



meet the people company

Where students can shine,
grow and feel empowered.



SSC

Supporting *Students*, Building *Communities*

Our Customized Approach for Minidoka County School District



mission and values

Our values are deeply aligned with Minidoka County School District. Together, we share a commitment to excellence, community and student success:

Minidoka School District is dedicated to fostering each student's academic, emotional, and social growth through excellence, respect, and shared responsibility.

"At SSC, our purpose has always been bigger than the work we do. Every hallway we clean, every classroom we care for, every space we maintain, it all supports one shared goal - helping students thrive."

- Darryl Lomax, SSC CEO



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This proposal, designed specifically for Minidoka County School District, is confidential and proprietary to Compass Group USA Inc. (Compass). Any unauthorized dissemination to others outside your organization would irreparably harm Compass and entitle Compass to judicial equitable relief, including injunction and specific performance. This proposal is valid for 30 days after its presentation and/or delivery to you.



**welcome to
the people
company**

SSC Services for Education is the only facilities management partner focused exclusively on schools, from K-12 to higher education. Your priorities are our priorities.

We self-perform 96% of our work, delivering unmatched consistency, safety and accountability. Our hands-on approach ensures cleaner, safer campuses and a team that understands your mission.

Driven by a commitment to student well-being, we create learning environments where distractions are minimized and outcomes are maximized. With proven, education-focused processes, SSC delivers measurable cost savings and operational excellence – so Minidoka County School District can stay focused on student success.

“What is the SSC difference? It’s all about the detail work to really get the “wow” factor. When you walk into the building and turn the lights on, and you can really say “wow” about your work, that’s special.”

**– Coulter Sims, Regional Director
of Operations**



Supporting *Students*, Building *Communities*

December 10, 2025

Spencer Larsen

Superintendent

Minidoka County School District

310 10th St.

Rupert, ID 83350

Our Commitment: Supporting Student Success Through Exceptional Facilities

Dear Minidoka County School District Leadership,

At SSC, we believe every decision made in a school district should ultimately support student achievement. Your commitment to “moving the needle” for every learner is our shared purpose – and the foundation of our partnership.

Research consistently shows that well-maintained, safe and welcoming schools are essential for student learning, attendance and engagement. Our mission is to ensure that your facilities never stand in the way of student success, but instead actively contribute to it.

SSC is honored to present this proposal for comprehensive custodial, grounds and facility maintenance services for Minidoka County School District. With an exclusive focus on educational environments, we understand that operational excellence is not just about buildings – it’s about creating the conditions where students and educators can thrive.

Why SSC?

- Over 55 years of proven expertise serving schools and districts nationwide
- Trusted by more than 145 educational partners every day
- 96% client retention rate, reflecting our unwavering commitment to quality and trust
- A team of more than 10,000 dedicated professionals who care for your facilities as if they were their own

Our Impact:

- Clean, safe environments that foster higher achievement and better attendance
- Reliable operations that boost staff morale and retention
- Facilities that inspire confidence among parents, staff and the broader community

We invite you to review this proposal and connect with our references – because the true measure of our work is seen in the outcomes we help districts achieve.

We look forward to the opportunity to discuss how SSC can help Minidoka County School District keep students at the center, strengthen operational excellence and maximize every dollar for the benefit of your learners.

A handwritten signature in black ink, appearing to read 'Nathan McCann'.

Nathan McCann • Regional Sales Director – West

SSC • nathan.mccann@compass-usa.com • 520-609-6518

meet
the
company

people



say *hello*
to higher
performance



Executive Summary

A Powerful *partnership*

Minidoka County School District and SSC



“

"I absolutely recommend SSC Services for Education. If you're looking for a partner that genuinely cares, invests in its people, delivers excellent service and brings measurable operational improvements and long-term cost savings, they are it. Their dedication, flexibility and honesty have made a huge positive difference here in Jerome, and I'm sure they'll do the same for you."

Brent Johnson, Superintendent, Jerome School District (ID)

We Heard You

Every great partnership starts with listening. You told us what matters most, and we heard you. Our proposal is custom-built to address your top priorities:

Caring for and **providing opportunities** for the district's current employees, including skill-based training and professional growth pathways.

