

# Proposal for Westwood Community School District



**enviro-clean**



April 12, 2024

Stacey Shaw  
Westwood Community School District  
3335 S. Beech Daly St.  
Dearborn Heights, MI 48125

Dear Stacey,

Thank you for the opportunity to present to the decision committee. The feedback and dialogue were most helpful. Enviro-Clean remains committed to delivering optimized service offerings to Westwood Community School District, addressing both cost considerations and maintaining the high service standards we uphold.

**Staffing Adjustments Proposal:**

To enhance the efficiency and cost-effectiveness of our staffing plan, we propose that the Night Assistant Manager assume some tasks previously slotted for the High School Lead Custodian. Originally, the High School Lead Custodian on 2nd Shift was allotted several hours per night for building walkthroughs, employee engagement, and event setups. By reallocating many of these tasks to the Evening Assistant Manager, Enviro-Clean can reduce its evening team by 3 hours while maintaining the same cleaning production rate (sq/ft/hr). This adjustment will preserve operational integrity and reduce costs without compromising service quality.

**Administration Building Upkeep:**

It is proposed that the Evening Assistant Manager now also cover the upkeep of the Administration Building.

**Unpaid Days Off:**

We propose implementing three unpaid days off annually, directly reducing labor costs. This adjustment provides savings while maintaining working hours during break periods, when we have many projects to complete.

**Based on the Adjustments Above, the Revised Yearly Pricing is as Follows:**

Year 1: \$ 979,789

Year 2: \$ 1,006,487

Year 3: \$ 1,033,185

**Potential Further Cost Reduction (Maintenance Vehicle):**

Enviro-Clean's proposal included \$5,650/yr for the provision of a vehicle for the Maintenance Team. If the District can provide transportation, this cost can be removed from the numbers above, further reducing the yearly cost.

**Student Engagement Initiative:**

To control costs into the future, Enviro-Clean suggests collaborating to introduce an initiative where each class does a two-minute pickup at the end of the day, placing trashcans in the hallway and chairs on tables where feasible. This not only helps maintain a cleaner environment but also fosters a sense of responsibility in caring for one's surroundings from a young age. These small changes can significantly impact the evening cleaning routine and custodial employee morale. If implemented consistently in the first year, we suggest discussing potential staffing reductions for years 2 and 3 which would lower the yearly costs listed above.

**Equipment Maintenance Enhancements:**

During our presentation, concerns were raised about equipment maintenance and the availability of spare machines. In response, Enviro-Clean can provide several well-maintained used autoscrubbers as spares for the District, ensuring continuous cleaning operations with no downtime.

These adjustments are designed to ensure cost efficiency while maintaining the high level of service and management integral to Enviro-Clean's operations. By adjusting staffing roles and implementing a student engagement program, we aim to meet your budgetary needs now and into the future.

We are eager to discuss these options further. Your feedback is invaluable, and we remain open to further adjustments to meet the District's specific requirements and expectations.

Thank you for considering these adjustments. We look forward to your feedback and to finalizing a plan that supports both our operational goals and your fiscal requirements.

Sincerely,

*Matt Koster*

Matt Koster  
616-291-8874



# CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)

2/3/2023

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERs NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER The Campbell Group 4808 Broadmoor Ave SE Kentwood MI 49512	CONTACT NAME: Certificate Department	
	PHONE (A/C, No, Ext): 800-748-0351	FAX (A/C, No): 800-847-3129
INSURED Enviro-Clean Services, Inc. PO Box 2818 Holland MI 49422-2818	E-MAIL ADDRESS: certs@thecampbellgrp.com	
	INSURER(S) AFFORDING COVERAGE	NAIC #
	INSURER A: Midwest Employers Casualty Company	23612
	INSURER B: Hanover American Insurance	36064
	INSURER C: Allmerica Financial Benefit Insurance Co	41840
	INSURER D: The Hanover Insurance Company	22292
	INSURER E: INSURER F:	

## COVERAGES

CERTIFICATE NUMBER: 126850505

## REVISION NUMBER:

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS		
B	COMMERCIAL GENERAL LIABILITY  CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR	Y	Y	Z7IH870213	1/1/2023	1/1/2024	EACH OCCURRENCE	\$ 1,000,000	
							DAMAGE TO RENTED PREMISES (Ea occurrence)	\$ 1,000,000	
							MED EXP (Any one person)	\$ 10,000	
							PERSONAL & ADV INJURY	\$ 1,000,000	
							GENERAL AGGREGATE	\$ 2,000,000	
							PRODUCTS - COMP/OP AGG	\$ 2,000,000	
							OTHER:	\$	
C	AUTOMOBILE LIABILITY  ANY AUTO <input checked="" type="checkbox"/> OWNED AUTOS ONLY <input type="checkbox"/> HIRED AUTOS ONLY <input checked="" type="checkbox"/> SCHEDULED AUTOS NON-OWNED AUTOS ONLY <input type="checkbox"/>	Y	Y	AWIH870173	1/1/2023	1/1/2024	COMBINED SINGLE LIMIT (Ea accident)	\$ 1,000,000	
							BODILY INJURY (Per person)	\$	
							BODILY INJURY (Per accident)	\$	
							PROPERTY DAMAGE (Per accident)	\$	
							OTHER:	\$	
B	UMBRELLA LIAB  EXCESS LIAB	X	Y	U7IH870215	1/1/2023	1/1/2024	EACH OCCURRENCE	\$ 10,000,000	
							AGGREGATE	\$ 10,000,000	
							OTHER:	\$	
A	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY  ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y / N <input type="checkbox"/>	N / A	ENVIR-D	12/31/2022	12/31/2023	X PER STATUTE	OTH-ER	
							E.L. EACH ACCIDENT	\$ 500,000	
							E.L. DISEASE - EA EMPLOYEE	\$ 500,000	
							E.L. DISEASE - POLICY LIMIT	\$ 500,000	
							OTHER:	\$	
B	Leased/Rented Equipment Third Party Crime	N	N	Z7IH870213 BDI-J250095-00	1/1/2023 1/1/2023	1/1/2024 1/1/2026	Limit Limit of Liability	\$ 75,000 \$ 1000000	

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

WHEN REQUIRED IN WRITTEN CONTRACT OR AGREEMENT:

General Liability: Additional Insured is included on a primary/non-contributory basis and a waiver of subrogation shall apply.

Automobile Liability: Additional Insured is included on a primary and non-contributory basis and a waiver of subrogation shall apply.

Workers Compensation: A waiver of subrogation shall apply for employers' liability (workers compensation).

Current experience modification: 1/1/2023 - 1/1/2024 = 0.56

## CERTIFICATE HOLDER

## CANCELLATION

Proof of Coverage	SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.
	AUTHORIZED REPRESENTATIVE  <i>Tom Kelkman</i>

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# PROFILE

## Michigan-Based, Michigan Focused

Enviro-Clean is a family-owned and operated business based out of Holland Michigan. Launched in 1975 by Dan and Jan Koster, Dan said he never imagined their small cleaning company would ever have 50 employees. Today, Enviro-Clean has become one of the industry leaders in Michigan with a workforce of over 1,650 and hundreds of long-term customers.

Dan and Jan built the business based on principles that continue to, and will continue to, flow throughout the organization:

- » Delivering on what is promised
- » Going above and beyond
- » Being honest
- » Building long term partnerships
- » Treating others the way we would hope to be treated (both customers and employees)

After 45 years, Dan and Jan are now less directly involved in the business. Their sons Matt and Steve operate the company with the help of an amazing team of individuals.

Enviro-Clean is Michigan-based and focused. We intentionally maintain a slow growth rate to keep the focus on cultivating positive partnerships with current customers.

### Our Mission:

To be the leader in providing uncompromising service for our customers and employees.

Enviro-Clean services educational, medical, and governmental facilities, as well as industrial plants, utilities, and office buildings. We manage cleaning operations from our offices in Holland, Grand Rapids, Allegan, Kalamzoo, and Bloomfield Hills.



# PRICING



# Investment Detail

This proposal is based on a rigorous evaluation of the RFP, condition of buildings and special staffing or building needs. The proposed custodial program will ensure that all expectations will be met or surpassed.

## Yearly Investment

Based on the requirements in the RFP the yearly investment for custodial services at Westwood Community School District will be:

Year 1	\$ 1,020,237
Year 2	\$ 1,048,279
Year 3	\$ 1,076,322

The yearly price increases are due to \$.50/hr yearly increases for staff members. With the extremely competitive labor market having an increase team members can look forward to aids greatly in longevity of staff. The increase also assists in raising the starting pay rates to keep pace with surrounding districts and businesses.

## On-Site Management

Enviro-Clean's management structure is engineered for peak efficiency and cleanliness in educational settings, consisting of a District dedicated Day Manager and a Night Assistant. The Day Manager supervises staff, coordinates with school administrators, and monitors cleaning quality. The Night Assistant maintains team focus and productivity during evening shifts. This strategic approach ensures a consistently clean learning environment and underscores our commitment to excellence by having a well-managed team.

## Wages

The minimum base starting wage for day & evening team members is \$16.50/hr. The Lead Custodians receive a higher pay rate. Please note that these are starting wages, not weighted average wages. These rates increase by \$.50/hr in renewal years 2 and 3. Please see the Staffing tab in this proposal for further detail.

If the District would like to see any adjustments in the pay scale please advise and Enviro-Clean's team can provide these figures.

## **Health Insurance**

Although it can be a cost savings Enviro-Clean, is not opting to provide an increased number of part time staff to avoid the cost of the Affordable Health Care Act. It is felt that part time staff at Westwood Community School District will create a transient work force. Enviro-Clean's proposal is formulated with as many full time employees as possible, working year around. In this proposal 16 of Enviro-Clean's staff members are eligible for insurance.

### **9.5%**

In the Affordable Health Care Act Enviro-Clean can charge an employee a maximum of 9.5% of their wage to provide them with health coverage.

### **75/25 Split**

Enviro-Clean also has coverage available based on a 75/25 split. With this option, the employee will pay 25% of the premium. The average cost to the employee is \$25.62 per week making this plan more affordable.

To make the 75/25 split available there would be an additional cost to Westwood Community School District of \$13,460/yr.

## **Days/Year**

Enviro-Clean's proposal is based on staff being paid 5 days per week, 52 weeks per year. Staff will receive 6 paid holidays. Team Members are encouraged to use their paid time off time during the summer. While on team members are on paid time off in the summer their position may not be filled while they are gone. With the exception of the holidays, staff will be on-site daily.

## **Commitment**

Enviro-Clean is committed to providing the highest quality custodial services at Westwood Community School District. With Enviro-Clean's family owned philosophy you will not hear things like "That is not in the contract" or "That's not my job". If it can be done with the staff provided it will be taken care of. We truly are here to serve you and your school family.



## Attachment C - Pricing Shchedule

### Westwood Schools district-wide custodial and maintenance services

Description	Cost Per 2024-2025	Cost Per 2025-2026	Cost Per 2026-2027
Westwood Community School District - Admin	\$22,007	\$22,612	\$23,216
Robichaud High School	\$407,067	\$418,053	\$429,039
Tomlinson Middle School	\$150,248	\$154,429	\$158,611
Thorne Elementary	\$311,022	\$319,643	\$328,263
Daly Elementary	\$129,893	\$133,543	\$137,193
Thorne Modular Building	Included Above	Included Above	Included Above
Daly Modular Building	Included Above	Included Above	Included Above
<b>Total All</b>	<b>\$1,020,237</b>	<b>\$1,048,279</b>	<b>\$1,076,322</b>
<b>Additional Proposed Services (if any) add rows:</b>			

# Exceptions/Clarifications

## RFP Request

Pg 5&6 of RPF state the following: It shall be understood that in all tasks incidental to cleaning functions not specifically listed in this RFP but normally included in general custodial practices will be provided.

Enviro-Clean cannot agree to this open-ended request as the pricing provided is based on the specifications laid out in the RFP. Enviro-Clean's team would welcome discussing the flexibility other K-12 districts enjoy while working with Enviro-Clean.

## Specifications

The RFP lists many deep cleaning tasks that are to take place on winter break.

Examples of tasks to take place on Winter Break:

- Clean and sanitize carpet in common areas, halls and classrooms
- Wash interior windows
- Wash all surfaces in Kitchens, cafeterias and multi-purpose rooms
- Wash light shields, blinds and vents in Kitchens, cafeterias, etc.

This proposal does not guarantee that all of winter break tasks listed in the RFP will be performed during these break periods. To perform these tasks at a high level during winter break is not feasible without bringing in outside help as the break times are very short. Enviro-Clean's staff will not be reduced during break periods. All staff will work diligently to perform as much detail work during breaks as possible. Enviro-Clean's management will work with the District to identify areas of importance.

## Hours Per Year

Enviro-Clean's staff will be paid for 260 days per year. Enviro-Clean's staff is asked to take their vacation time during the summer. If vacation is taken during the summer Enviro-Clean does not fill the vacancy while they are gone unless it is imperative for day-to-day operations of their facility.

## Steam/Water Extraction

The RFP requires the use of steam/water extraction. Enviro-Clean's process does not use steam but incorporates agitation for a superior result. Enviro-Clean's team would welcome the opportunity to discuss our full carpet cleaning approach.

## **Maintenance**

Enviro-Clean's proposal does not include the provision maintenance work that would require a license. Example: Tasks that are required to be performed by a licensed electrician.

