemore, you will find that we are committed to the continued success of your program as it is a reflection as well of our own reputation. We are excited about the opportunity to build a long-term and value-based partnering relationship with ESC 1 and look forward to meeting with your team to discuss our proposal in detail.

The History of McLemore Building Maintenance



In the beginning, it was signing a new account and making more money than I had ever made before that really got me excited. Now, I still enjoy getting new, bigger accounts but the real pleasure comes when I see McLemore Building Maintenance serve as a vehicle for other families to achieve their dreams. To see people grow, develop and mature into very productive people and know you helped is one of the greatest pleasures one can





- Don McLemore, CBSE and Founder

References and Experience

References were provided that pertain to this type of project/service. McLemore agrees to authorize clients to furnish any information required by ESC 1 to verify references provided and for determining the quality and timeliness of previous work performed.

AUGUST 15, 20

 HOUSTON INDEPENDENT SCHOOL DISTRICT	
Client Name:	Houston Independent School District
Client Address:	1417 Houston Ave, Houston, TX 7707
Contact Name:	Brian G. Busby
Contact Phone:	713-220-5018
Facility Size:	28 Campus and 9 Administrative Buildings
Years Serviced:	1 Year
Service Description:	Custodial, Carpet/Floor Care, Temporary Staffing

 United Launch Alliance	
Client Name:	United Launch Alliance
Client Address:	2800 Air Port Drive, Harlingen, TX, 78550
Contact Name:	Stephen Moes (Stephen.c.moes@ulalaunch
Contact Phone:	956.430.8065
Facility Size:	235,000 Square Feet
Years Serviced:	2005 - Present
Service Description:	Custodial/Floor Care

AUGUST 15, 2020

FBI	
Client Name:	Federal Bureau of Investigations
Client Address:	1200 N McCall Rd., McAllen, TX, 78501
Contact Name:	Felix Villarreal (fvillarreal@copperwood.com)
Contact Phone:	956.984.6300
Facility Size:	235,000 Square Feet
Years Serviced:	2005 - Present
Service Description:	Custodial/Floor Care

DEA	
Client Name:	Drug Enforcement Agency
Client Address:	1200 N Commerce Avenue
Contact Name:	Lydia Martinez
Contact Phone:	956.227.4782
Facility Size:	235,000 Square Feet
Years Serviced:	2005 - Present
Service Description:	Custodial/Floor Care

MANAGEMENT QUALITY

McLemore Leadership Management Team



Curtis McLemore, RBSM, Chief Executive Officer

Curtis has 19 years of experience in the custodial services industry. He joined McLemore full-time in 1993; he grew up with the company and worked part-time throughout his high school and School District years. He managed the Special Services Division for three years, was Regional Manager for overall Operations outside Houston for two years, and earned his promotion to Vice President of Sales and Marketing in 1998.

After Mr. Don McLemore's retirement, Curtis assumed the CEO title and is now responsible for the vision and direction of the company. Curtis attended the School District of Houston. He has also earned the RBSM (Registered Building Service Manager) certification from BSCAI (Building Service Contractors Association International) and serves on the BSCAI Board of Directors.



Richard Rodriguez, Director of Operations

Richard has over 13 years' experience in the custodial services industry. He is responsible for operations management of McLemore's \$27+ million client portfolio. He has demonstrated ability to build and implement Star City School District service delivery. Richard has strong analytical and tactical planning skills and is customer-centric and retention-driven. Through Richard's efforts, the South Oklahoma market's revenue has more than tripled and customer retention levels topped 97%. His philosophy of 'consistent customer care' is the basis of his leadership strategy.

Richard attends all quarterly business reviews to ensure ongoing satisfaction of clients with our service and staff. Richard is a member of BSCAI, has attended continuing education classes including Leadership Development, OSHA Compliance Standards including Hazardous Materials training, etc., and is a HHPC Certified Expert.



Kelly Ngo, Assistant Director of Operations

Kelly has been with the McLemore Team for over two years, serving in support of Business Development and Operations management. She oversees the company's quality control through the Clean Telligent system. A graduate of the School District of Houston with a BBA in Marketing, and formerly with Quality Control roles with Hewlett Packard and Foxconn, Kelly has brought a great deal of expertise from these industries. Her contribution extends beyond a support role for the Director of Operations, as she is also responsible for McLemore's automated procurement system. By leveraging our software management and keeping accessible to both customers and field management, Kelly is able to emphasize systematic use of communication for effectiveness and efficient support of our clients.



Joseph Pennington, Director of Human Resources and Safety

Joseph served as the Company Safety Manager for three years and now is responsible for Human Resources as well. He has fifteen years of outside experience having worked for both KBR and Fluor that included international service. He holds a BA in English from the School District of Houston. Joseph is responsible for directing the development and fair application of policies to ensure a positive work environment throughout the company.



Yvonne Rodriguez, Human Resources Manager

Yvonne brings over 12 years of progressive Human Resources experience across various industries to the McLemore team. She is responsible for the daily operations within the Human Resources Department and directs the development, implementation and coordination of policies, programs, and practices relating to recruitment, employee relations and benefits, training and organizational development. Yvonne administers and coordinates the activities of the organization in accordance with organizational policies, goals, and objectives.

Yvonne earned her B.S. in Psychology and her M.A. in Behavioral Sciences from The School District of Houston, Clear Lake. She is currently working toward certification as a Professional in Human Resources (PHR) through the Human Resource Certification Institute.



Tom Rasor, Controller

Tom joined the McLemore team in 2008 and is responsible for McLemore's financial health in addition to all administrative departments, insurance responsibilities, and financial relationships. Tom graduated Cum Laude from Texas A&M Kingsville with a BBA in Finance. His career has crossed numerous industries. Prior to joining our team, Tom spent 15 years in the service industry with tenures as Controller for ABM Security, a division of ABM Industries, Inc. and Controller for Initial Security LLC, US security division of Rentokil Initial plc. During his tenure as Controller for a multinational tool manufacturer, the company received the Presidential "E Award" for excellence in exporting, taking a domestic company into 32 nations establishing sales subsidiaries and international partners.



Dave Prewitt, LEED Associate, Business Development Manager

Dave came to McLemore in 2006 as Houston's Operations Branch Manager. The role later expanded into a regional role as McLemore continued to grow. Based on Dave's previous Custodial operations experience he was a natural fit when the role of Business Development Manager became available.

Dave is now responsible for all of McLemore's Business development throughout our geographic area of coverage. Dave has earned his LEED Green Associate Accreditation and is completing his work experience requirement for his LEED AP O +M in the month of December. He is also an active member of IFMA (International Facility Managers Association) and is a HHPC Certified Expert.



Nina Weimmer, Customer Service Manager

Nina started with McLemore in 1985 as Office Manager. With the company's rapid growth, she has moved to the position of Customer Service Manager and performs duties for all branches and the corporate office. Nina is also responsible for following up with customers on requests, concerns, etc. a computerized work ticket system designed specifically to accurately record and track any and all customer issues.

STAFFING PLANS AND POLICIES

AL The McLemore Building Maintenance leadership team is comprised of dedicated, industry veterans. Our team is committed to ensuring the very best technology, corporate and field support available to make certain we earn your business each day. After comprehensively evaluating the requirements of ESC 1 our operational plan consists of staffing, training, quality, implementation and sustaining operations that will provide you with outstanding overall value and service performance.