Ensuring stability and delivering results with **proven expert leadership**.

Delivering a **seamless transition** that builds confidence and **raises expectations** for what is possible.

Maintaining a **laser focus** on supporting Minidoka's pursuit of improved **student achievement**.

Proactively leveraging training, technology and a continuous improvement model to **increase efficiency** and **enhance quality and service**.



Employee Care

SSC is proudly and unabashedly a people organization. Our team members are the foundation of our success. By caring for our team, we empower them to expertly care for our partners. Our employee turnover rate is one-fifth the industry average because our associates come first. Comprehensive benefits, technical training and clear paths to growth foster high-caliber teams dedicated to student success.

Minidoka employees transitioning to SSC can expect:

- Individual health, dental and vision insurance with \$82.82 monthly premium co-pay (same premium team members currently pay)
- One-to-one service match with Compass Group for each year of service in Minidoka County School District
- 12 sick days annually
- Four personal days annually
- Retention of current vacation benefits



“My personal experience with SSC has been one of the best experiences; since being with SSC, I have learned and grown with them. Being able to have the opportunity to do training and learning new things with a better knowledge of how things work has significantly enhanced my career by developing my leadership, strategic thinking and problem-solving skills. They have given me hands-on experience in managing operations and driving results, which has broadened my perspective and strengthened my ability to deliver value in any professional setting. Having the opportunity to grow and move up is one of the best things about SSC. Even my personal director has invested in my career, letting me learn more and thrive.”

Jewlie Wolfe, SSC Maintenance Tech, Jerome School District (ID)

For detailed information on compensation and benefits for Minidoka employees transitioning directly to SSC, please visit

pg. 190

Leadership That Inspires and Delivers

SSC understands the importance of delivering on our promises. Transparency is essential. Through our quality assurance systems, we track and analyze data to best inform our services within your district. Minidoka will have real-time access to the details of your facilities and can request specific report cadences to stay current. Our QA process includes:

- Work Order Audits
- Informal Building Walkthroughs
- Formal Inspection Tours
- Customer Surveys and Questionnaires
- Daily Inspections
- Monthly Report Cards
- Quarterly Business Reviews (QBRs)



“One of the standout qualities of SSC Services for Education is their attentive listening to our needs and concerns. They are responsive and proactive in addressing any issues that arise”

Greg Wyman, Superintendent,
J.O. Combs Unified School
District (AZ)

Building Confidence and Raising Expectations

You don't get a second chance to make a first impression. That's why SSC's STAT (Startup, Transition and Training) team is already hard at work constructing Minidoka's transition plan. Developed by subject matter experts with extensive experience in transitions, our plan is focused on building a foundation that keeps Minidoka's students, staff and families at the center of every decision. The STAT team and dedicated experts will be on-site to ensure a seamless transition, alleviate associate and community concerns, provide background checks for current associates, recruit, train and thoughtfully integrate into the Minidoka County School District family.



“This (the collaboration with SSC) is the district's largest partnership, and the transition was a major undertaking. It was not without obstacles. However, one of the standout qualities of SSC is their team's earnest desire to get it right; to meet and even exceed our expectations.”

Margot Jones, Executive Director of
Business and Finance, Kingman Unified
School District (AZ)



Our Roots in Idaho Run Deep

Minidoka County is known for its expansive, fertile plains and highly productive agricultural landscape. Our parent company, Compass Group, has a longstanding presence in the Magic Valley and throughout Idaho.

- Currently, Compass Group's impact within a 75-mile radius of Rupert exceeds **\$9 million** annually, supported by more than 160 employees.
- Including Boise, the impact grows by an additional **\$40 million, with 650 team members.**
- Compass Group purchases over **\$15 million** in goods and services from Idaho-based companies, actively supporting the local economy.
- In fiscal year 2025, Compass Group paid more than **\$26 million** in wages in Idaho and an additional **\$2 million** in total payroll tax on those wages.



SSC: The Safe, Low-Risk, High-Reward Choice

Value is essential for every school district striving for a strong return on investment. At SSC, we align our priorities with yours – because improving outcomes for every student is our shared mission.