## **Wood Gym Floor**

It was noted during the Q&A that the wood gym floor is being replaced and care of the floor is yet to be determined. Enviro-Clean's proposal does not include the cost to prep & refinish the wood floor yearly. This can be added at cost if desired by the District.

## **Weekends**

Enviro-Clean's proposal is based on billing cleaning or building staffing associated with weekend rentals of facilities.

# REFERENCES

Enviro-Clean has been in business for nearly 50 years and has never had a year of declining sales revenue. Customers receiving excellent service and experiencing reliable communication do not transition their custodial services quickly. Our drive for customer satisfaction has led to continued growth and solid partnerships.

We service 40+ Michigan K-12 school districts. Note that every district serviced is in the references that follow. Our goal is that ALL clients are pleased with the services provided, not a select few. We encourage you to contact the references and also visit the buildings if time allows.



**40+**

School Districts Serviced

**25+**

Years of School Cleaning

**1,000+**

Full-time Employees Working  
in Michigan Schools

# DEARBORN HEIGHTS SCHOOLS

Dearborn Heights District #7 started its relationship with Enviro-Clean in 2018. Our team of 20 at District #7 is grateful for the partnership that has been built.



- ENROLLMENT:** 2,507
- BUILDINGS:** 7
- CONTACT:** Mark Kleinhans
- POSITION:** Superintendent
- PHONE:** 313-203-3108

# MIDLAND PUBLIC SCHOOLS

In the summer of 2014 Enviro-Clean was awarded the cleaning of Midland Public Schools. Midland's 11 beautiful facilities are well cared for by Enviro-Clean's staff of 40.

 **ENROLLMENT**  
8,097

 **BUILDINGS**  
11

 **CONTACT:**  
Mike  
Moeggenberg

 **POSITION:**  
Manager of  
Facilities

 **PHONE:**  
989-923-5035



# EAST CHINA SCHOOL DISTRICT

East China School District has been depending on Enviro-Clean for a growing portion of it's custodial services since 2014. Over time we've taken on more positions as District staff have retired. We now have 35+ full-time team members working at East China School District.

 **ENROLLMENT**  
4,102

 **BUILDINGS**  
11

 **CONTACT:**  
Kirk Grzelka

 **POSITION:**  
Director of  
Operations

 **PHONE:**  
810-676-1003



# HARRISON COMMUNITY SCHOOLS

Harrison Community Schools chose to partner with Enviro-Clean in 2019. Enviro-Clean formulated a plan to assure Harrison Schools receives ample management time so the administrators and cleaning team feel well-supported.



 **ENROLLMENT**  
3,199

 **BUILDINGS**  
3

 **CONTACT:**  
Rick Foote

 **POSITION:**  
Superintendent

 **PHONE:**  
989 539 7871  
x9

# WALLED LAKE CONSOLIDATED SCHOOLS

Enviro-Clean was awarded the contract to serve Walled Lake in 2010. Walled Lake Consolidated Schools consists of 23 buildings and 2,400,000+ square feet. Enviro-Clean's staff of 104 strives to exceed expectations and continues to get high marks from all administrators. Enviro-Clean performs all custodial services and a portion of the grounds work at Walled Lake Consolidated Schools.



 **ENROLLMENT**  
12,622

 **BUILDINGS**  
21

 **CONTACT:**  
Bill Chatfield

 **POSITION:**  
Director of Operations

 **PHONE:**  
248-956-2000

 **Enviro-Clean was able to overcome many obstacles when transitioning into our district and they continue to do very well.**

# COLDWATER SCHOOL DISTRICT

In 2014 Coldwater Community Schools partnered with Enviro-Clean for their full custodial program after 2 short stints with other providers. Our staff of 22 works to make custodial services for the District an area of minimal involvement.

 **ENROLLMENT**  
2,799

 **BUILDINGS**  
5

 **CONTACT:**  
Buzz Sharpley

 **POSITION:**  
Facility Manager

 **PHONE:**  
517-279-5920



# HAMTRAMCK PUBLIC SCHOOLS

Hamtramck Public Schools needed a quick transition in 2014 and has been teaming with Enviro-Clean since. Enviro-Clean has placed a Contract Manager within the District who is a perfect fit and has grown a reliable team around her.



 **ENROLLMENT**  
3,300

 **BUILDINGS**  
8

 **CONTACT:**  
Richard  
Wawrzynski

 **POSITION:**  
Dir. of Buildings  
& Grounds

 **PHONE:**  
313-892-2649

# LINCOLN CONSOLIDATED

Enviro-Clean took over the cleaning from another contractor in 2016. Over the years a strong partnership has been built and in 2021 the Maintenance and Grounds positions were transitioned to Enviro-Clean. Our staff of 50 FTEs takes great pride in the total care provided to Lincoln Consolidated Schools.

 **ENROLLMENT**  
3,691

 **BUILDINGS**  
6

 **CONTACT:**  
Phil Bongiorno

 **POSITION:**  
Facilities  
Director

 **PHONE:**  
734-484-7000



# LUDINGTON AREA SCHOOLS

In the summer of 2016 Enviro-Clean's team was ecstatic with the opportunity to take over the custodial services at Ludington Area Schools from a competitor. The Ludington Area Schools family has greeted Enviro-Clean's team with open arms and the relationship is a true partnership.

 **ENROLLMENT**  
2,247

 **BUILDINGS**  
7

 **CONTACT:**  
Bruce Doggett

 **POSITION:**  
Administrator

 **PHONE:**  
231-845-7303



# MICHIGAN CENTER SCHOOLS

In 2016 Michigan Center Schools moved it's custodial services to Environ-Clean. We are grateful for the partnership.



 **ENROLLMENT**  
1,400

 **BUILDINGS**  
3

 **CONTACT:**  
Brady Cook

 **POSITION:**  
Superintendent

 **PHONE:**  
517-764-5778

# SOUTH LAKE SCHOOLS

South Lake Schools in St. Clair Shores teamed with Enviro-Clean in 2014. The District previously had a vendor who did not have the local management necessary to effectively handle the job. Enviro-Clean's staff of 18 FTEs and dedicated Manager work to make South Lake school buildings sparkle.

 **ENROLLMENT**  
1,619

 **BUILDINGS**  
5

 **CONTACT:**  
Theodore  
VonHiltmayer

 **POSITION:**  
Superintendent

 **PHONE:**  
586-435-1600



# GRANDVILLE PUBLIC SCHOOLS

In 2018 Grandville Public Schools transitioned the cleaning of its 380,000 sq/ft High School to Enviro-Clean. Given the success at their largest and busiest building, their Middle School cleaning was later transitioned to Enviro-Clean as well. The hope is to continue to grow this solid partnership.



 **ENROLLMENT**  
5,665

 **BUILDINGS**  
9

 **CONTACT:**  
Arlyn Cribley

 **POSITION:**  
Operations Supervisor

 **PHONE:**  
616-254-6550

# PLAINWELL SCHOOL DISTRICT

Plainwell Community Schools partnered with Enviro-Clean in 2016. As additional positions have been added, the partnership has grown to where Enviro-Clean now has an onsite Manager who works daily with our staff of 11.

 **ENROLLMENT**  
2,780

 **BUILDINGS**  
6

 **CONTACT:**  
Greg Smith

 **POSITION:**  
Director of  
Operations

 **PHONE:**  
269-685-6338



# COLOMA SCHOOL DISTRICT

Enviro-Clean began custodial work at Coloma Community School District in 2017 and we've taken on additional work since the partnership began. We hope to take on more work as the District may need.



 **ENROLLMENT**  
1,341

 **BUILDINGS**  
5

 **CONTACT:**  
David Ehlers

 **POSITION:**  
Superintendent

 **PHONE:**  
269-468-2424

# JACKSON PUBLIC SCHOOLS

With six days advance notice, Enviro-Clean began maintaining all 14 Jackson Public School buildings on December 20, 2004. Enviro-Clean now employs over 52 full-time Team Members at Jackson Public Schools.

 **ENROLLMENT**  
4,678

 **BUILDINGS**  
15

 **CONTACT:**  
Jeff Beal

 **POSITION:**  
Superintendent

 **PHONE:**  
517-841-2200



**“** They are always looking for ways to improve, and their service just gets better and better.

# JENISON PUBLIC SCHOOLS

Enviro-Clean contracted with Jenison Public Schools to maintain two facilities from 2006 – 2009. When the entire district was put out to bid, another contractor was chosen. We have been cleaning all Jenison Public Schools facilities since 2012.



 **ENROLLMENT**  
5,191

 **BUILDINGS**  
11

 **CONTACT:**  
Chris Marcy

 **POSITION:**  
Director of  
Business

 **PHONE:**  
616-457-8890  
x3244

 Having Enviro-Clean back has made my life easier.

# NOVI SCHOOL DISTRICT

Enviro-Clean was given the opportunity to provide custodial and light maintenance services at Novi Community Schools starting in the summer of 2013. Novi's administration has high expectations for cleaning and professionalism of the staff, which makes Enviro-Clean and Novi a great fit. Enviro-Clean has 46 team members serving Novi Community Schools daily.

 **ENROLLMENT**  
6,580

 **BUILDINGS**  
12

 **CONTACT:**  
Mike Dragoo

 **POSITION:**  
Maintenance &  
Operations  
Director

 **PHONE:**  
248-449-1240



# REETHS PUFFER PUBLIC SCHOOLS

Enviro-Clean was awarded the contract to clean the Reeths-Puffer School District starting July 1, 2006. District custodians began calling off the last several weeks of school. Enviro-Clean backfilled these positions to help Reeths-Puffer finish the year with clean buildings. The Enviro-Clean Contract Manager at Reeths-Puffer was a previous Reeths-Puffer part-time custodian and has performed wonderfully for Enviro-Clean and the District.



 **ENROLLMENT**  
3,521

 **BUILDINGS**  
7

 **CONTACT:**  
Adam Ingalls

 **POSITION:**  
Director of  
Operations

 **PHONE:**  
231-744-4736  
x 2400

 It's collaboration and cooperation like this that allow us to keep more money in the classroom.

# AVONDALE SCHOOL DISTRICT

Enviro-Clean was awarded the contract to clean the Avondale Public Schools (Auburn Hills) starting in the fall of 2006. Enviro-Clean employs 34 local employees performing the cleaning maintenance and delivery service in Avondale's nine buildings.

 **ENROLLMENT**  
3,771

 **BUILDINGS**  
10

 **CONTACT:**  
Chuck Ingram

 **POSITION:**  
Director of  
Facilities

 **PHONE:**  
248-537-6033



**We recently renewed our contract with Enviro-Clean because they are simply the best choice.**

# CADILLAC AREA PUBLIC SCHOOLS

Enviro-Clean started cleaning for Cadillac Area Public School in the summer of 2012. We currently have 22 staff members working daily in the district and are grateful for our partnership with CAPS.

 **ENROLLMENT**  
3,123

 **BUILDINGS**  
8

 **CONTACT:**  
Jennifer Brown

 **POSITION:**  
Superintendent

 **PHONE:**  
231-876-5000



**“** Although it was a very difficult decision, Enviro-Clean's transition into our district has been extremely smooth.

# LAKEVIEW PUBLIC SCHOOLS

On July 5th, 2005, Enviro-Clean took over maintaining all district buildings at Lakeview Public Schools in St. Clair Shores. All buildings were in superb condition for the start of school on August 30th. Our staff of 21 performs custodial, maintenance and delivery work, and receives outstanding scores from the Lakeview staff.



	<b>ENROLLMENT</b>	4,255
	<b>BUILDINGS</b>	8
	<b>CONTACT:</b>	Sean Zaborowski
	<b>POSITION:</b>	Director of Operations
	<b>PHONE:</b>	586-445-4000 x2526

Enviro-Clean is truly a great, long-term partner.

# LAKESHORE PUBLIC SCHOOLS

Located in Stevensville, MI, Enviro-Clean started cleaning a single elementary school in the fall of 2006. Through attrition Enviro-Clean now performs nearly all of Lakeshore Public School's custodial services.

 **ENROLLMENT**  
3,448

 **BUILDINGS**  
9

 **CONTACT:**  
Nick White

 **POSITION:**  
Director of  
Operations

 **PHONE:**  
269-428-1400



 Enviro-Clean's quality is excellent and their management support is outstanding.

# STURGIS PUBLIC SCHOOLS

Enviro-Clean was honored to take on the custodial services at Sturgis Public Schools in July of 2013. Our staff of 14 continues to work diligently to impress the staff, students and community. Enviro-Clean has received many positive comments from Sturgis Public Schools and looks forward to building an ever stronger partnership.



 **ENROLLMENT**  
3,038

 **BUILDINGS**  
6

 **CONTACT:**  
Ray Sterling

 **POSITION:**  
Business Manager

 **PHONE:**  
269-659-1500

# WESTERN SCHOOL DISTRICT

Western School District awarded the custodial services at their district to Enviro-Clean in the summer of 2013. Please contact Western to hear about how Enviro-Clean's management team works to assure needs are met and exceeded, and how the front-line team cares for their buildings.

 **ENROLLMENT**  
3,005

 **BUILDINGS**  
6

 **CONTACT:**  
Mike Smajda

 **POSITION:**  
Superintendent

 **PHONE:**  
517-841-8100



# WHITEHALL DISTRICT SCHOOLS

Enviro-Clean started cleaning one elementary building at Whitehall District Schools in 2006. Due to quality performance and attrition Enviro-Clean took on additional positions, and we now provide all 10 custodial positions.