The staffing plan ensures that there will be a Branch Manager to oversee the specifics of the building requirements. Area Managers are free as a non-working manager, so that they can spend time on training and development of staff, as well as inspections of the facilities.

The Maintenance Technician is going to be solely assigned to your building. They will be responsible for preventative maintenance work orders and the periodic work requirements of the building. Evening General Cleaners will work in zones in larger buildings to maximize production rates. While they will be cross-trained for a variety of buildings, they will have specific areas of assignment. In addition to the efficiency gains, team members will have a higher level of accountability for the work they perform. Under this system, it even becomes possible to have friendly competitions based on metrics such as inspection scores and frequency of compliments versus complaints to drive and reward positive results.

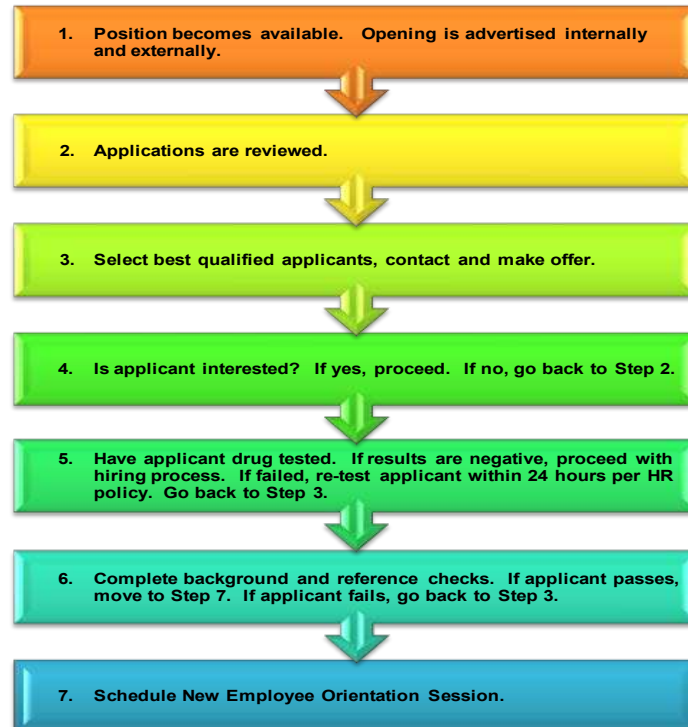
Human Resources Practices

McLemore Building Maintenance adheres to stringent hiring practices, conducting pre-employment background checks and drug testing. In addition to the screening process, McLemore provides new employee orientation and training that includes topics such as ethical conduct, customer service, position responsibilities, safety training and security policies.

McLemore provides equal employment opportunity regardless of age, sex, color, race, creed, national origin, religious persuasion, marital status, political belief, or disability that does not prohibit performance of essential job functions. All topics relating to employment are based upon job performance ability, as well as reliability and consistency after the employee is appointed to their assigned position.

Our team recruits both internally, promoting from within McLemore, as well as externally, through use of State Workforce Commission databases, hiring fairs, and incumbent account personnel retention opportunities.

McLemore Building Maintenance Seven-Step Hiring Process



McLemore Applicant Pre-Employment Screening Policy

State-wide criminal records research and applicant ID, web-based secure search will be provided at no cost to The ESC 1.

Texas state-wide criminal records research includes:

1. All counties
2. Felony and misdemeanor convictions
3. Felony deferred adjudication



McLemore uses web-based E-verify system; approved by the Department of Homeland Security.

4. Social Security Number verification
5. Year of Issue, State of Issue and Highlighted for any reported or suspected fraudulent use
6. Listing of prior residential addresses
7. Listing of prior employers



Drug Screening Procedures

McLemore utilizes the PharmView® One Step Drug Screen Test Card. A rapid, one step screening test for the simultaneous, qualitative detection of multiple drugs and drug metabolites in human urine. This test utilizes monoclonal antibodies to selectively detect elevated levels of specific drugs in the urine. The one step drug screen test card is an immunoassay based on the principle of competitive binding. Drugs which may be present in the urine specimen compete against their respective drug conjugate for binding sites on their specific antibody.

■ The One Step Drug Screen Test Card yields a positive result when the **COCAINE (COC)** metabolite in urine exceeds 300 mg/ml. Cocaine can generally be detected for 24 – 48 hours after exposure.

■ The One Step Drug Screen Test Card yields a positive result when the **MARIJUANA (THC)** metabolite in urine exceeds 50 mg/ml. Marijuana can generally be found within hours of exposure and remain detectable for 3 – 10 days after exposure

This is the suggested screening cut-off for positive specimens set by the Substance Abuse and Mental Services Administration (SAMHSA, USA).

Below is a visual of the actual test.



Training Topics

Initial and recurring training includes topics such as:

- Key Logs and Building Entry Systems
- Chemical/Equipment Usage and Safety
- Cleaning over 72 Inches
- Customer Service
- Employee Benefits
- Equipment Inspections
- Evacuation
- Hazard Communication
- Telecommunication Policies
- Pay Schedule
- Safety Rules and Regulations
- Security Procedures
- Sign In/Sign Out Procedures
- Specific Cleaning Techniques
- Wet Floor Sign Usage

AUGUST 15, 2013

Training Cards

McLemore implements training cards at each site to ensure that we emphasize client-specific requirements. Below is an example.



RESTROOM CARE PROCEDURES					
PROCESS					
	1. WASH HANDS		2. PUT ON PERSONAL PROTECTIVE EQUIPMENT (PPE).		3. ASSEMBLE ALL EQUIPMENT NEEDED FOR EACH STEP.
	4. MIX/DISPENSE CLEANING SOLUTIONS.		5. KNOCK, ANNOUNCE YOURSELF, AND PROP OPEN THE DOOR.		6. PLACE A WET FLOOR SIGN SO VISITORS WILL KNOW THAT THE RESTROOM IS BEING CLEANED.

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1. Site-specific cards are also assembled after start-up.
2. Cards enable specialized building-by-building area reminders for our crews so that the hot spots or special items in a building are addressed.
3. Crews carry these cards on a ring; each building/area has its own card.



Five 16 Concentrate




**SUPPLIES
NEEDED:**



**1:16
Disinfect**



**1:64
Virucide**



**1:128
Non-food
contact
sanitizer**



**1:256
Cleaner**

Personal
Protective
Equipment:




Always wear
personal protective
equipment.

DILUTION INSTRUCTIONS

Use to clean and disinfect:

- High-touch surfaces
- Bloodborne Pathogen spills




Use as a virucide:

- Virucide
- Bloodborne Pathogen spills



Use to clean and sanitize:

- Non-food contact surfaces
- Floors
- Walls



Use to clean:

- Floors
- Walls



Questions? Call us today! **800.558.2332**

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Field Employee Training Log Example

EMPLOYEE: _____ ACCOUNT: _____	TRAINER: _____ JOB ASSIGNMENT: _____
-----------------------------------	---

TOPIC	DATE TRAINED
About the Company: Who we are, what we do, our principles, our mission and vision statements.	
Policies and Procedures: Review key policies and procedures such as absences, reporting problems, conduct, uniforms, drug and alcohol, theft, breakage, trash.	
Job Description: Attach Signed Copy of Modified Job Description for Green Cleaning Facilities indicating all components have been reviewed and understood. Test for understanding	
Winteam Time Keeping System: How to use and why it is so important. Caller ID verification. (Proper use = Proper pay)	
Cleaning Chemicals: What they are, their use and safety procedures.	
Cleaning Equipment and Supplies: What tools and supplies will the employee use, what they are used for, how to use, and proper care of equipment.	
Cleaning Procedures: How to clean a restroom, an office, and/or an exam room, how to use a back pack vacuum, how to wet mop, etc. all with particular attention to detail using Diversy picture guides.	
Safety: Review MSDS sheets for all chemicals and location of the MSDS book, TIPS line, McLemore Safety Orientation and site specific safety requirements.	