 **ENROLLMENT**  
2,043

 **BUILDINGS**  
5

 **CONTACT:**  
Steve Aardema

 **POSITION:**  
Director of  
Finance

 **PHONE:**  
231-893-1010  
x1002



**“ Every single Enviro-Clean staff member is extremely positive and they treat us like we’re their only concern.**

# MUSKEGON PUBLIC SCHOOLS

When Muskegon Public Schools decided to outsource their custodial and light maintenance services in 2015, Enviro-Clean was chosen over several other companies based on a clear, concise proposal and presentation and an outstanding reputation. Enviro-Clean's staff of local custodians continue to exceed expectations.



 **ENROLLMENT**  
5,014

 **BUILDINGS**  
9

 **CONTACT:**  
John Snyder

 **POSITION:**  
Director of  
Facilities &  
Transportation

 **PHONE:**  
231-720-3175

 Enviro-Clean's proposal was clear and concise, and the transition went better than expected.

# GRANT PUBLIC SCHOOL DISTRICT

Enviro-Clean commenced services at Grant Public Schools in July of 2013. We started with only two positions but now include all custodial positions at Grant Public Schools.

 **ENROLLMENT**  
1,788

 **BUILDINGS**  
5

 **CONTACT:**  
Sean Seabolt

 **POSITION:**  
Facilities  
Director

 **PHONE:**  
231-834-0055



# BERRIEN SPRINGS SCHOOLS

Enviro-Clean began cleaning for Berrien Springs in the summer of 2011. Enviro-Clean continues to expand the scope of services provided within the district as new opportunities become available.



- ENROLLMENT:** 3,767
- BUILDINGS:** 5
- CONTACT:** Mr. James Bermingham
- POSITION:** Superintendent
- PHONE:** 269-471-2891

“ Enviro-Clean continues to do a great job cleaning our schools as well as managing our projects and events.

# NAPOLEON COMMUNITY SCHOOLS

Enviro-Clean began cleaning Napoleon Community Schools in the fall of 2007. Enviro-Clean's performance is consistently rated at 100%!



ENROLLMENT  
1,140

BUILDINGS  
4

CONTACT:  
Jim Graham

POSITION:  
Superintendent

PHONE:  
517-536-8667

**“ The change to Enviro-Clean Services is the best decision I have made while Superintendent, and I have had to make some major decisions.**

# LESLIE PUBLIC SCHOOLS

Enviro-Clean began cleaning Leslie Public Schools in 2008. Enviro-Clean's team works closely with the staff at Leslie to keep the facilities top notch.

 **ENROLLMENT**  
1,093

 **BUILDINGS**  
4

 **CONTACT:**  
Troy James

 **POSITION:**  
Maintenance  
Director

 **PHONE:**  
517-589-8200



**We are very happy with our decision to partner with Enviro-Clean. They have more than held up their end of the bargain.**

# HOLTON PUBLIC SCHOOLS

In 2010 Enviro-Clean began custodial services at Holton Public Schools. Enviro-Clean has nine FTEs onsite that continue to hit the goal of completing the summer cleaning two weeks before the start of school in September.



ENROLLMENT  
837

BUILDINGS  
4

CONTACT:  
Todd Conzemius

POSITION:  
Maint. Supv.

PHONE:  
231-767-7207

**“WOW! We continue to be quite pleased with the level of cleanliness, support, and quick response to everything we ask for. Kudos to the staff.**

# RIVER VALLEY SCHOOL DISTRICT

Enviro-Clean partnered with River Valley School District to provide custodial services at River Valley's High School in March of 2012. Enviro-Clean looks forward to the possibility of further opportunities with River Valley.

 **ENROLLMENT**  
561

 **BUILDINGS**  
3

 **CONTACT:**  
Brian Brown

 **POSITION:**  
Business Manager

 **PHONE:**  
269-756-9541



 We have been very impressed with Enviro-Clean's handling of all the details throughout their transition into our district.

# KENT CO. INTERMEDIATE SCHOOLS

Enviro-Clean began maintaining the Pine Grove Learning Center special needs facility in 2009 and has been exceeding expectations ever since. In 2019 Enviro-Clean was awarded the cleaning of several more Kent ISD buildings.



- ENROLLMENT:** 2,829
- BUILDINGS:** 4
- CONTACT:** Ryan Vander Molen
- POSITION:** Kent ISD Facilities
- PHONE:** 616-819-2185

**“ Enviro-Clean’s staff is very hardworking and does a fantastic job.**

# MUSKEGON AREA ISD

In 2014 Enviro-Clean took over the cleaning and light maintenance for the MAISD. Enviro-Clean's staff of local custodians continues to work hard every day to meet the high standards and special needs of MAISD.

 ENROLLMENT  
N/A

 BUILDINGS  
5

 CONTACT:  
Mike Schluenz

 POSITION:  
Assoc. Super-  
intendent for  
Admin. Services

 PHONE:  
231-767-7207



 Enviro-Clean was our first choice right from the beginning, their reputation is outstanding.

# STAFFING



# Staffing plan

<b>Title</b>	<b>Yr1</b>	<b>Yr2</b>	<b>Yr3</b>	<b>Hours</b>	<b>Shift</b>
On Site Contract Manager	Salaried	Salaried	Salaried	8	Varies Depending on Need
On Site Assistant Manager	\$20.00	\$20.50	\$21.00	8	Evening
Fill-ins				See * Below	Varies Depending on Need
<b>Total Daily Hours</b>				<b>16</b>	

## High School

<b>Title</b>	<b>Yr1</b>	<b>Yr2</b>	<b>Yr3</b>	<b>Hours</b>	<b>Shift</b>
Day Custodian	\$17.50	\$18.00	\$18.50	8	Days - 6:30 am to 3:00 pm
Day Mid-Shift Custodian	\$17.00	\$17.50	\$18.00	8	Days - 10:00 am to 6:30 pm
Evening Custodian/Assistant	\$18.00	\$18.50	\$19.00	8	Afternoon - 3:00 pm to 11:30 pm
Custodian	\$16.50	\$17.00	\$17.50	8	Afternoon - 2:30 pm to 11:00 pm
Custodian	\$16.50	\$17.00	\$17.50	8	Afternoon - 3:00 pm to 11:30 pm
Custodian	\$16.50	\$17.00	\$17.50	6	Afternoon - 5:00 pm to 11:00 pm
<b>Total Daily Hours</b>				<b>46</b>	

## Middle School

<b>Title</b>	<b>Yr1</b>	<b>Yr2</b>	<b>Yr3</b>	<b>Hours</b>	<b>Shift</b>
Day Custodian	\$17.00	\$17.50	\$18.00	8	Days - 6:30 am to 3:00 pm
Evening Custodian	\$16.50	\$17.00	\$17.50	8	Afternoon - 3:00 pm to 11:30 pm
Custodian	\$16.50	\$17.00	\$17.50	2	Afternoon - 6:00 pm to 8:00 pm
<b>Total Daily Hours</b>				<b>18</b>	

## Thorne Elementary

<b>Title</b>	<b>Yr1</b>	<b>Yr2</b>	<b>Yr3</b>	<b>Hours</b>	<b>Shift</b>
Day Custodian	\$17.50	\$18.00	\$18.50	8	Days - 7:00 am to 3:30 pm
Day Mid-Shift Custodian	\$17.00	\$17.50	\$18.00	8	Days - 10:00 am to 6:30 pm
Evening Lead Custodian	\$17.00	\$17.50	\$18.00	8	Afternoon - 3:00 pm to 11:30 pm
Custodian	\$16.50	\$17.00	\$17.50	8	Afternoon - 3:00 pm to 11:30 pm
Custodian	\$16.50	\$17.00	\$17.50	5.5	Afternoon - 5:30 pm to 11:00 pm
<b>Total Daily Hours</b>				<b>37.5</b>	

## Daly Elementary

<b>Title</b>	<b>Yr1</b>	<b>Yr2</b>	<b>Yr3</b>	<b>Hours</b>	<b>Shift</b>
Day Custodian	\$17.00	\$17.50	\$18.00	8	Days - 7:00 am to 3:30 pm
Custodian	\$16.50	\$17.00	\$17.50	8	Afternoon - 3:00 pm to 11:30 pm
<b>Total Daily Hours</b>				<b>16</b>	

**Admin**

<b>Title</b>	<b>Yr1</b>	<b>Yr2</b>	<b>Yr3</b>	<b>Hours</b>	<b>Shift</b>
Custodian	\$16.50	\$17.00	\$17.50	2.5	Afternoon - 6:30 pm to 9:00 pm
<b>Total Daily Hours</b>	<b>2.5</b>				

**Maintenance**

<b>Title</b>	<b>Yr1</b>	<b>Yr2</b>	<b>Yr3</b>	<b>Hours</b>	<b>Shift</b>
Maintenance Lead	\$24.00	\$24.50	\$25.00	8	Days - 7:00 am to 3:30 pm
Maintenance Team Member	\$22.00	\$22.50	\$23.00	8	Days - 7:00 am to 3:30 pm
<b>Total Daily Hours</b>	<b>16</b>				

Total Custodial Hours: 120

Total Custodial FTEs: 15.00

Total Maintenance Hours: 16

Total Maintenance FTEs: 2.00

Total On-site Management Hours: 16

Total On-Site Management FTEs: 2.00

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**Total Daily Hours:** 152**Total FTEs:** 19.00

\* Shift times are flexible.

\* Note: Totals do not include the hours of fill-in staff. These positions are typically filling in for others while they are sick or on vacation so they technically do not add to the daily total hours. If there are not enough regular cleaning hours to keep the fill-in busy they will still work their normal shift but will perform extra cleaning details.

# TRANSITION PLAN

Enviro-Clean utilizes a highly skilled and experienced transition team to ensure the conversion is smooth.



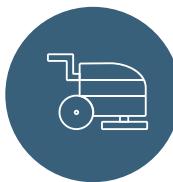
# SWITCHING SERVICES

## TRANSITION PLAN OVERVIEW

1. Contract award
2. Onsite planning meeting with the Transition Team and district representatives
3. Operations plans, order equipment & supplies
4. Hire staff and conduct training
5. Client survey and implementation run-through
6. Contract start
7. Weekly meeting with facility manager
8. Formal quarterly review, update and goal setting

We understand that the initial transition into Westwood Community School District is critical. Every new customer and building comes with its own dynamics. Learning the details of what makes a building run smoothly and fulfilling those needs makes the transition process exciting for our team.

Our management will collaborate with your facility and district representatives to build a comprehensive and highly detailed plan that best suits your needs.



**We choose strategic cleaning equipment optimal for your space.**



**We provide facility-specific job descriptions to onsite Enviro-Clean employees.**



**We equip onsite crew with service maps clearly defining areas, tasks, and cleaning requirements.**



ID	Task Name	Duration	Start	Resource Names	Finish	May 1	May 11	May 21	June 1	June 11	June 21	July 1	July 11	July 21	August 1	August 11	August 21	September 1	September 11	September 21
1																				
2	<b>Pre-Start</b>	25 days?	Mon 5/27/24		Fri 6/28/24															
3	<b>HR</b>	21 days?	Mon 5/27/24		Mon 6/24/24															
4	Receive staffing information from Sales / Operations	4 days	Wed 5/29/24	HR	Mon 6/3/24				HR											
5	If not already done identify Enviro-Clean's Contract Manager	4 days	Wed 5/29/24	HR	Mon 6/3/24				HR											
6	Receive brief job descriptions from Sales	4 days	Wed 5/29/24	HR	Mon 6/3/24				HR											
7	Receive Pay & Benefits information from Sales	4 days	Wed 5/29/24	HR	Mon 6/3/24				HR											
8	Set-up interview location	4 days	Wed 5/29/24	HR	Mon 6/3/24				HR											
9	Pursue present custodial staff as possible candidates?	18 days	Mon 5/27/24	HR	Wed 6/19/24				HR											
10	Place adds in local newspapers	18 days	Mon 5/27/24	HR	Wed 6/19/24				HR											
11	Partner with local Michigan Job Works Location	20 days	Mon 5/27/24	HR	Fri 6/21/24				HR											
12	Receive applications	16 days	Mon 5/27/24	HR	Mon 6/17/24				HR											
13	Check References	16 days	Mon 6/3/24	HR	Mon 6/24/24				HR											
14	Interview potential candidates	16 days	Mon 6/3/24	HR	Mon 6/24/24				HR											
15	Social Security Check on all selected candidates	16 days	Mon 6/3/24	HR	Mon 6/24/24				HR											
16	State police background checks on all selected candidates	16 days	Mon 6/3/24	HR	Mon 6/24/24				HR											
17	Drug test on all selected candidates	16 days	Mon 6/3/24	HR	Mon 6/24/24				HR											
18	FBI Fingerprint check on all selected candidates	16 days	Mon 6/3/24	HR	Mon 6/24/24				HR											
19	<b>First day of classroom style training with new employees</b>	1 day?	Mon 6/24/24		Mon 6/24/24															
38	<b>Second day of classroom style training with new employees</b>	1 day?	Mon 6/24/24		Mon 6/24/24															
43	Receive information from employees on what benefits they are interested in	1 day	Mon 6/24/24	HR	Mon 6/24/24				HR											
44	Prepare employee identification badges	1 day	Mon 6/24/24	HR	Mon 6/24/24				HR											
45	<b>Operations</b>	24 days	Tue 5/28/24		Fri 6/28/24				Ops.											
46	Receive staffing levels from Sales	4 days	Tue 5/28/24	Ops.	Fri 5/31/24				Ops.											
47	Receive school maps from Sales	4 days	Tue 5/28/24	Ops.	Fri 5/31/24				Ops.											
48	Receive specifications from Sales	4 days	Tue 5/28/24	Ops.	Fri 5/31/24				Ops.											
49	Inspect all leftover supplies (and equipment) & discuss what school would like to do with it	5 days	Mon 6/3/24	Ops.	Fri 6/7/24				Ops.											
50	Order equipment	5 days	Mon 6/3/24	Ops.	Fri 6/7/24				Ops.											
51	Meet with school officials	5 days	Mon 6/3/24	Ops.	Fri 6/7/24				Ops.											
52	Tour through facilities with district representative	5 days	Mon 6/3/24	Ops.	Fri 6/7/24				Ops.											
53	View all closets	5 days	Mon 6/3/24	Ops.	Fri 6/7/24				Ops.											
54	Prepare all detailed job descriptions	5 days	Mon 6/10/24	Ops.	Fri 6/14/24				Ops.											
55	Color code maps for Team Cleaning at larger schools	5 days	Mon 6/10/24	Ops.	Fri 6/14/24				Ops.											
56	Receive keys or keycards from district	5 days	Mon 6/10/24	Ops.	Fri 6/14/24				Ops.											
57	Identify how schools prefer to communicate & setup communication	5 days	Mon 6/10/24	Ops.	Fri 6/14/24				Ops.											
58	Identify how schools provide work-orders	5 days	Mon 6/10/24	Ops.	Fri 6/14/24				Ops.											





ID	Task Name	Duration	Start	Resource Names	Finish	May 1	May 11	May 21	June 1	June 11	June 21	July 1	July 11	July 21	August 1	August 11	August 21	September 1	September 11	September 21	October 1
59	Identify how schools schedule events (get copy of actual calendar of events)	5 days	Mon 6/10/24	Ops.	Fri 6/14/24							Ops.									
60	Identify how football and basketball games (larger sporting activities) are covered	5 days	Mon 6/10/24	Ops.	Fri 6/14/24							Ops.									
61	Identify what regular weekend coverage is needed and where	5 days	Mon 6/10/24	Ops.	Fri 6/14/24							Ops.									
62	Contract manager meet all principals	5 days	Mon 6/10/24	Ops.	Fri 6/14/24							Ops.									
63	Order uniforms & have embroidered	5 days	Mon 6/10/24	Ops.	Fri 6/14/24							Ops.									
64	Prepare office. Prefer somewhere in one of the schools	5 days	Mon 6/17/24	Ops.	Fri 6/21/24							Ops.									
65	Setup computers, printers, etc.	5 days	Mon 6/17/24	Ops.	Fri 6/21/24							Ops.									
66	Order Cellular phones	5 days	Mon 6/17/24	Ops.	Fri 6/21/24							Ops.									
67	Start on site training (before start date)	5 days	Mon 6/24/24	Ops.	Fri 6/28/24							Ops.									
68	Identify leaders for small building leads	14 days	Mon 6/10/24	Ops.	Thu 6/27/24							Ops.									
69	<b>Accounting &amp; Budgeting</b>	<b>10 days</b>	<b>Mon 6/3/24</b>		<b>Fri 6/14/24</b>																
70	Set up Customer and Job files in WinTeam	5 days	Mon 6/3/24	Act.	Fri 6/7/24							Act.									
71	Enter Job Budget Information for Wages and Hours	5 days	Mon 6/3/24	Act.	Fri 6/7/24							Act.									
72	Establish Billing for services	5 days	Mon 6/10/24	Act.	Fri 6/14/24							Act.									
73	Customize Billing for school	3 days	Mon 6/10/24	Act.	Wed 6/12/24							Act.									
74																					
75	<b>Post Start</b>	<b>125 days</b>	<b>Mon 7/1/24</b>		<b>Fri 12/20/24</b>																
76	<b>HR</b>	<b>13 days</b>	<b>Mon 7/1/24</b>		<b>Wed 7/17/24</b>																
77	Meet with employees to see if there are any questions	13 days	Mon 7/1/24	HR	Wed 7/17/24							HR									
78	Talk with employees to ensure their training is going well	13 days	Mon 7/1/24	HR	Wed 7/17/24							HR									
79	<b>Operations</b>	<b>125 days</b>	<b>Mon 7/1/24</b>		<b>Fri 12/20/24</b>																
80	Set up, in advance, schedule with each principal SVR monthly visits	3 days	Mon 7/8/24	Ops.	Wed 7/10/24							Ops.									
81	Continue on-site training with employees	13 days	Mon 7/1/24	Ops.	Wed 7/17/24							Ops.									
82	Contract Manager reviews nightly hours spent at each site daily	125 days	Mon 7/1/24	Ops.	Fri 12/20/24																
83	Begin to leave cleaners alone for longer periods of time	6 days	Mon 7/15/24	Ops.	Mon 7/22/24							Ops.									
84	Have cleaners fill out CIR form on their own work	4 days	Mon 7/22/24	Ops.	Thu 7/25/24							Ops.									
85	Contract manager touch base with principals at least weekly	123 days	Mon 7/1/24	Ops.	Wed 12/18/24																
86	Ops Manager to be contacted, at least weekly	123 days	Mon 7/1/24	Ops.	Wed 12/18/24																
87	President, Dan Koster, stay in contact with school personnel	123 days	Mon 7/1/24	Ops.	Wed 12/18/24																
88	<b>Accounting &amp; Budgeting</b>	<b>123 days</b>	<b>Mon 7/1/24</b>		<b>Wed 12/18/24</b>																
89	Provide Contract Manager with Daily Hours Budget Comparison Report	123 days	Mon 7/1/24	Act.	Wed 12/18/24																
90	Provide Operations Managers with Monthly Job Cost report, by Contract Area	123 days	Mon 7/1/24	Act.	Wed 12/18/24																
91	Utilize Automated Timekeeping System for all hourly employees	123 days	Mon 7/1/24	Act.	Wed 12/18/24																
92	Invoicing can be customized per Customer	123 days	Mon 7/1/24	Act.	Wed 12/18/24																
93	All Accounting and Payroll transactions are processed in house	123 days	Mon 7/1/24	Act.	Wed 12/18/24																



# PERSONNEL

At Enviro-Clean we hire quality employees that you can count on—people who are not only honest and dependable, but have the competencies to get the job done right.



**Clients trust Enviro-Clean to provide employees who are neat, clean, reliable, well-rounded adults**

We are always seeking top candidates, and we would like to meet with current custodial employees interested in working in the district for Enviro-Clean.

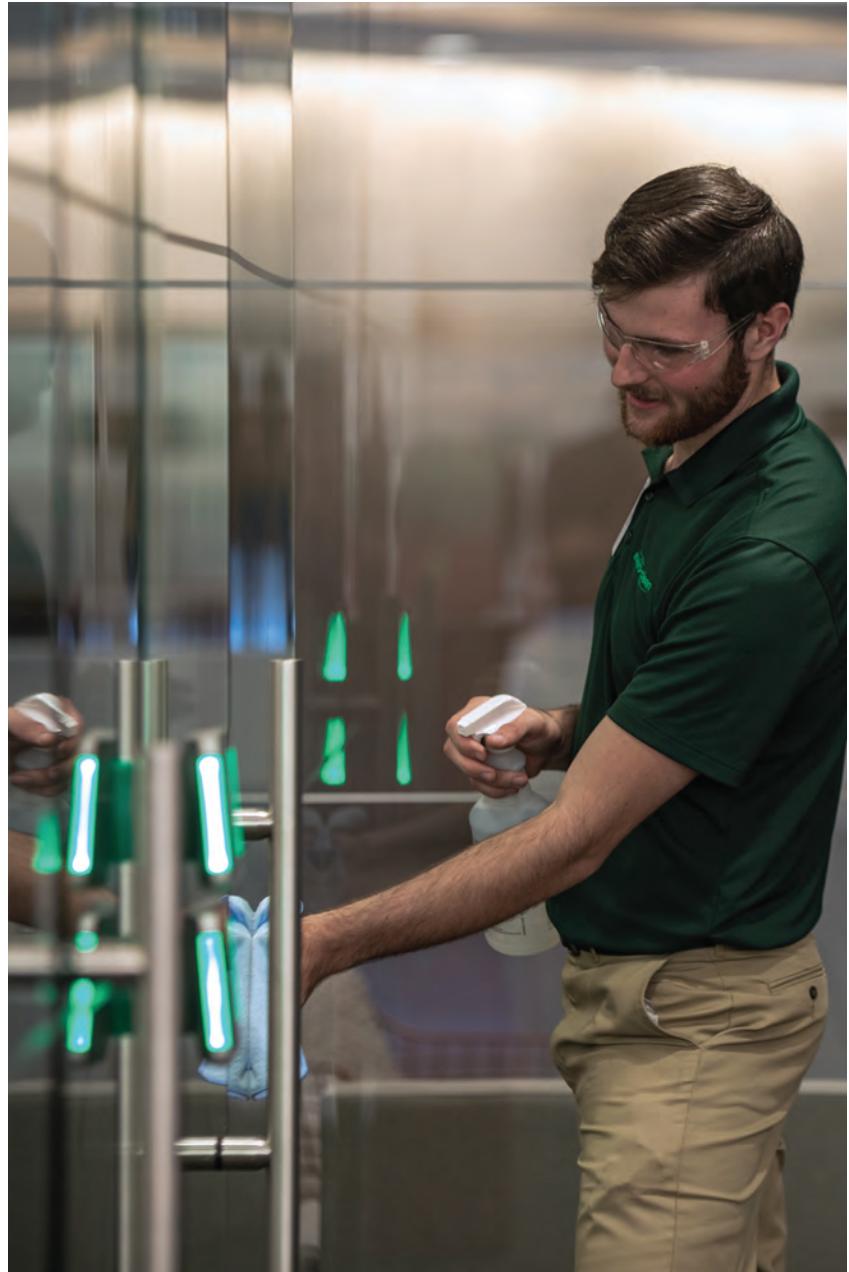
We ultimately look for passionate, cheerful team members with a “can-do” attitude. Individuals with these traits typically work diligently and are very attentive to our customers’ needs. We are a customer service business, and this attitude is to show in our front-line team.

All employees go through a comprehensive screening prior to working in one of Enviro-Clean’s school districts:

- » Application review
- » Work history review
- » In-person interview
- » Criminal background check
- » Drug screen
- » FBI fingerprint check (Red Light or Green Light provided by district)

Some of the “soft” criteria we utilize to determine if an individual will be a good fit in a school:

- » Ability to physically perform the duties of an active custodial position
- » Positive attitude
- » Honesty
- » Bounce in their step
- » Clear communication in English
- » No offensive tattoos or piercings
- » Well kept



## TRAINING

Enviro-Clean has a very well-organized training program for all personnel from the staff level through management. This process is detailed behind the Training tab of this proposal.

## UNIFORMS

We provide all team members with uniforms at no cost. Shirts are required to be kept clean and in good condition. All employees are also required to wear an identification badge (that we provide) at all times. Our preference is to wear uniforms in the District's colors with the District logo on the chest and an Enviro-Clean logo, typically embroidered on the sleeve.

## MOTIVATION

Enviro-Clean has incentive programs and bonuses in place. However, our real drive is to create a positive and supportive environment by letting our team members know they are valued and that their work is important. Enviro-Clean managers learn motivational techniques through Fred Pryor's training and also interacting with other long-term managers. Our managers spend time getting to know their employees and helping them feel valued. When people feel valued, confidence boosts, and pride is instilled in a job well done. A confident crew translates into superior cleaning and happy team members at your facilities.