I acknowledge that I received training on the above training topics on the dates listed.
 (Debido a mis limitaciones para entender el idioma Inglés firmo la presente como señal de que he recibido el entrenamiento en Español en los topicos mencionados arriba, que me fueron traducidos, los entiendo y que to maré las medidas necesarias para poner en práctica lo aprendido.)

Employee Signature

The employee above has demonstrated the capability to properly perform the required tasks for the above listed job assignment.

Training Signature

TECHNICAL STRENGTH

Green Cleaning Products and Equipment

McLemore utilizes cutting-edge processes and equipment to increase efficiencies while improving quality and sustainability of the facility environment through the use of Green Seal™ certified chemicals and equipment. Additional benefits of a 'green cleaning products and equipment program' include:

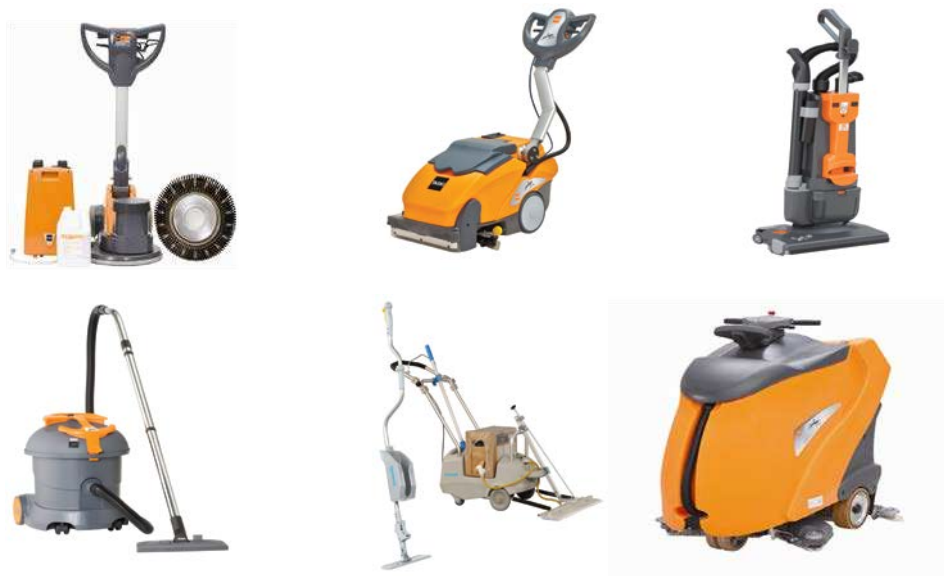
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- Improved contaminant removal efficiencies
- Waste and pollution reduction/noise reduction
- Indoor air quality improvement
- Prolonged value for your facility budget
- Assists LEED candidates with earning credits toward certification requirements of the USGBC's LEED-EB and Green Seal's GS-42.

Sustainable Cleaning Equipment

McLemore primarily uses TASKI and Windsor equipment for its floor care programs. These pieces of equipment are environmentally responsible and deliver maximum performance. McLemore is committed to helping Dow create a healthy, safe and clean facility while being mindful of reducing impact on the environment. Details about each piece of equipment are available upon request.

TASKI machines clean effectively while reducing water, chemical and energy consumption. Incredibly durable, they've undergone some of the industry's most rigorous testing in the harshest of conditions.



Examples of Windsor equipment include the ergonomic design of the iChariot that reduces injuries caused by skeletal and muscular strain, and the DUO line of extractors that protect indoor air quality, natural resources and the environment.



McLemore utilizes a Pace flat mop with color-coded microfiber cloths designed to reduce:

- Cross-contamination between service areas
- Water consumption
- Excess chemicals emptied into drain systems

We also implement color-coded microfiber cloths for cleaning in areas such as restroom, kitchen and office areas which also reduces cross-contamination.



Why does McLemore use Microfiber Cloths to Clean?

Absorbency - The density of the split fibers in the material make Microfiber very absorbent allowing it to hold up to seven times its weight in water. This allows the lightweight cloth or mop to hold enough liquid to clean effectively without spillage.

Positive Charge - The static that one feels when touching Microfiber is actually what makes Microfiber do what it does. The fibers have a positive charge and dust has a negative charge. Dirt and dust particles are attracted to the microfiber and held not spread around the surface as with traditional mopping equipment.



Durability - There is no other technology that provides the laundering of cloths and mops up to 500 times.

No Lint - Microfiber mops and cloths are 100% lint free. They do not leave residue, smudges or scratches.

Pandemic Response and Prevention Management

An integral part of our operational procedures is centered on pandemic prevention management.

McLemore Building Maintenance can help The ESC 1 restrict the spread of a flu virus by implementing infection-control measures. Preventing pandemic influenza requires the same techniques as preventing seasonal influenza, according to the U.S. Department of Health and Human Services. Preventing infection includes disinfecting frequently touched surfaces, preventing cross-contamination, and promoting proper hand washing.

Attention to Surface Cleaning

Our industry ordinarily cleans at a sanitary level. Cleaning for emergency preparedness would require raising the level to disinfecting. ***In order for surfaces to be considered disinfected, 95% of harmful substances must be removed and or killed.*** Wiping contaminated surfaces with a disinfectant effective against Type A influenza viruses should kill the more virulent of viruses, according to the World Health Organization. McLemore Building Maintenance would use disinfectant products intended for use against Avian/Swine Influenza A viruses on hard, non-porous surfaces.

Since flu viruses can live on hard surfaces for up to 48 hours, McLemore Building Maintenance would focus on surfaces that are frequently touched by hands such as doorknobs, countertops, desks, and elevator panels. However, dwell times are required to effectively kill all the bacteria and viruses. **For high traffic areas with frequently touched surfaces, McLemore will utilize Oxivir Tb Wipes.**



What are Oxivir Tb Wipes?

In the USA, the first and only hydrogen peroxide wipes based on proprietary AHP (Accelerated Hydrogen Peroxide) technology and fully approved by the EPA.

- Kill MRSA and VRE in one (1) minute
- Disinfect hard surfaces in one (1) minute
- Kill Norovirus in one (1) minute
- Kill Tb in five (5) minutes
- Fungicidal in 10 minutes
- Meets bloodborne pathogen standards including HIV, HBV and HCV in one (1) minute
- Can be used to pre-clean medical prior to sterilization



Keep in mind that even when a surface is completely disinfected, the moment an infected person touches the surface, you are back to square one which makes prevention management so important.