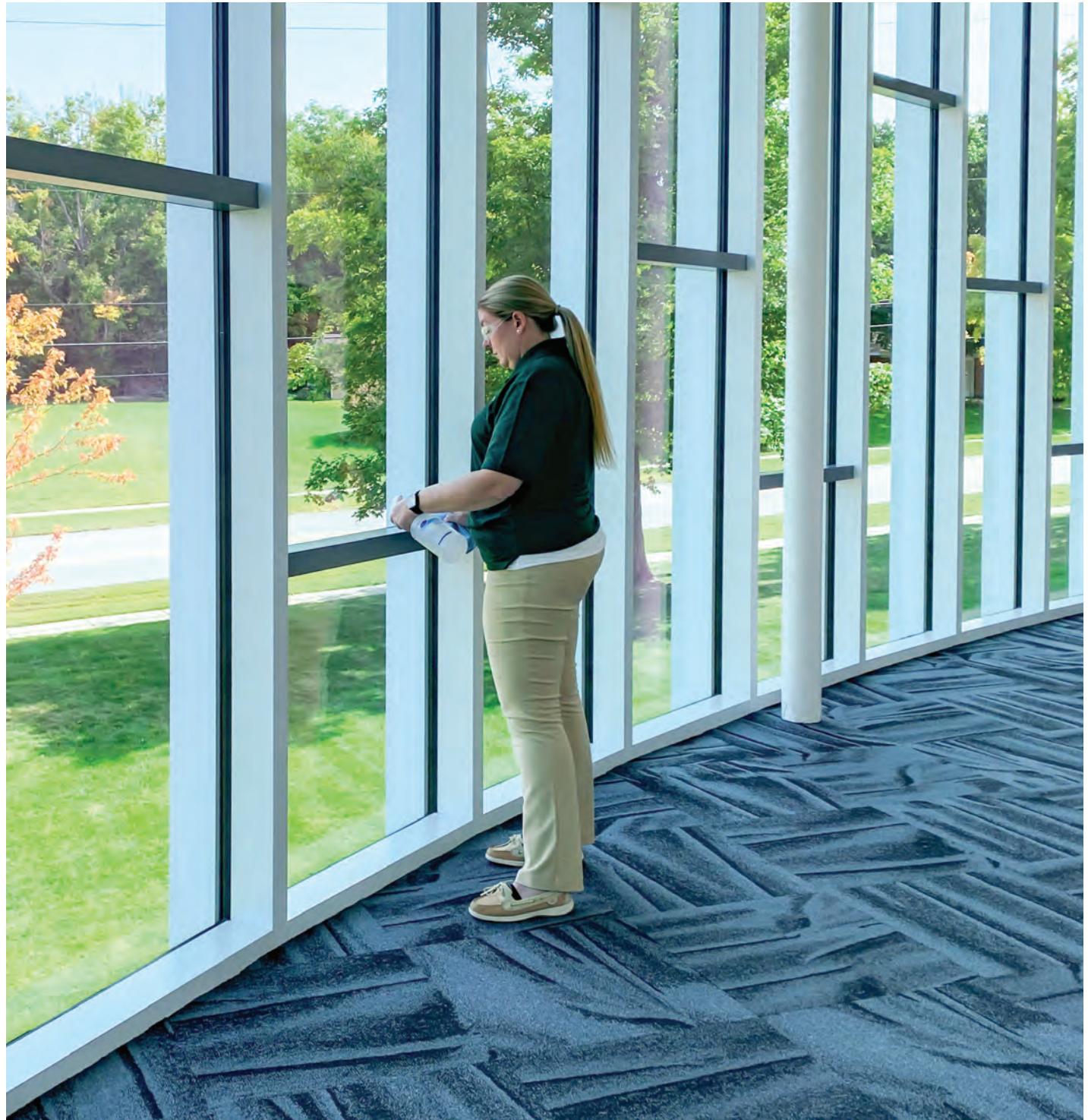
## EQUIPMENT & SUPPLIES

Enviro-Clean provides the safest state-of-the-art cleaning products & equipment available; please see the Equipment/Supplies tab for a full description. We are continually testing new products because we want to supply the best tools for our team.

## BENEFITTING YOUR SCHOOLS

Enviro-Clean clients have grown accustomed to low turnover and high employee dedication. We are passionate about creating a pleasant work environment where our team members look forward to coming to their job each day.

# EMPLOYEE BENEFITS



# BENEFITS OVERVIEW

Enviro-Clean provides the benefits listed in this proposal however, adjustments may be made upon request. A full breakdown of the benefits follows.



## Team Development Program

Our Management Team is constantly on the lookout for team members with leadership qualities. Once a candidate has been identified, our program looks to encourage personal growth. Over 90% of the Enviro-Clean management team has been promoted from within the company.



## Compensation

We frequently survey markets to ensure that wages are attractive and competitive. Using a performance-based ideal, team members often receive increases for their continued performance and dedication to Enviro-Clean.



## Paid Time Off

Full-time employees will receive one week of paid time off. After three years, full-time team members receive two weeks of paid time off.



## Holiday Pay

We see paid holidays as an important employee benefit. Employees are not required to work but are compensated for:

- » New Year's Day
- » Memorial Day
- » Independence Day
- » Labor Day
- » Thanksgiving
- » Christmas Day



## Life Insurance

Available for all full-time employees.



## Dental

Offered for all full-time employees.



## 401K

Provided for all full-time employees.



## Uniforms and PPE

We provide uniforms and personal protective equipment to all team members at no cost.



## Vision

Offered for all full-time employees.



## Health Insurance

Priority Health HMO is available to all employees scheduled for 30+ hours per week. See following pages for details.



## Short-Term Disability

Available for all full-time employees.



## HEALTHCARE

Enviro-Clean offers employees scheduled for 30+ hours per week the opportunity to purchase Group Health Insurance for him/herself, spouse, and dependent children (up to age 26); an HMO (Health Maintenance Organization) plan utilizing a network of providers administered through Priority Health Managed Benefits.

### Plan Highlights

- » Wellness/Preventative Services:  
Covered at 100% (no co-pay)
- » Physician Services office visit:  
Covered at 100% (no co-pay)
- » Specialist office visit:  
70% AFTER deductible is met
- » Annual Deductibles:  
\$3000 Single, \$6000 Family
- » Annual Co-Insurance Maximum:  
\$2500 Single, \$5000 Family
- » Inpatient/Outpatient Hospital Services: 70% AFTER deductible is met
- » Emergency Medical Care:  
70% AFTER deductible is met
- » Hospital Emergency Room
- » Urgent Care Center
- » Ambulance
- » Advanced Diagnostic Imaging Tests:  
70% AFTER deductible is met
- » No coverage for Out Of Network Services

### Prescription Drug Co-Payments

- » 5 Tier Plan
- » Co-payments:  
\$20.00 Generic Drugs  
\$60.00 Brand Name Formulary  
\$80.00 Brand Name Non-Formulary
- » 20% co-payment up to \$200 Specialty Formulary
- » 20% co-payment up to \$400 Specialty Non-Formulary



## 401(K)

Full-time Enviro-Clean employees have the opportunity to participate in a 401(k) plan, administered through American United Life Insurance Company, a OneAmerica Company.



## DENTAL

Enviro-Clean offers full-time employees the opportunity to purchase Voluntary Group Dental Insurance for him/herself, spouse, and dependent children. The plan administered through Ameritas Insurance Company affords competitive group rates on a pre-tax basis.

### Plan Highlights

- » Traditional plan: you have the option to go to any dentist of your choice.
- » Deductible: \$50.00 per family member per calendar year
- » Preventative Care: 100% of Reasonable and Customary charges after deductible
- » Basic Care: 80% of Reasonable and Customary charges after deductible
- » Major Care: 50% of Reasonable and Customary charges after deductible
- » Orthodontic Care: 50% after Reasonable and Customer charges after deductible
- » Plan Maximums per calendar year: \$1200 per insured member



## TERM LIFE INSURANCE

Enviro-Clean offers full-time employees the opportunity to purchase Voluntary Group Term Life Insurance for him/herself, spouse, and dependent children. The plan, administered through The UNUM Life Insurance Company, affords competitive group rates on an after-tax basis.

### Plan Highlights

- » Offers up to 5 times your annual base wage not to exceed \$500,000 in \$10,000 increments.
- » Related premiums up to \$50,000, determined by age and are deducted on a per pay period basis. **Example:** Earnings of \$20,000 per year will be eligible for up to \$100,000 of coverage (\$20,000 times 5 = \$100,000)

### Guaranteed Coverage

The plan offers the opportunity to elect up to \$100,000 of coverage for the employee and up to \$25,000 for spouse coverage when you enroll during the initial enrollment period with no health questions asked.



## VISION

Enviro-Clean offers full-time employees the opportunity to purchase Voluntary Vision Insurance for him/herself, spouse, and dependent children. The plan, administered through the UNUM Life Insurance Company, affords competitive group rates on a pre-tax basis.

### Plan Highlights

- » This is an In-network plan administered by EyeMed
- » \$10.00 copay for an exam, once every 12 months
- » \$25.00 copay for standard lenses, bifocal and trifocal lenses \$130.00 copay frame allowance, once every 12 months
- » \$130.00 copay contact lenses allowance



## VOLUNTARY SHORT-TERM DISABILITY

Enviro-Clean offers full-time employees the opportunity to purchase Voluntary Short-Term Disability Insurance for him/herself. The plan, administered through the UNUM Life Insurance Company, affords competitive group rates on an after-tax basis.

### Plan Highlights

- » Provides for income during a period of full disability for up to 12 weeks
- » Pays 60% of base wages up to \$1000 per week

# MANAGEMENT



# MANAGEMENT TEAM



**Steve Koster, RBSM**

OPERATIONS/H.R. VICE PRESIDENT

Steve has worked for Enviro-Clean for 25+ years, starting as a part-time cleaner and working up to his present position of Vice President of Operations & Human Resources. He oversees accounts operations and field managers. Steve's team appreciates his ability to calmly work through difficult situations and the latitude he gives them in their positions.



**Matt Koster, RBSM**

SALES/FINANCE VICE PRESIDENT

Matt began his career at Enviro-Clean 22 years ago as a cleaner while attending high school and college. Matt oversees Enviro-Clean's business development and finance departments. He enjoys working with the team to ensure cleaning and maintenance services that meet and exceed the expectations of Enviro-Clean customers.



**Laurie Boerman**

HR DIRECTOR

Laurie joined Enviro-Clean in 2007 and consistently displays passion, knowledge, and professionalism. She has a Business Management degree from Grand Valley University. Prior to Enviro-Clean she worked as the HR Manager for several large manufacturers. Laurie oversees the management of Enviro-Clean HR Team and ensures adherence to proper Human Resource practices. She is also responsible for our very successful safety program.



## **Mike Ring**

CONTROLLER

Mike Ring is Enviro-Clean's Controller. Mike joined Accounts Payable/Receivable at Enviro-Clean in 2015 from H&R Block where he was a Tax Preparer. Among Mike's many strengths is his ability to create a loyal and trustworthy team around him.



## **Sara Cornell**

OPERATIONS MANAGER WEST MI

Sara Cornell has been with Enviro-Clean's team for 23 years and has exceeded expectations in every position she has held. Sara is very hands-on and has a great depth of knowledge of the cleaning industry. She builds a strong team around her, showing great respect to them and they, in turn, give her their dedication. Sara oversees several operations managers and key accounts.



## **Tony Oxley**

SPECIAL SERVICES MANAGER

Tony joined the Enviro-Clean team in 2012 and works directly with Enviro-Clean's managers to mentor them on floor cleaning care. He is a wealth of knowledge in all special tasks including the cleaning and maintenance of VCT, carpet, ceramic floors, and terrazzo polishing. Tony works with a calm demeanor has built a very dedicated team.

# TRAINING



# EMPLOYEE TRAINING

We work to instill the value of customer service in every team member. Although our new employees have thorough training in cleaning tasks, we also want them to have the drive to serve our customers. We've found that demonstrating a customer service mentality has proven effective, so we put quality trainers in place—team members we want new hires to emulate.



The initial orientation takes place in a classroom setting. We instruct new employees about interacting with and conduct around customers and students. We also cover product usage, safety, energy conservation, and policies/procedures.

## Examples of Areas Covered:

- » Boundary Training
- » Security Procedures
- » Disinfecting Procedures
- » Customer Service/Attire
- » Biohazard Clean-Up
- » Asbestos Awareness
- » Hazard Communication
- » Safe Work Practices

## Detailed Onsite Training

A trainer accompanies each new employee for a minimum of five days. Based on the assignment, training will cover the following topics:

- » Daily restroom cleaning
- » Detail classroom cleaning
- » Sanitation and disinfection
- » Trash and recycling
- » Dust mopping
- » Ergonomics
- » Special event setup/cleanup
- » Safety
- » Light maintenance
- » Burnishing
- » Carpet vacuuming and spot removal
- » Job prep and cleanup
- » Café & break area cleaning
- » Vacuuming, sweeping, and mopping
- » Customer relations
- » Spot cleaning for windows
- » Ceiling and wall washing

# Daily Training Example

## DAY 1

- » Tour the facility
- » Introduce equipment and chemicals
- » Clean the facility; the trainer performs work while the trainee observes.

## DAY 2

- » Review of Day One
- » The trainer will address information in the Tell, Show, Do, Review manner (**Tell** – verbally review procedures, **Show** – visually review procedures, **Do** – perform the procedures)
- » Review – trainer and trainee role-play in opposite roles
- » Clean the facility; the trainer and trainee perform the work together.

## DAY 3

- » Review of Day Two
- » Clean the facility; the trainee will perform most of work.
- » Explain and train to do the weekly “detail cleaning” for the facility

## DAY 4

- » Review of Day Three
- » Perform detail cleaning
- » Clean the facility; the trainee will perform the bulk of the work.

## DAY 5

- » Certification on all tasks and procedures
- » Trainee will clean the facility

# CUSTODIAL ORIENTATION/TRAINING CHECKLIST

YES	NO	<b>Policies</b>	YES	NO	<b>Security</b>	YES	NO	<b>Technical Training</b>
<input type="radio"/>	<input type="radio"/>	Boundary training class	<input type="radio"/>	<input type="radio"/>	Securing building nightly exterior doors/alarms/ interior doors that need to be locked	<input type="radio"/>	<input type="radio"/>	Restrooms stock FIRST
<input type="radio"/>	<input type="radio"/>	Clocking in and out / which phone to use	<input type="radio"/>	<input type="radio"/>	Assign key/swipe badge	<input type="radio"/>	<input type="radio"/>	Restrooms: check all dispensers to ensure proper function
<input type="radio"/>	<input type="radio"/>	How to check teleteam messages	<input type="radio"/>	<input type="radio"/>	Emphasize key/badge importance/security	<input type="radio"/>	<input type="radio"/>	Tour account / areas to clean
<input type="radio"/>	<input type="radio"/>	How to call off /our policies on calling off	<b>Safety</b>			<input type="radio"/>	<input type="radio"/>	Review job description/ cleaning schedule
<input type="radio"/>	<input type="radio"/>	Requesting time off	<input type="radio"/>	<input type="radio"/>	Asbestos awareness	<input type="radio"/>	<input type="radio"/>	Leave copy of cleaning schedule for cleaner
<input type="radio"/>	<input type="radio"/>	Reporting breakage	<input type="radio"/>	<input type="radio"/>	Bloodborne pathogens	<input type="radio"/>	<input type="radio"/>	Review equipment and supplies / usage of each
<input type="radio"/>	<input type="radio"/>	Reporting building issues: burnt out lights, leaks, etc.	<input type="radio"/>	<input type="radio"/>	SOS information	<input type="radio"/>	<input type="radio"/>	Review building-specific energy plan
<input type="radio"/>	<input type="radio"/>	Ordering of supplies	<input type="radio"/>	<input type="radio"/>	Mopping techniques: s-motion / hand position / how full to fill water / going up steps	<input type="radio"/>	<input type="radio"/>	Work the cleaning schedule with new employee
<input type="radio"/>	<input type="radio"/>	Cell phone and texting	<input type="radio"/>	<input type="radio"/>	Emptying a mop pail	<input type="radio"/>	<input type="radio"/>	Site specific cleaning priorities
<input type="radio"/>	<input type="radio"/>	Reporting of unusual incidents/events/injuries	<input type="radio"/>	<input type="radio"/>	Site-specific safety instructions	<input type="radio"/>	<input type="radio"/>	Stretching program
<input type="radio"/>	<input type="radio"/>	Dress / uniforms	<input type="radio"/>	<input type="radio"/>	Emptying the brute / tipping procedure	<input type="radio"/>	<input type="radio"/>	Individual expectations
<input type="radio"/>	<input type="radio"/>	Smoking	<input type="radio"/>	<input type="radio"/>	Minimizing trash weight			
<input type="radio"/>	<input type="radio"/>	Removal of items from site	<input type="radio"/>	<input type="radio"/>	Reporting potential hazards			
<input type="radio"/>	<input type="radio"/>	Breaks - where and when to take a break	<input type="radio"/>	<input type="radio"/>	Injury procedures			
<input type="radio"/>	<input type="radio"/>	Onsite visitor	<input type="radio"/>	<input type="radio"/>	Emergency procedures			
<input type="radio"/>	<input type="radio"/>	CIR - performance evaluation						
<input type="radio"/>	<input type="radio"/>	Proper comment book usage						
<input type="radio"/>	<input type="radio"/>	Exiting the building/ grounds						

**My signature certifies that all checked items have been reviewed.**

Employee Signature \_\_\_\_\_ Date \_\_\_\_\_

Supervisor Signature \_\_\_\_\_ Date \_\_\_\_\_

# ONGOING EMPLOYEE TRAINING

## Ongoing 1-on-1 Training

We expect our management to tour service areas with their team members frequently, and to know their team members well. During these tours, managers give additional tips to address challenging cleaning issues. It is most beneficial when a manager can regularly tackle challenges in real-time, one-on-one.



## Crisis Training

In an abundance of caution, we train all new hires, and have ongoing training, for building threats. It is of **utmost importance** that we do what we can to prevent an incident.

### **Team members are instructed to always secure doors as directed by the district:**

- » NEVER leave exterior doors in a propped open position
- » When someone is at any entry door and is asking to come in, do NOT open the door
- » Never allow even authorized personnel or familiar people to enter the building. We would not be privy to whether someone was fired, disciplined, in a fight, or other sensitive information.

### **Team members must report:**

- » Any graffiti that could be taken as a threat to school safety
- » Anything suspicious, either heard or seen

Our crisis training, based on similar principles covered in the ALICE Active Shooter Training, is purposefully kept short and simple for easy recall in a high-stress situation. Our teams are taught to Hide & Barricade, Flee the Building, or Defend Yourself if Necessary.

We do not want any of our staff to engage with an active shooter unless absolutely necessary.

## Ongoing Classroom Training

Enviro-Clean training does not end after initial orientation and onsite training. Employees continue to receive ongoing training; example topics covered or reviewed include:

- » Boundaries Training Review
- » Battery Maintenance
- » Furniture Detail Cleaning
- » Handbook Review
- » Ladder Safety
- » Lifting Safety
- » Personal Grooming
- » Team Building
- » Transportation Safety
- » Crisis Safety
- » Window Cleaning

# BOUNDARIES TRAINING

Enviro-Clean's Boundaries Training is specifically designed with the school setting in mind. Our strict hiring standards and detailed training **ensure that all students are safe** among our team.

## Importance of Boundary Policies

With the intention of preventing incidents from ever occurring, our boundaries training aims to:

- » Create and maintain a safe atmosphere for the children that we encounter while performing our tasks.
- » Provide and sustain peace-of-mind for the parents, teachers, administrators, and communities of the schools that we clean.
- » Protect our team members from any accusations concerning the boundaries between them and the children with whom they come in contact.

## ENVIRO-CLEAN'S PHYSICAL CONTACT POLICY

Enviro-Clean team members are prohibited from initiating any physical contact with students. A student or on-looker has the potential to misinterpret the most innocent of gestures.

If a student initiates physical contact, our employees may, at most, extend a hand for a high-five, fist-bump, or a handshake. Offering a handshake with a school employee or another adult, however, is permissible. In addition to our policies, employees must be familiar with and adhere to the policies on physical contact that govern the facility where they work.

# Professional Conduct

When interacting with students, parents, school employees, and community members, Enviro-Clean team members are expected to handle themselves in an appropriate manner. They must keep verbal language, body language, and gestures positive and controlled.

Examples of the professional conduct we expect of our team members:

- » Smile and be pleasant.
- » Keep busy.
- » Move through the building with energy.
- » Take breaks in the designated area at the designated time.
- » Stay in designated areas at all times.
- » Remain focused on cleaning.
- » When asked to do an additional task, answer affirmatively and complete the task.
- » If a conversation unexpectedly becomes long, politely end it by saying something like, "Please excuse me, I really need to get back to work."
- » Report any uncharacteristic events or happenings to the Area Manager.
- » Report threatening writings on walls, paper, or any other surfaces.
- » Immediately report threatening talk or perceived verbal threats to the principal.
- » Immediately report finding any weapons, drugs, or other inappropriate items.

# Unprofessional Conduct

Enviro-Clean will not tolerate employees that conduct themselves in a manner that is less than professional. While on the job, employees must maintain appropriate relationships, verbal language, and body language.

Examples of misconduct include, but are not limited to:

- » Being alone with a student
- » Hanging out with one or several students with the room door closed.
- » Hugging or touching a student.
- » Allowing students in storage areas, closets, docking areas, mechanical rooms, or other places assigned to custodians.
- » Having any purposeful contact outside of the school setting with students; including internet, phone, mail, or e-mail correspondence.
- » Following a student home, giving a student a ride home, going to a student's home, or asking where a student lives.
- » Inviting students to one's home.
- » Facilitating a student's access to sexually explicit material or illegal substances.
- » Offering any items to students (this includes candy, pop, food, tobacco products, aspirin, pain relievers, or items that can be consumed).
- » Commenting on someone's appearance, either positively or negatively
- » Making jokes or remarks based on race or ethnicity.
- » Conversing about sexual acts or using sexual connotations.
- » Calling anyone by a nickname or pet name.
- » Using profane language or gestures.
- » Discussing one's own or others' lifestyles or habits.
- » Sharing personal or detailed information about students or school employees.
- » Working in, using, or loitering in an occupied restroom or locker area.
- » Watching students in restrooms or changing areas.
- » Engaging in lengthy conversations.
- » Breaking up student fights. Our employees must immediately report fights to the administration, and then help control the situation without getting between the students.
- » Possessing or using video or photography equipment while at the facility.



# MANAGER TRAINING

Enviro-Clean's Manager Training Programs Are Where Our Team Continues to Develop

Over 90% of Enviro-Clean management have been internal hires, and we promote from within whenever possible. Our philosophy is, "Doing whatever it takes to assure the customers' needs are met." We've seen great success when employees have started from the ground level and have been trained in this thought process throughout their advancement.

Our managers have a simple list of objectives that they need to master, ranging from industry-based tasks like disinfecting processes, to more fundamental management functions like employee motivation. Our Management Team assesses and scores each manager annually, providing a roadmap for specific, personalized training. All Enviro-Clean managers also have unlimited in-person and online access to Fred Pryor training.

# CLEANING METHODS



# BUILDING CLEANING METHODS

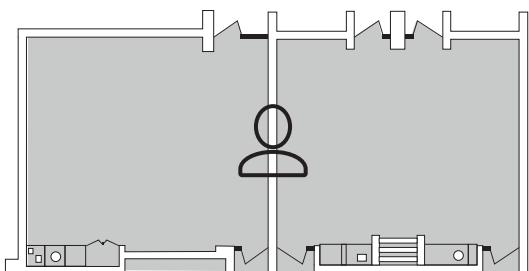
Enviro-Clean incorporates any combination of three methods when cleaning educational facilities based on building needs or customer desires:



## Team Cleaning

This cleaning method suits larger facilities where the team works together, but one custodian performs only one task each night.

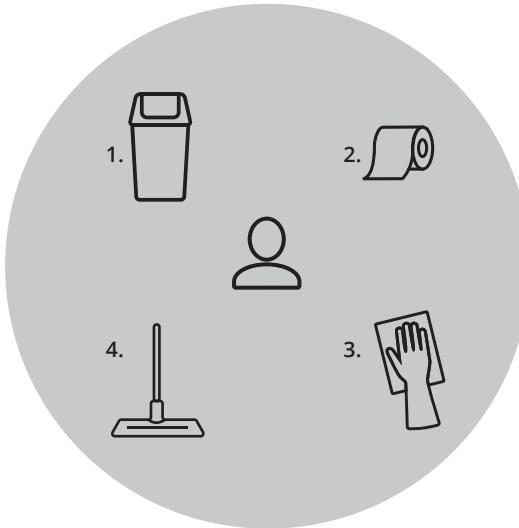
In this scenario, a team member's job may be solely emptying trash, only cleaning restrooms, exclusively cleaning floors, or just cleaning hard surfaces.



## Zone Cleaning

With this cleaning method, a custodian is responsible for all tasks in a given area (zone) of a building, performing the cleaning but with no particular order.

Although this method gives a custodian complete ownership of an area, we have found that time management is challenging as the team member is constantly switching tasks and making multiple trips to the cart.



## Single Task Cleaning

With Single Task Cleaning, a custodian is responsible for an entire elementary building or section of a larger building, completing an organized list of single tasks.

For example, the custodian might:

- 1) work through their area exclusively emptying trash.
- 2) clean all the restrooms in their area,
- 3) work through the entire area dusting and wiping down hard surfaces,
- 4) finish up doing all flooring surfaces.

Single Task Cleaning is our preferred method as it is efficient, gives the custodian complete ownership of the process and end product, and also provides a good mix of tasks to keep team members engaged.

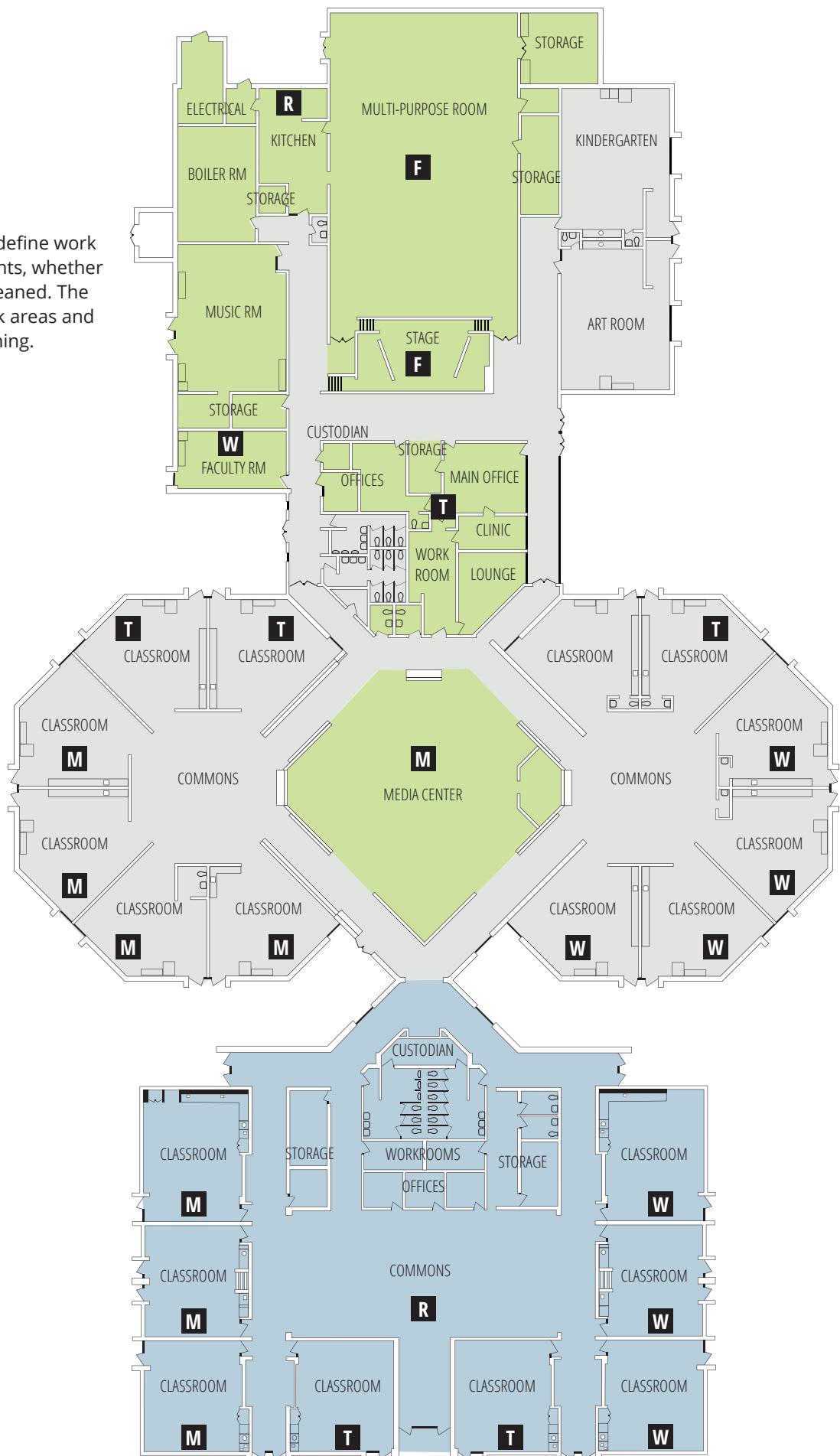


The Enviro-Clean team will create a custom plan for each building, taking into account:

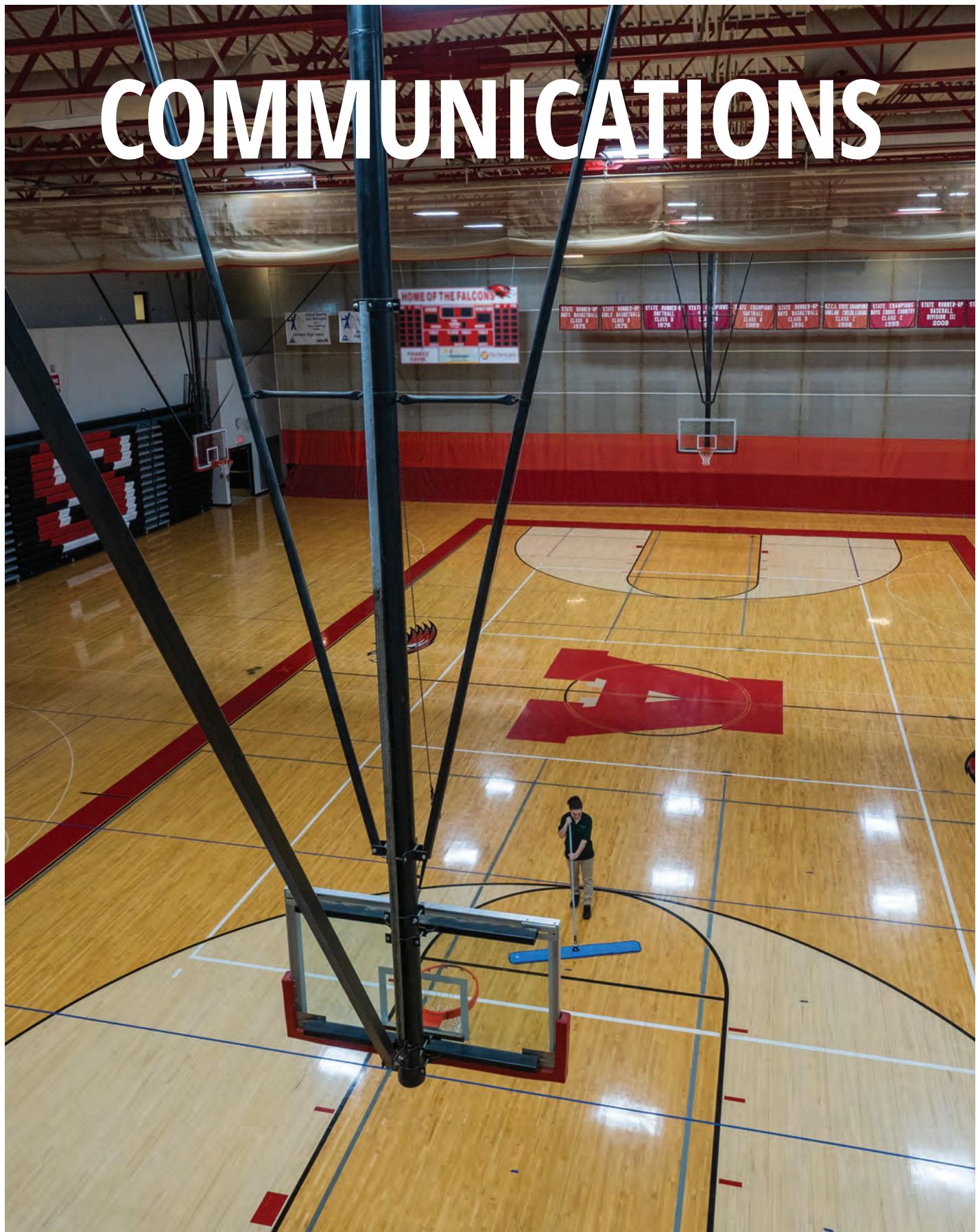
1. the total square feet of space
2. floor types
3. work specifications
4. events, etc.,
5. the requirements of the Westwood Community School District staff within the building(s).

# Facility Maps

We issue service maps that define work areas, tasks, and requirements, whether team, zone, or single task cleaned. The map clearly defines the work areas and the frequency of detail-cleaning.



# COMMUNICATIONS



## **Enviro-Clean offers communication systems that are personal, comprehensive, and traceable.**

### **School Log Books**

An Enviro-Clean logbook can be placed at the front desk in each facility. District staff can enter requests in the comment book and the custodian will review the comment book throughout the day and respond to the requests.

While we have varying levels of structured communication channels available (listed below), we still encourage face-to-face conversations with our managers.

Our system is structured so that managers have ample time to “pound the pavement” and frequently tour their facilities. Being in the buildings and knowing what is going on helps avoid potential problems. Managers stop in the offices during their tours to touch base and tend to possible needs.

### **Google Sheets**

Several of our customers have shifted to Google Sheets instead of a School Log Book. A manager or district personnel can easily see what requests are being made at each facility.

### **School Cell Phones**

Each Westwood Community School District building will have a dedicated cell phone, enabling district staff and Enviro-Clean management to handle issues swiftly and effectively.

### **Manager Smart Phones**

All Enviro-Clean Contract Managers carry a smartphone that is capable of sending and receiving emails and texts. Contract Managers and Assistant Contract Managers have 24/7 access to email.

### **Monthly Report Cards (MRCs)**

MRCs are monthly face-to-face meetings between each principal and the Enviro-Clean Contract Manager. A form is filled out and graded by the principal on customer service and quality for the previous month. The forms are shared with whomever the district wishes.

### **Face to Face**

The Enviro-Clean staff selected for cleaning in schools are required to be excellent communicators. We ask our Managers to be continually touring buildings and interacting with District staff. However, we expect that conversation will not become excessive.

### **School Radios**

If your schools have handheld radios (walkie-talkies) you would like Enviro-Clean staff to carry, our team will be happy to accommodate.

### **Present School System**

Enviro-Clean is here to serve you. If you would like to keep your current communications program, we will adapt to your system.

### **Enviro-Connect**

Enviro-Connect is a web-based program we offer that documents and streamlines the communication process. Enviro-Connect capabilities include: Trend Tracking Reports, Electronic Inspections, Work Orders, Record Database, etc.

# BUDGET TRACKING



# AUTOMATED TIME KEEPING

Enviro-Clean utilizes an automated time-keeping system to daily track the hours of each employee at each site. Our team members call an 800 number from an onsite phone that connects to our server where the job number and employee number are entered. The computer stores this data so it can be used for the functions listed below.

## Clock In, Caller ID

When team members clock into their job from the onsite phone, the computer verifies that the call is coming from the onsite phone, records the current time and that the job is underway. At the end of the shift, team members clock out.

## No Missed Shifts

If a job has not clocked in by a specified time, Enviro-Clean's system sends a text message to notify management who then quickly work to fill the open position.

## Daily Hours Report

The Enviro-Clean manager responsible for the Westwood Community School District will receive a daily hours and budget report for each district building. The report shows exactly how long the cleaning staff was onsite, and how many hours are budgeted each day. This allows the Manager to keep jobs within budget, or take note when someone is not spending the full number of hours allocated to the building.

## Other Uses

In addition to the items shown above, Enviro-Clean's budget tracking system is also used for automatically updating payroll, scheduling, inventory, general ledger, and accounts receivable.

An example of a budget report is BELOW.

## **Enviro-Clean Services, Inc.**



## Timekeeping Report

## Hours by Job

*Date Range: 01/11/22 To 02/08/22*

## Maximum Security Level 9

03/01/22

1:38:48 PM

Page 1

Job #	Job Name			Total Hours			Hours	In	Out	Lunch	WT #
Date	Daily Total	Employee #	Employee Name	Hours Type							
<b>152501</b>	<b>High School 1st</b>			<b>159.50</b>							
01/11/22	8.00	25847	Schlicker, Rick	Direct-Regular			7.75	05:30	13:14		
01/12/22	8.00	25847	Schlicker, Rick	Direct-Regular			8.00	05:28	13:30		
01/13/22	8.00	25847	Schlicker, Rick	Direct-Regular			8.00	05:27	13:32		
01/14/22	8.25	25847	Schlicker, Rick	Direct-Regular			8.25	05:30	13:50		
01/17/22	7.75	25847	Schlicker, Rick	Direct-Regular			7.75	05:29	13:20		
01/18/22	8.00	25847	Schlicker, Rick	Direct-Regular			8.00	05:30	13:30		
01/19/22	8.00	25847	Schlicker, Rick	Direct-Regular			8.00	05:30	13:30		
01/20/22	8.00	25847	Schlicker, Rick	Direct-Regular			8.00	05:30	13:30		
01/21/22	8.00	25847	Schlicker, Rick	Direct-Regular			8.00	05:30	13:30		
01/24/22	8.00	25847	Schlicker, Rick	Direct-Regular			8.00	05:30	13:30		
01/25/22	8.00	25847	Schlicker, Rick	Direct-Regular			8.00	05:30	13:34		
01/26/22	8.00	25847	Schlicker, Rick	Direct-Regular			8.00	05:31	13:33		
01/27/22	8.00	25847	Schlicker, Rick	Direct-Regular			8.00	05:30	13:30		
01/28/22	8.00	25847	Schlicker, Rick	Direct-Regular			8.00	05:34	13:32		
01/31/22	7.75	25847	Schlicker, Rick	Direct-Regular			7.75	05:30	13:11		
02/01/22	8.25	25847	Schlicker, Rick	Direct-Regular			8.00	05:30	13:34		
02/02/22	8.00	25847	Schlicker, Rick	Direct-Regular			8.00	05:30	13:27		
02/04/22	8.00	25847	Schlicker, Rick	Direct-Regular			0.00	05:32	05:32		
			Schlicker, Rick	Direct-Regular			8.00	05:33	13:30		
02/07/22	8.00	25847	Schlicker, Rick	Direct-Regular			8.00	05:30	13:30		
02/08/22	8.00	25847	Schlicker, Rick	Direct-Regular			8.00	05:31	13:31		
<b>Total Hours:</b>					<b>159.50</b>					<b>-159.50</b>	<b>0.00%</b>
<b>Total Jobs:</b>	<b>1 Total Employees:</b>			<b>1</b>							
<b>Recap by Hours Type</b>											
<b>Hours Type</b>		<b>OT Eligible</b>	<b>OT Non Eligible</b>	<b>Total Hours</b>							
Direct-Regular		159.50		159.50							
<b>Totals</b>		<b>159.50</b>	<b>0.00</b>	<b>159.50</b>							

# QUALITY CONTROL



# PERFORMANCE MANAGEMENT SYSTEM

Enviro-Clean's performance management system is distinguished from others because it is kept brutally simple. The core is that we provide ample time for our Managers and Operations Managers to tour their facilities. While computer systems and dashboards can be helpful, having capable management in the buildings "pounding the pavement" is what gets our business done. Touring, interacting with staff,

viewing equipment, and knowing what is going on helps us stay ahead of the issues, and address matters before they need to be documented. That is not to say other checks needn't be in place, but the foundation of our system is not one where the customers or building occupants are telling us what we need to correct.

## Operations Managers

Enviro-Clean's Operations Managers are a high-level team assigned several districts to oversee. The number of districts each monitor is kept to a minimum so they can be in each district weekly, interacting with customers, assisting onsite managers, and touring buildings.

## Onsite Managers

We're very proud of our team of Onsite Managers. The majority have been with the company for many years and truly embrace a "can-do attitude." Their responsibilities include customer interaction, employee interaction, quality, supplies, equipment, etc.

## Monthly Report Cards (MRCs)

Each month Enviro-Clean will request each principal fill out a quick one checkmark review of the cleaning performance in their building. The goal is to ensure that our view of our performance aligns with principal's. Enviro-Clean can provide these reports to the District if the administrators want to be aware of the principal's perception of the services.

## Continuous Improvement Review (CIRs)

Each month managers fill out a one-page form rating the performance of each of their team members. During the CIR, our manager tours each team member's area giving accolades for a job well done and offering pointers. If corrections are needed, the manager will monitor and follow up on future tours. Our team members typically enjoy these reviews as they like to know where they stand.