Hand Washing

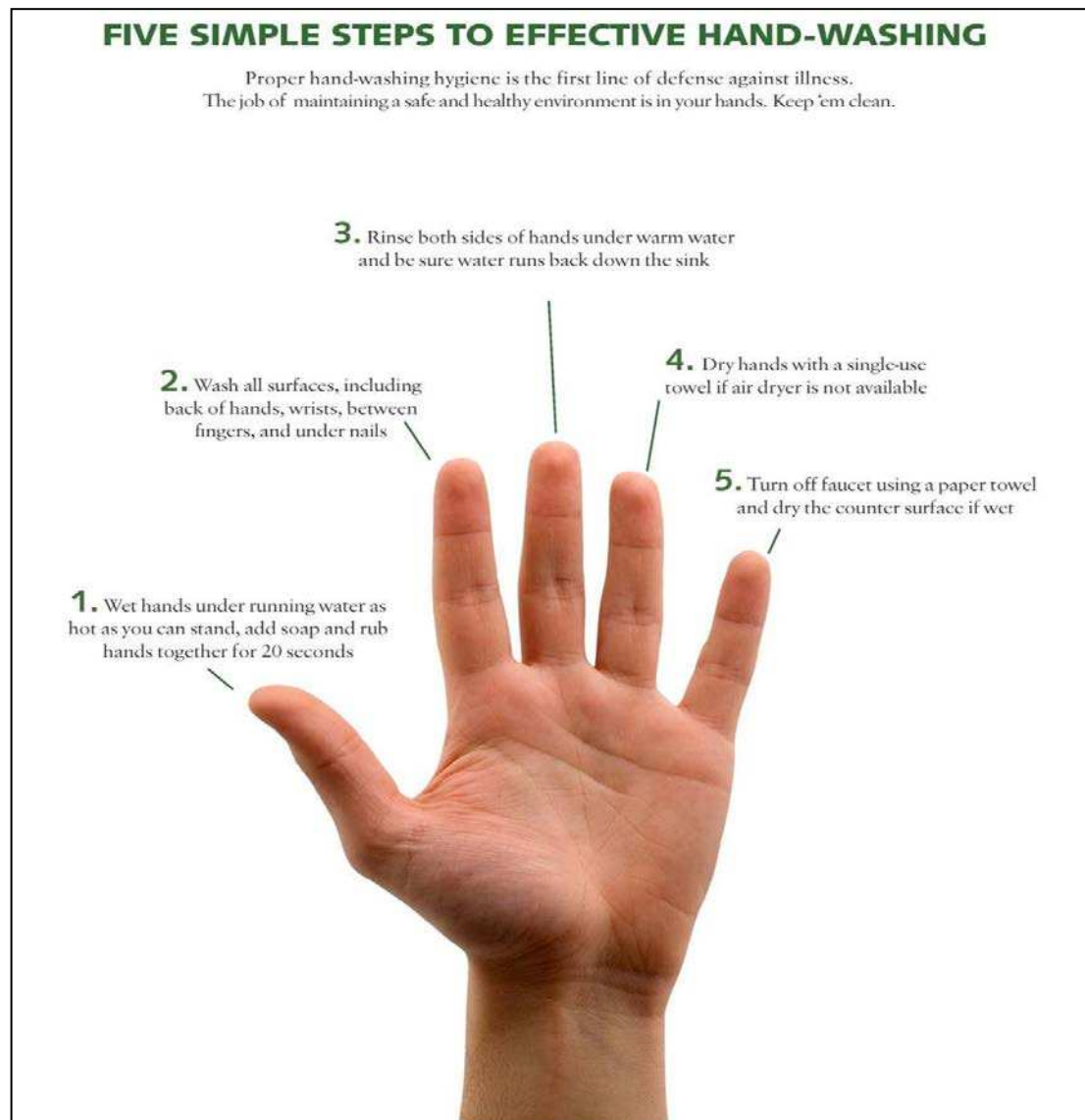
The best way to kill flu viruses is by cleaning hands often with soap. Hand sanitizers will work in between, but not as a replacement. Building occupants must ensure their hands are washed often and for at least 20 seconds. McLemore Building Maintenance can provide multiple copies of our handwashing poster, shown below, as a good reminder for your employees and visitors.

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We can also supply Hand Sanitizing Stations, based on availability, on a resale basis in places where a restroom is not close by as well as in eating areas.

Installing the latest restroom technology such as touch-free dispensers and foaming soaps can help make hand washing easier and more effective.



Meeting Emergencies

A significant aspect of disaster preparedness and recovery involves McLemore's involvement with The ESC 1's current plans and protocols to coordinate effectively in the event of an emergency or disaster.

We will work in tandem with your team to ensure all procedures are followed and act as a part of your emergency/disaster leadership group and will be familiar with the following information:

- AUGUST 15, 2013
- | | |
|---|------------------------------------|
| ■ Emergency Notifications and Contacts | ■ Medical Emergencies |
| ■ Emergency Plan for Fire | ■ Disruptive or Disorderly Conduct |
| ■ Evacuation Procedures | ■ Weapons on Campus |
| ■ Accidental Spill of Hazardous Substance | ■ Bomb Threat Procedures |
| | ■ Severe Weather Alerts |

McLemore Emergency Response Example

Experience as a Mission Critical Response Provider: When the City of Houston opened its arms to Hurricane Ike evacuees McLemore was called upon to coordinate, service, and supply the temporary housing assignment in the former Olshan Mall. With less than four hours of lead time, McLemore committed over thirty (30) full time staff members, 24 hours per day, 7 days per week, to provide Mission Critical sanitary and health services for the thousands of evacuees, 1,750 temporary beds, 100+ outdoor showers, and 250 portable toilets.

Disaster Recovery Partner

To keep focused on the day to day operations of the High School, McLemore partners with Polygon disaster recovery services and subsequently relies on their plan. However, McLemore will have access to dehumidification and drying equipment on hand along with moisture meters to address and mitigate situations involving potential water damage during the span of time required for Polygon to become involved in a recovery process. Within the McLemore safety manual, aspects of disaster recovery as it pertains to employees are covered.

When a disaster strikes, as a Code Blue client, McLemore and The ESC 1 become a Polygon top priority. While other companies are scrambling for help, Polygon will be at our site taking action! If a disaster is foreseeable, Polygon will pre-contact McLemore to establish communications and we will be immediately prepared to move in swiftly if the worst happens.

Disaster strikes when you are least prepared, so the best way to control the effects of a disaster is a strategy prepared in advance. Polygon can help you prepare for a disaster. Experience shows that companies prepared to act quickly when confronted with a disaster benefit in two significant ways:

- 1) They avoid long business interruptions, and
- 2) They substantially reduce the cost of recovery.

Ironically, many companies who have written disaster plans have overlooked preparation for basic services. Somehow taken for granted, important "on the ground" issues, including: who will pump standing water, provide emergency electrical power, clear debris, pack-out undamaged supplies and contents, manage smoke and water damaged documents, stabilize atmospheric conditions, rip out unsalvageable structural materials and dry the water damage are left until after the disaster has occurred. The result is usually lengthy delays, while contractors are interviewed and quotations prepared. As the days and sometimes weeks pass by, costly business interruption and building deterioration occurs. The result can be "sky-high" losses, instead of a methodical and speedy return to business.

Whether a pipe breaks, a fire, a tornado, or major flood occurs, McLemore and its partner, Polygon will be ready to respond immediately to a disaster with an experienced disaster management team and the correct equipment to do the job. A secondary relationship has been established with Coit should there be a need in a high magnitude disaster.

Green Cleaning Program

McLemore is dedicated to environmental sustainability. We provide solutions

Through the use of environmentally friendly chemicals, green equipment and paper products focusing on resource conservation and Healthy High Performance Cleaning™ and aligning with LEED requirements.