## Manager Report Cards

Enviro-Clean now implements quarterly manager report cards. This is meant to be an exciting and positive addition to assure managers know how we view their performance. Items tracked include paperwork, safety, CIR completion, etc.

## Informal Customer Interaction

As further described in the Communications tab of this proposal, customer interactions are vital for providing high-quality services. We want to know what is happening, what is coming down the pike, and where the customer feels we should focus. Enviro-Clean's Managers and Operations Managers consistently communicate with the District designees. Interactions between the customer and our onsite manager typically happen daily.

## Formal Customer Interaction

We have found the implementation of quarterly meetings to be extremely valuable for maintaining quality services. These meetings offer an opportunity to discuss our performance, plan what is coming down the pike in the District, and define goals for the next quarter. We can work with the District to determine who should attend. These times are also productive for collaboration on present and future objectives and conducive to a solid partnership.

## Computer Based Program

Enviro-Clean offers a computer-based program available for further tracking of performance. However, most of our customers prefer to communicate through email, phone calls, or in-person and have reports emailed when complete.



# GREEN CLEAN



# SUSTAINABILITY PROGRAM

Enviro-Clean's sustainability program has been in place for decades but continues to evolve with new ideas, technologies, and strategies. Throughout the cleaning process, we utilize techniques and equipment that assure safe products are used, energy is conserved, and contaminants are removed from the facilities.

The greenest, high-performance chemicals available are used.

Vacuums have near HEPA filtration systems.

Vacuums replace dust mops where feasible.

Carpets are pre-treated with a chemical and extracted using only water.

Auto-scrubbers use low water usage technology, lessening the use of chemicals.

Reusable microfiber cloths replace disposable cloths for dusting.

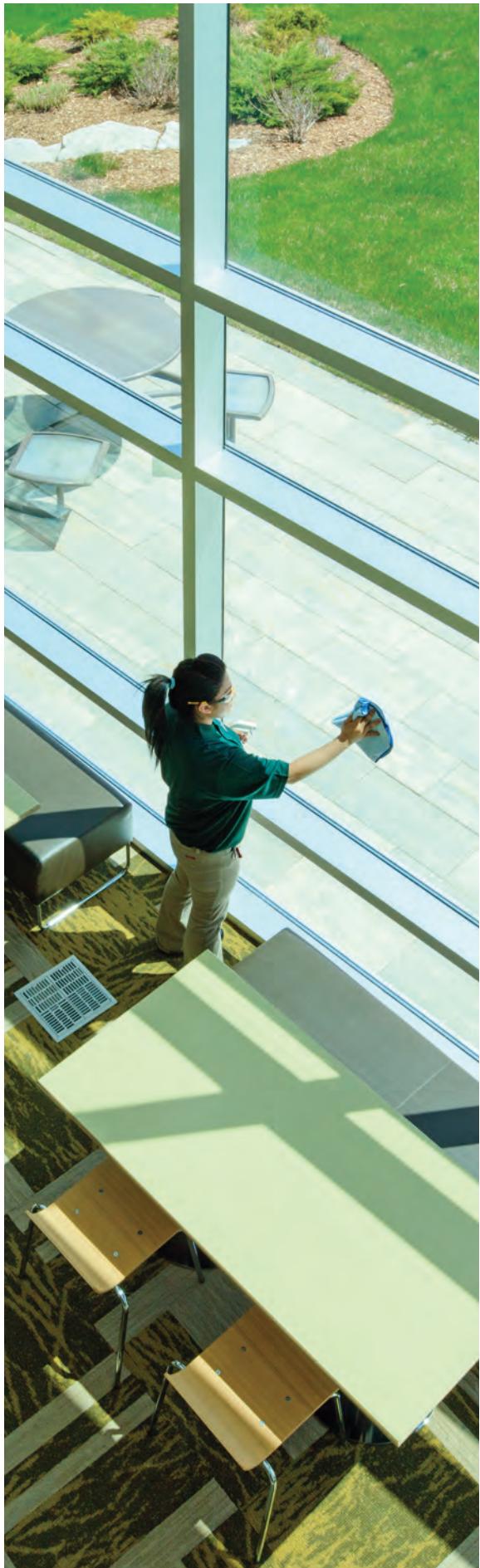
Chemicals are dispensed from a metering system, ensuring correct dilution and minimizing chemical waste.

Entrance mats that help stop dirt at the door are encouraged.

Color-coded microfiber cloths are used wherever possible.

Acids have little place in the Enviro-Green program.

Aerosol usage is minimal, used ONLY where no other satisfactory substitute is available.



# Green Cleaning Benefits

Using Enviro-Clean's approved chemicals and processes can provide immediate benefits.



## Environmentally friendly cleaning creates healthier surroundings

Green cleaning helps improve indoor air quality and reduces health problems that traditional products and processes can cause.



## Healthier environments increase productivity

Statistics show increased satisfaction, improved morale, reduced absenteeism, as well as increased productivity and efficiency can occur when a facility is maintained using green cleaning processes.



## Green programs help the earth

Implementing a green program can reduce the negative effects that cleaning and sanitary operations have on the environment.

# Resource Saving Ideas

1

Set the classroom (or school-wide) thermostat slightly warmer in the summer and cooler in the winter.

2

Open the blinds or shades, and turn off the lights in classrooms with windows and adequate natural light.

3

Turn off lights, electronics, and other equipment when not in use.

4

Avoid overuse of the air conditioning

5

Locate and repair leaks around windows and doors where air conditioning and heat can escape.

6

Clear any obstruction(s) from heating and cooling vents

7

Keep doors and windows closed to reduce heating and cooling system waste.

8

Repair leaky faucets and toilets throughout the school buildings.

9

Install faucet aerators, low-flow showerheads, and other water-saving devices throughout the school.

10

Never allow water to run unnecessarily.

# EQUIPMENT



# Equipment

In addition to signs, brooms, etc.

## High School

Title	Quantity
Taski Swingo 2500 Riding Scrubber	1
NSS 2012 20" Autoscrubber	1
Wet Dry Vacuum	1
20" Floor Swing Machine	2
KaiVac 1750 Restroom Cleaning Machine	1
Karcher Cadet 7 Gallon Carpet Extractor	1
ProTeam Backpack Vacuum	2
Proteam Progen 15 Upright Vacuum	2
ProTeam Floor Fan	4
Edic Portable Carpet Spotter	1
ProTeam Battery Powered Backpac Vac	1

## Middle School

Title	Quantity
NSS 2012 20" Autoscrubber	2
Wet Dry Vacuum	1
20" Floor Swing Machine	1
Karcher Cadet 7 Gallon Carpet Extractor	1
ProTeam Backpack Vacuum	2
Proteam Progen 15 Upright Vacuum	2
ProTeam Floor Fan	4
Edic Portable Carpet Spotter	1
ProTeam Battery Powered Backpac Vac	1

**Thorne Elementary**

<b>Title</b>	<b>Quantity</b>
Taski Swingo 2500 Riding Scrubber	1
NSS 2012 20" Autoscrubber	2
Wet Dry Vacuum	1
20" Floor Swing Machine	2
KaiVac 1750 Restroom Cleaning Machine	1
Karcher Cadet 7 Gallon Carpet Extractor	1
ProTeam Backpack Vacuum	2
Proteam Progen 15 Upright Vacuum	2
ProTeam Floor Fan	6
Edic Portable Carpet Spotter	1
ProTeam Battery Powered Backpac Vac	1

**Daly Elementary**

<b>Title</b>	<b>Quantity</b>
NSS 2012 20" Autoscrubber	1
Wet Dry Vacuum	1
20" Floor Swing Machine	1
KaiVac 1750 Restroom Cleaning Machine	1
Karcher Cadet 7 Gallon Carpet Extractor	1
ProTeam Backpack Vacuum	1
Proteam Progen 15 Upright Vacuum	1
ProTeam Floor Fan	4
Edic Portable Carpet Spotter	1
ProTeam Battery Powered Backpac Vac	1

**Admin**

<b>Title</b>	<b>Quantity</b>
Proteam Progen 15 Upright Vacuum	1
ProTeam Floor Fan	2
Edic Portable Carpet Spotter	1

# CONTINUITY



# TOURNOVER

Turnover of staff is naturally going to take place at some level while individuals navigate their lives. We believe turnover should be minimal, and should not be felt negatively at the customer level. Low turnover rates will be accomplished by:

## Respect

We expect that all of our employees, especially our managers, treat everyone with respect. We also encourage managers to get to know their team members well to ensure their needs are being met.

## Pre-screening

Our recruiting team does a tremendous job pre-screening candidates. We seek and place new hires who have a proven work history and longevity at previous assignments.

## Gratefulness

Enviro-Clean's managers continually let their teams know that their work is vital and appreciated.

## Competitive wages

We frequently survey markets to ensure that the wages we pay are attractive and competitive compared with the commercial/industrial sector.

# ABSENCES

Our resolve is to provide your District with a full staff each day. Facilities will not be short-staffed and staff members will not be told to rush through their normal assignments to cover for an absence. To accomplish this, a fill-in staff substitutes for employee absences, vacations, and open positions. The fill-in personnel will be able to handle most absences. When absences do not occur, the fill-ins will still work their shift but attend to extra detail cleaning or special project work.

If more than the available fill-ins are needed, the following is the succession of staffing these opportunities:

1. Full-time fill-ins will have top priority to cover for staff absences.
2. Some positions will be staffed by part-time employees who can work more than their normal assignment.
3. Where more than two fill-ins are required on a job site, the others will work overtime to fill the need.
4. The Assistant Manager may step in to help, which will not be a frequent occurrence.

# HEALTH & SAFETY



# OUR SAFETY RECORD

**Our entire Enviro-Clean team is extremely proud of our safety record.**

## Awards

Experience Modification Rate (EMR) is an insurance rating given to gauge both past costs of injuries and future chances of risk. The lower the EMR of your business, the lower your worker compensation insurance premiums will be. An EMR of 1.0 is the industry average. Enviro-Clean's Experience Modification Rate (EMR) for 2024 is .56. An EMR of .56 is incredible, and any company would be very proud of this rating.

Enviro-Clean is a member of BSCAI (the world's largest Building Service Contractor Association). For the past six years, we have received their Safety Award for mid-size companies. The plaques awarded by the BSCAI are proudly displayed and celebrated by the team each year.

## Practices

Enviro-Clean is committed to identifying and implementing practices that will avoid or reduce the chance of personal injury, property damage, or reduced productivity that results from a preventative incident. The personal safety and health of each of our team members and the Westwood Community School District students and staff are of the highest priority.

The most important aspect of our safety program is the embodiment of proper attitudes toward injury and illness prevention on the part of management, supervision, and employees.



# VIRUS CONTROL

Coronavirus brought the importance of thorough and proper disinfection to the forefront in 2020.

While information about COVID-19 was slowly emerging, our leadership was learning all that we could, gathering and preparing supplies, and frequently communicating with our customers. Our front-line managers and team members were unwavering in ensuring our customer's needs were met in factories, schools, offices, and medical facilities. Our team is proud of how we came together and bravely met the unknown challenges we all faced.



## Chemicals

Enviro-Clean has a long-standing relationship with Diversey for the vast majority of our cleaning chemicals. Diversey is a worldwide company and a leader in disinfectants. We worked closely with Diversey to ensure the chemicals in their products were EPA registered to kill COVID-19. Should a future outbreak of a different virus appear, we are confident that Diversey will quickly have effective solutions.



## Protocols

Our team worked quickly and tirelessly to adapt to the needs of our customers. In large part, this meant revamping cleaning tasks to ensure disinfecting was of the highest priority. We adjusted our employee shifts and positions and collaborated with each of our customers to devise a customized plan that met their particular needs.



## Supplies

As Coronavirus entered the USA in 2020, we acted quickly to procure surpluses of disinfectants, gloves, masks, sprayers, and shields.



## Communications

Our front-line team received constant communication about the virus—which products to use, how to use them, and the best safety practices. We also had consistent communication with our district contacts and worked to fulfill their requirements. In addition, we provided teachers with details about our classroom cleaning procedures and graphics displaying high-touch areas.

**Should a future virus or other unknown challenge emerge, our Enviro-Clean team will rapidly investigate, learn, communicate and act.**

# RECRUITING



Our recruiting program can be discussed further in a one-on-one or presentation format.

# RECRUITMENT

Enviro-Clean has a creative and fluid recruiting program. Changes are constantly taking place as new avenues for finding team members are tested.

## **Solid structure**

Enviro-Clean has a decentralized recruiting program with a core group of the recruiting team performing the more routine functions. In essence, the front-line managers are still involved in the decision of whether to bring a team member aboard, but the burden of paperwork, data entry, background checks are removed.

## **Managers make the choice**

Our managers are empowered to make the final decision on whether a potential new hire is suited for their team. New employees need to fit with the expectations of our customers and within the dynamics of our team. Managers know the culture of their customers and employees best, so this decision is theirs.

## **Fluid**

Our recruitment program seldom looks the same month to month. New ideas are usually met with, "Let's give it a try." This not only keeps us at the forefront of where employees are searching for jobs, but it also keeps the program lively and exciting for all involved.

## **Tracked**

Enviro-Clean's HR Director produces weekly reports tracking where openings exist and where additional assistance may be needed. This information is discussed weekly with all levels of Enviro-Clean management.

## **Staying in front of issues**

Knowing which accounts have an open position(s) helps our team proactively fill the jobs before openings might get away from us. This allows the team to jump on the issue and make decisions that mitigate potential problems.