McLemore's green cleaning program includes elements such as:

- Chemical usage conservation and environmental impact reduction
- Proper chemical concentration for maximum effectiveness
- Faster drying times which enhance safety
- Color-coded microfiber flat mop head preventing cross-contamination

Cleaning Chemicals

McLemore partners with Diversey to simplify cleaning processes by converting to Ready-To Dispense (RTD) Green Seal certified chemicals that effect the following improvements:

Eliminates the possibility of employee error in diluting products - leads to consistent and thus improved results

Products dispensed into prescreened bottles which eliminates errors in chemical use

Green Seal cleaning chemicals simplified to a selection of four to clean 90% of surfaces:

Alpha HP: Multipurpose cleaner, neutral cleaners and a disinfectant; With proprietary AHP® hydrogen peroxide technology, ALPHA-HP® Bathroom Disinfectant Cleaner is a multi-surface restroom disinfectant cleaner with broad spectrum antimicrobial activity and excellent cleaning performance

Crew Bath & Scale Remover: Toilet bowl and porcelain cleaner

Glance NA Glass Cleaner: Mirror, chrome and glass surfaces

Stride Citrus HC: Neutral floor cleaner

For periodic floor care, we also utilize Diversey Green Seal products. **The following are charts that outline the descriptions and certifications of products we use. These are all Green Seal certified products.**










McLemore Major Chemical Details

AUGUST 15, 201

Product Description		Product Code	Pack Size	Dilution Ratio
Restroom Cleaners				
 CREW® Bathroom Cleaner and Scale Remover Mild acidic cleaner developed for removal and prevention of soap scum and hard water deposits on bathroom fixtures, tiles, shower doors, and any other washable surface.	 	3145310	2 x 1.5 L RTD® Fill Unit	1:18
		3172650	2 x 2.5 L J-Fill® Cartridge	1:18
		5271230	2 x 1.5 gallon Command Center™	1:18
Specialty Surface Cleaners				
 Glance® NA Non-Ammoniated Glass Cleaner Non-streaking, quick-drying, non-ammoniated glass cleaner. Use on most washable surfaces, including chrome, stainless steel, bathroom fixtures and laminate countertops. Blue in color with a surfactant scent.	 	5271310	2 x 1.5 gallon Command Center™	1:40
		5019510 (NGQ)	2 x 1.4 L SmartDose™	1:40
		5285375	2 x 3 L Outpost™	1:40
		3361936	2 x 1.5 L RTD® Fill Unit	1:40
		3172641	2 x 2.5 L J-Fill® Cartridge	1:40
Floor Finishes and Strippers				
 Aquaria® Floor Finish A long-lasting, zinc-free, multi-maintenance floor finish that meets your environmental expectations. Durable, proven polymer technology. Exceptional buff response.		5120870	1 x 5 gallon Envirobox™	Ready-To-Use
		4972026	6 x 2.5 L ProSpeed™	Ready-To-Use
 Freedom® SC Stripper A powerful, fast-acting low foam formula that bites through layers of finish as soon as its applied.		3685931	1 x 5L RTD® Fill Unit	1:15
		04630	2 x 2.5 L J-Fill® Cartridge	1:15
Odor Eliminators				
 Good Sense® Odor Eliminator Meets Ecologo certification standard. Bacteria based formula for effectively eliminating tough odors. Controls odors in carpet caused by urine, fecal matter and vomit. Also can be used as a restroom cleaner and drain maintainer.		4496154	4 x 1 gallon	1:1, 1:10





(NGQ) Not GREENGUARD®

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Product Description	Product Code	Pack Size	Dilution Ratio
Floor and General Purpose Cleaners			
 <p>Stride® Citrus Neutral Cleaner</p> <p>Neutral all-purpose cleaner for everyday floor cleaning and light duty spray and wipe cleaning. Pleasant citrus scent.</p>	 3063390	1 x 5 L RTD® Fill Unit	1:256
	03909 (GSO)	6 x 32 oz. AccuMix®	1:128, 1:256, 1:384, 1:768
	04315	4 x 64 oz. Solutions Center®	1:256
	04716	2 x 2.5 L J-Fill® Cartridge	1:375, 1:750
	03904 (GSO)	4 x 1 gallon	1:32-1:128
 <p>Stride® Floral Neutral Cleaner</p> <p>Neutral all-purpose cleaner for everyday floor cleaning and light duty spray and wipe cleaning. Pleasant floral scent.</p>	 03815	6 x 32 oz. AccuMix®	1:256, 1:384, 1:768
	04717	2 x 2.5 L J-Fill® Cartridge	1:375, 1:750
	04689	4 x 1 gallon	1:32-1:128
	04696	4 x 64 oz. Solutions Center®	1:256
 <p>General Purpose Cleaner</p> <p>A highly effective general cleaner for most cleaning applications. Can be used in floor scrubbing, mop and bucket, and spray and wipe applications. Leaves a pleasant scent.</p>	 3172668	2 x 2.5 L J-Fill® Cartridge	1:64, 1:256
 <p>Hydrox™ HPC General Purpose Cleaner</p> <p>A concentrated general purpose cleaner with proprietary Accelerated Hydrogen Peroxide (AHP®) technology for high-productivity cleaning. Depending on dilution, this product can be used for a variety of cleaning applications, including floors, glass and other hard surfaces. Can be used in floor scrubbers, mop and bucket, and spray-and-wipe cleaning. At dilution, formula is safe for use on marble. Contains no added dyes or fragrance. Product can be used for carpet extraction, prespray and spotting. Colorless and odorless.</p>	 4998795	2 x 2.5 L J-Fill® Cartridge	1:64, 1:256
	4998808	4 x 1 gallon	1:64-1:256
	4998824	1 x 5 gallon Pail	1:64-1:256
	4998816	1 x 5 L RTD® Fill Unit	1:64, 1:128, 1:256
	5019448	2 x 1.4 L SmartDose™	1:64, 1:256
	5271336	2 x 1.5 gallon Command Center™	1:64, 1:128, 1:256, 1:512
	5292436	2 x 3 L Outpost™	1:64, 1:256

(GSO) Green Seal Only
The Accelerated Hydrogen Peroxide logo is a registered trademark of Vinoo Technologies, Inc. used under license by Diversy, Inc.

AUGUST 15

Product Description		Product Code	Pack Size	Dilution Ratio
Floor and General Purpose Cleaners				
	Stride® Fragrance Free Neutral Cleaner Neutral all-purpose cleaner for everyday floor cleaning and light duty spray and wipe cleaning. Fragrance free.	4240626	2 x 2.5 L J-Fill® Cartridge	1:256
		4498981	1 x 5 L RTD® Fill Unit	1:256
	Alpha-HP® Multi-Surface Cleaner An all-in-one, multi-surface cleaner that cleans and brightens surfaces easily. The RTD® dispensing system offers three dilution rates to provide a complete cleaning system. Can be used as a Carpet Spotter (1:64), Prespray (1:128) and Extraction Cleaner (1:256) for light soil.	5271213	2 x 1.5 gallon Command Center™	1:64, 1:128, 1:256
		3350727	2 x 1.5 L RTD® Fill Unit	1:64, 1:128, 1:256
		3350743	1 x 5 L RTD® Fill Unit	1:64, 1:128, 1:256
		3401512	2 x 2.5 L J-Fill® Cartridge	1:64, 1:256
	Emerel® Plus Crème Cleanser Alkaline formula that quickly removes grease, soap scum, scuff marks and other stubborn spots and build-up without scratching the surface. Use on porcelain, ceramic, stainless steel, chrome, Formica® and fiberglass. White in color with characteristic scent.	4496138	12 x 32 oz. Squeeze Bottles	Ready-To-Use
	Raindance™ Low Foam Neutral Floor Cleaner A low-foam neutral floor cleaner concentrate for effective cleaning of floors and other hard surfaces. The low-foam formula is perfect for use in autoscrubbers and in mop and bucket applications. No rinsing is required for fast, cost-effective cleaning. Yellow in color with a citrus scent.	4523247	2 x 3 L Outpost™	1:256
		3328981	2 x 1.5 gallon Command Center™	1:256
		3145221	1 x 5 L RTD® Fill Unit	1:256

The Accelerated Hydrogen Peroxide logo is a registered trademark of Virac Technologies, Inc. used under license by Diversify, Inc.

AUGUST 15

Environmentally Certified Products

These symbols assure you that these products are not only safer to use, but deliver high quality results and have minimum environmental impact.



About GREENGUARD Environmental Institute

The GREENGUARD Environmental Institute (GEI) is an industry-independent, non-profit organization that oversees the GREENGUARD Certification Program. GEI was founded in June of 2001 to establish a true third-party product certification program based on proven emissions standards and to provide specifying and procurement professionals with a resource for low-emitting products.

About the GREENGUARD Indoor Air Quality Certification Program for Low-Emitting Products

The GREENGUARD Certification ProgramSM is an industry-independent, third-party testing program for low-emitting products and materials. In 2005, GEI announced

the GREENGUARD Children & Schools standard, which evaluates the sensitive nature of school populations combined with the unique building characteristics found in schools, and presents the most rigorous product emissions criteria to date. To date, more than 100 manufacturers across various industries offer GREENGUARD Indoor Air Quality Certified[®] Products.

GREENGUARD Certification is a valuable tool for architects, designers, product specifiers, and purchasing organizations that want to locate, specify, and purchase off-the-shelf, low-emitting products for indoor environments. GREENGUARD Certification is a voluntary program available to all manufacturers and their suppliers.



The Environmental Choice Program is designed to support a continuing effort to improve and maintain environmental quality by reducing energy and materials consumption and by minimizing the impacts of pollution generated by the production, use and disposal of goods and services available to Canadians.

Certification under the Environmental Choice Program will be awarded to hard surface cleaning products that demonstrate environmental leadership throughout their life-cycle and meet requirements for:

- ▶ Performance
- ▶ Limited toxicity for aquatic and other organisms, including both acute/lethal toxicity and chronic/sublethal toxicity risks (e.g. endocrine disruption, carcinogens)
- ▶ Biodegradability and low potential for bioaccumulation
- ▶ Limits on ingredients that are considered likely to contribute to specific environmental impacts (e.g., eutrophication of water bodies, ground-level ozone-formation, depletion of stratospheric ozone)
- ▶ Limited waste and resource use



Green Seal is a non-profit organization devoted to environmental standard setting, product certification, and public education. Green Seal's mission is to work towards environmental sustainability by identifying and promoting environmentally responsible products, purchasing, and production. Through its standard setting, certification and education programs, Green Seal:

- ▶ Identifies products that are designed and manufactured in an environmentally responsible manner;
- ▶ Offers scientific analyses to help consumers make educated purchasing decisions regarding environmental impacts;

- ▶ Ensures consumers that any product bearing the Green Seal Certification Mark has earned the right to use it; and
- ▶ Encourages manufacturers to develop new products that are significantly less damaging to the environment than their predecessors.

The intent of Green Seal's environmental requirements is to reduce, to the extent technologically and economically feasible, the environmental impacts associated with the manufacture, use and disposal of products. Set on a category-by-category basis, Environmental Standards focus on significant opportunities to reduce a product's environmental impact.

Uniforms

Project Supervisor

Good condition long, dark work slacks or jeans, a golf shirt with the McLemore logo and an employee identification badge.

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Supervisors and Frontline Staff

The dress code includes good condition long, dark work slacks or jeans, a smock with the McLemore logo and an employee identification badge.

Additionally, Personal Protective Equipment (PPE), as needed for specific tasks, will be issued onsite. Our staff is required to be neatly groomed at all times.

Our goal is to reflect a positive image and professional image as an extension of the Education Service Center staff.

Uniforms Award

McLemore's uniforms were selected as the best new uniform in the nation by BSCAI for 2010/2011.



OPERATION PLANS AND POLICIES

Quality Control

Mission Statement: To provide a clean, safe and continuously improving environment for ourselves and others.

McLemore utilizes a computerized quality assurance program. McLemore's Quality Control Program is based on three guiding principles:

1. **Measurement** – Establish a routine daily, weekly, monthly inspection process specific for ESC 1 by McLemore management.
2. **Accountability** – The results of the inspection process lead to an action plan for continuous improvement through coaching.
3. **Communication** – Finally, combine the results and efforts of the two steps above in a formal business review process with McLemore management and ESC 1 management have now created a path to success!

Periodic Business Reviews & Job Status Reviews

Key Performance Indicators (KPIs) are measured, analyzed and trended to ensure ongoing service satisfaction. Results are reported during Periodic Business Reviews or less formally through 'one on one' Job Status Reviews.

Examples of KPIs include:

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Quality Compliance

- Quality Inspections
- Work Orders/Requests
- Periodic Work
- Complaints/Compliments
- Customer Satisfaction

Safety Results

- Accidents/Incidents
- Safety Audits/Incentives

Human Resources/Training

- Retention/Turnover
- Ongoing Training Initiatives

Following this page are excerpt pages from actual client business reviews.

Client Business Review Example Data



Proactive Security and Awareness Training

McLemore is sensitive to the natural concerns regarding security facing facilities today. Because our staff members are an extension of ESC 1, we realize we must be aware of the role we play in the security of your facility. Therefore, we will provide proactive security and awareness training during our orientation process for employment. With ESC 1's assistance and guidance we will establish key points to be covered such as:

1. Security 101: "What is Security and What Does it look like at your facility?"

2. Evacuation and shelter-in-place issues
3. Emergency plan drills and exercises
4. Managing building security concerns
5. Staff assignments and roles and responsibilities in the event of an emergency

Safety Audits

Incentive based audits are performed by Corporate Risk Management staff on a quarterly basis in all McLemore Customer facilities to ensure all safety procedures are followed. This helps create a safe working environment for McLemore and the client as well as fulfill part of our training goals. Negative points are discussed with all concerned and the Branch Manager is responsible for ensuring corrective measures are taken.

Follow-up audits are done to verify that corrective actions have been made and are effective.

- Preliminary safety audit is conducted immediately prior to the start-up of any new facility
- Safety audits that yield a score above standard result in the award of incentive dollars to the on-site supervisors/managers.
- Safety audits which fall below standard will trigger a step-by-step corrective action plan
- Safety audits are conducted proactively to help prevent accidents and other liabilities.

Safety Bingo

All employees of McLemore Building Maintenance participate in an incentive program called Safety Bingo. The goal of the Safety Bingo program is to keep safety in the forefront of all of our employees' minds on a daily basis, and provide a monetary incentive to work safely.

At the beginning of each quarter every employee receives a bingo card with their paycheck like the one pictured to the right. Each day a number is drawn and the employees can use that number for their bingo cards if certain criteria are met. Besides instant cash prizes for the first people to bingo, at the end of the year, all of the bingo winners participate in a Safety Bingo Celebration where they can win prizes.

Drawings are also held where the employee could win up to \$3,000 cash.

Curtis McLemore, McLemore's CEO receives a third of four consecutive annual safety awards at the 2010 BSCAI Global Convention. Of over 2,000 member companies, McLemore was one of eleven recipients!

B	S	A	F	E
9	24	37	55	72
1	21	38	60	68
4	23	McLemore	47	71
15	16	39	49	73
8	29	44	48	64

NAME: _____

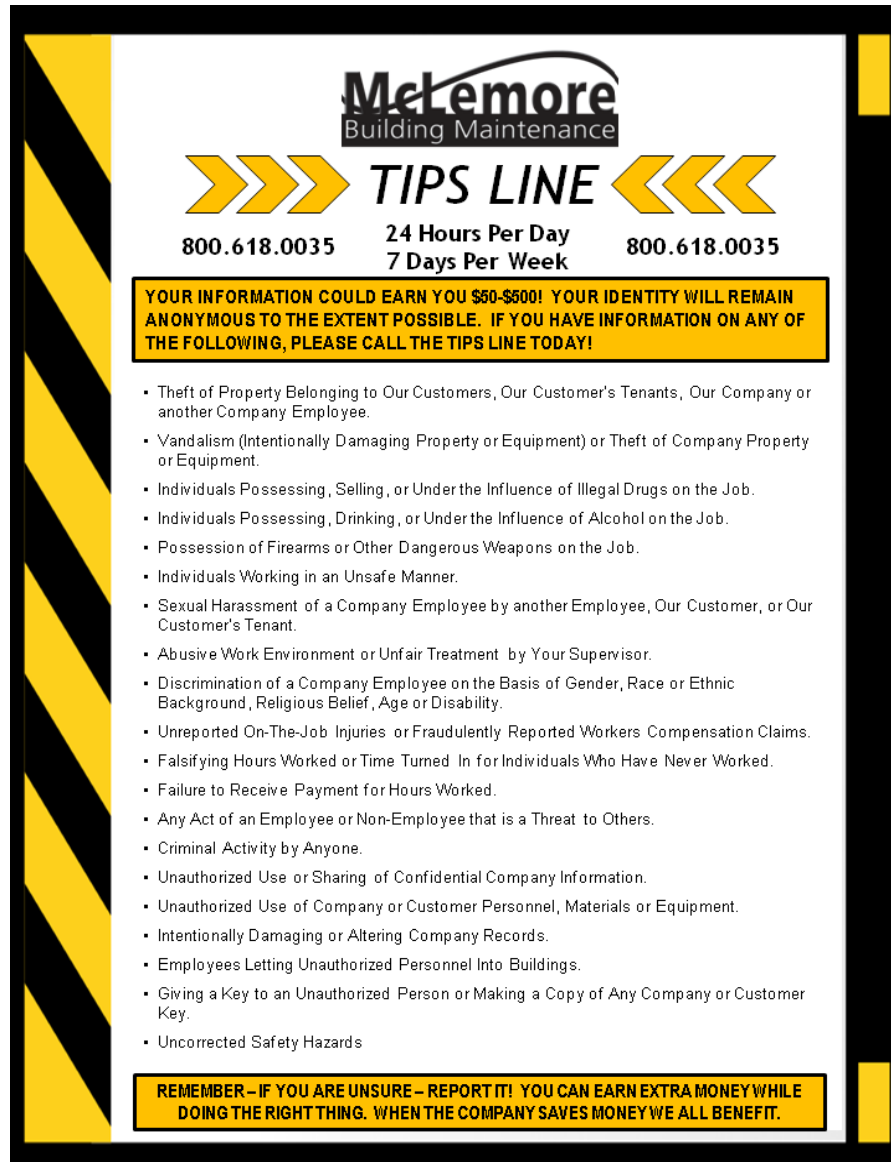
DATE: _____



Safety Tips Line

McLemore proactively encourages our employees to report any unsafe or illegal activities, employee policy violations, theft, etc. In addition to our employees just doing the right thing, they also receive a monetary incentive for helping keep the company and our clients in a safe and secure environment.

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A safety poster with a black border and yellow and black diagonal hazard stripes on the left and right sides. The poster features the McLemore Building Maintenance logo at the top, followed by the text 'TIPS LINE' in large, bold letters. Below this, the phone number 800.618.0035 is listed on both sides, with '24 Hours Per Day 7 Days Per Week' in the center. A yellow box contains a message about earning \$50-\$500 for reporting information. A list of 20 items follows, detailing various safety and security concerns. A final yellow box at the bottom encourages reporting even if unsure, highlighting the monetary incentive.

McLemore
Building Maintenance

»»» TIPS LINE «««

800.618.0035 24 Hours Per Day 800.618.0035
7 Days Per Week

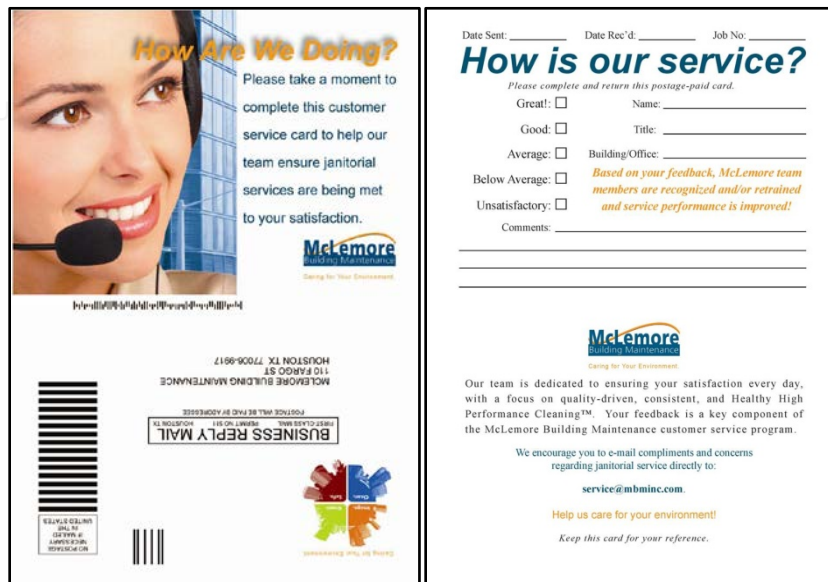
YOUR INFORMATION COULD EARN YOU \$50-\$500! YOUR IDENTITY WILL REMAIN ANONYMOUS TO THE EXTENT POSSIBLE. IF YOU HAVE INFORMATION ON ANY OF THE FOLLOWING, PLEASE CALL THE TIPS LINE TODAY!

- Theft of Property Belonging to Our Customers, Our Customer's Tenants, Our Company or another Company Employee.
- Vandalism (Intentionally Damaging Property or Equipment) or Theft of Company Property or Equipment.
- Individuals Possessing, Selling, or Under the Influence of Illegal Drugs on the Job.
- Individuals Possessing, Drinking, or Under the Influence of Alcohol on the Job.
- Possession of Firearms or Other Dangerous Weapons on the Job.
- Individuals Working in an Unsafe Manner.
- Sexual Harassment of a Company Employee by another Employee, Our Customer, or Our Customer's Tenant.
- Abusive Work Environment or Unfair Treatment by Your Supervisor.
- Discrimination of a Company Employee on the Basis of Gender, Race or Ethnic Background, Religious Belief, Age or Disability.
- Unreported On-The-Job Injuries or Fraudulently Reported Workers Compensation Claims.
- Falsifying Hours Worked or Time Turned In for Individuals Who Have Never Worked.
- Failure to Receive Payment for Hours Worked.
- Any Act of an Employee or Non-Employee that is a Threat to Others.
- Criminal Activity by Anyone.
- Unauthorized Use or Sharing of Confidential Company Information.
- Unauthorized Use of Company or Customer Personnel, Materials or Equipment.
- Intentionally Damaging or Altering Company Records.
- Employees Letting Unauthorized Personnel Into Buildings.
- Giving a Key to an Unauthorized Person or Making a Copy of Any Company or Customer Key.
- Uncorrected Safety Hazards

REMEMBER—IF YOU ARE UNSURE—REPORT IT! YOU CAN EARN EXTRA MONEY WHILE DOING THE RIGHT THING. WHEN THE COMPANY SAVES MONEY WE ALL BENEFIT.

Customer Service Program

Open and honest feedback is critical to the success of our continuous improvement programs. One tool McLemore uses to gain this valuable information is through the use of “Customer Service Survey Cards”.



How Are We Doing?

Please take a moment to complete this customer service card to help our team ensure janitorial services are being met to your satisfaction.

McLemore Building Maintenance
Caring for Your Environment

HOUSTON TX 77006-9617
110 FAHOOD ST
MCLEMORE BUILDING MAINTENANCE
POSTAGE WILL BE PAID BY ADDRESSEE
BUSINESS REPLY MAIL
FIRST CLASS PERMIT NO. 3487 HOUSTON TX
NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

How is our service?

Please complete and return this postage-paid card.

Date Sent: _____ Date Rec'd: _____ Job No: _____

Great!: ☐ Name: _____

Good: ☐ Title: _____

Average: ☐ Building/Office: _____

Below Average: ☐ *Based on your feedback, McLemore team members are recognized and/or retrained and service performance is improved!*

Unsatisfactory: ☐

Comments: _____

McLemore Building Maintenance
Caring for Your Environment

Our team is dedicated to ensuring your satisfaction every day, with a focus on quality-driven, consistent, and Healthy High Performance Cleaning™. Your feedback is a key component of the McLemore Building Maintenance customer service program.

We encourage you to e-mail compliments and concerns regarding janitorial service directly to:
service@mbmnc.com

Help us care for your environment!
Keep this card for your reference.

These small, postage paid postcards are placed on randomly selected desks throughout the facility on a periodic basis. The tenant rates our service and has an opportunity to note any concerns they are experiencing with service. We also receive most of our written compliments on these cards enabling us to recognize the employees in the field for a job well done.

Once the cards are returned to our office, a report outlining all of the card responses is assembled and results reported on during our Business Review. We also enter any service issues into our work ticket system to be addressed.

Electronic Surveys

ESC 1 Management will receive a link to a Performance Survey to post in an online forum or to distribute via e-mail each month. Participants can all use the same link to respond to the survey.

If electronic surveys are preferred, survey questions will be approved in conjunction with ESC 1 and a custom survey will be developed. All responses will be categorized and reports provided to ESC 1 management and as necessary action Plans will be generated to ensure continuous improvement.

PRICING AND COST REALISM

McLemore Building Maintenance's PACE Cooperative terms have been applied to Education Service Center 1. Based on the Service Center's 135,986 square feet, McLemore's cleaning production rate is 2,472 square feet per hour. APPA level 2 standards are approximately 2,325 square feet per hour, which is the prevalent standard specified and maintained at Education Service Center 1. Specifications were also outlined in the Request for Proposal 13-09-02 distribute the September 26, 2012 entitled Janitorial Building Services for Region One Facilities

The monthly pricing from September 1, 2013 through August 31, 2013 is \$13,472 per month. Pace contract pricing is in black while McLemore current pricing is in blue. A comparison of McLemore's PACE Cooperative pricing in relation to McLemore's pricing formula for the Education Service Center's costing follows:

Salary and Hourly Labor Charges ranges correspond to a variety of labor market and the range of responsibility.

Project Manager	\$35-60,000 per year plus benefits	Non Applicable
Supervisor	\$8.00-\$14.00 per hour	Currently \$11.50
Working Lead	\$7.50-\$12.00 per hour	
Floor Tech	\$8.00- \$14.00 per hour	
Porter	\$7.50-\$12.00 per hour	Currently \$8.25
Custodian	\$7.25-\$12.00 per hour	Currently \$8.25

Calendar Days- Unless specified by a member, 260 days per year will used for calculations

240 Days used for calculations. Weekend work remains billable.

Annual Contract Price Increases

Guaranteed to not exceed 3% per year in each year of a contract unless the Federal Minimum Wage is increased or healthcare benefits become mandatory

Terms of payment- net 30 days. 0.5% discount for payment net 15 days

Savings- McLemore will develop plans to improve efficiency in the areas of labor productivity, supply use and costs. Recommendations with projections of savings will be provided no less than once a year at business reviews.

Emergency labor

\$ Per Hour	\$18.00-\$24.00
Cost plus pricing Option	Negotiable by Project
%	10-20%

Floor Care Pricing Per Square Foot

Wood floor	\$0.50-\$1.00
VCT	\$0.22-\$0.25
Ceramic Tile	\$0.17-0.25
Other hard floors	\$0.22-0.25

Consumable Pricing Per Square Foot – Non- Applicable

Consumables-paper, soap and can liners from basic to premium products	\$0.085-\$0.14
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WHY CHOOSE MCLEMORE?

Integrated Training Programs

Integrated training of staff provides ESC 1:

- ✓ Ongoing training, personal development and incentive opportunities create professionals who care about the condition of your facilities.
- ✓ Reductions in liability and security issues.
- ✓ Best practices and procedures to ensure service consistency.

Superior Quality Control Program

With effective quality control procedures in place, ESC 1 will KNOW:

- ✓ Services are completed as outlined in the specifications.
- ✓ Inspection records are documented with results available online.
- ✓ Program metrics are in place and benchmarking is trended.
- ✓ Your messages are acknowledged and responded to quickly with a closed-loop system in place.
- ✓ You consistently get a cleaner building for what you are paying.

Cleaning for Health Program

In today's environment, it is more important than ever to safeguard our health. McLemore's green cleaning program will provide ESC 1 with:

- ✓ Use of GreenSeal™ certified chemicals are safer for students and staff.
- ✓ Increased student attendance and reduced illnesses through a focus on healthy hygiene processes.
- ✓ Improved Indoor Air Quality with hepa-filtration equipment.

Periodic Business Reviews or Job Status Reviews

Scheduled communication between ESC 1 and McLemore Management allows for:

- ✓ Review of contract expectations against established performance metrics for current/previous periods and removes subjectivity.
- ✓ Opportunities to provide continuous program improvement recommendations.
- ✓ McLemore to stay plugged into ESC 1's upcoming 90-day priorities and schedules and provide proactive service delivery.

Thank you for the opportunity to offer exceptional value to your organization. We look forward to building a partnership as ESC 1's Service Provider of Choice.