The quality of school facilities and the reliability of operations are critical to student success. Research shows that well-maintained, efficiently managed schools lead to higher achievement, stronger attendance and greater student engagement.



“One of the standout qualities of SSC is its responsiveness to our needs and requests. They have shown an impressive ability to adapt and provide solutions that align with our objectives. This level of attentiveness has significantly impacted our operational efficiency and allowed district administrators to focus more time and energy on enhancing student learning and achievement.”

Mark Goligoski, Assistant Superintendent, Marana Unified School District (AZ)



“As a facilities director with SSC, I’m proud to say our work goes far beyond maintaining buildings; we become part of the communities we serve.”

Terrance Handyside, SSC Unit Director and Jerome School District Parent,
Jerome School District (ID)



Supporting Those Who Directly Support Students

Teaching is challenging, even under optimal conditions. SSC is passionate about creating ready-to-learn environments. Supported staff are more engaged and motivated, which leads to better teaching and support for students. Increased morale fosters creativity and a willingness to try new instructional strategies, directly benefiting student learning.



"School facilities have a direct effect on teaching and learning. Poor school conditions make it more difficult for teachers to deliver an adequate education to their students, adversely affect teachers' health and increase the likelihood that teachers will leave their school and the teaching profession."

Source: Linking School Facility Conditions to Teacher Satisfaction and Success

Experts in the Student Experience

It is the student experience that ultimately matters. You can't focus on student achievement if you have "a thousand fires" to put out elsewhere. Let us help shift your time, energy and attention away from facility management and back to where it belongs – on student achievement.

With more than 55 years of facilities experience exclusively for education partners, SSC

understands its role as an ambassador of your mission. Our program is designed with students in mind, supporting every child's health, well-being and success.

We know that students need to be in the classroom to achieve, and we understand the impact absences have on the district's budget. That's why maintaining clean, safe and well-cared-for facilities matter – it helps keep students in class, driving achievement and protecting vital funding for your district.

A well-maintained, clean learning environment doesn't just feel better – it drives results. For Minidoka, just a **1.5% increase in student attendance** can generate funding for four additional staffing units, or roughly **\$616,000 in added revenue**. Investing in facilities means investing in student success and district resources.



Financial Highlights

SSC is proud to present our proposal for comprehensive facility maintenance and management services for Minidoka County School District. We appreciate your consideration and look forward to building a collaborative partnership where the whole truly exceeds the sum of its parts.

Our financial offer is based on onsite discussions with district leadership and a thorough review of current operations.

Year 1 Pricing

\$3,563,057

Financial Highlights

- Level 3 facility condition assessment - \$185,000
 - Paid by SSC – NO charge to Minidoka
- Start up costs of \$435,232 – NO charge to Minidoka
- Signing bonuses - \$200,000
 - Year 1 - \$100,000 paid at signed contract
 - Year 2 - \$100,000 paid at conclusion of Year 1
- Added Management - \$344,003 (includes taxes and benefits)
 - Onsite Facilities Director - \$118,322
 - Onsite Custodial Manager – \$106,709
 - Onsite Facility Services Coordinator - \$71,871
 - Dedicated ground team lead - \$47,101
- Capital investment in new equipment - \$908,375
 - \$395,388 - custodial equipment
 - \$279,412 - vehicles
 - \$215,815 - landscaping equipment
 - \$17,760 - facilities maintenance equipment
 - Includes the value of a new computer maintenance management system (CMMS)
- Parts and materials annual capped budget - \$200,000
- Purchased services annual capped budget - \$150,000
- Maintenance Threshold: \$2,000

	Facilities Program
Minidoka 2025-2026 Budget	\$3,362,935
Non Allocated Expenses	
Minidoka Time & Resources Leadership Team	<i>How much time are you spending currently that could be reallocated to student learning and achievement?</i>
Human Resources	<i>Savings in recruitment, hiring, personnel matters, etc.</i>
Accounts Payable	<i>Free up time for other district needs</i>
Payroll	<i>Free up time for other district needs</i>
General Liability Insurance	<i>What is the captured savings for the district?</i>
2025 Operating Budget	\$3,362,935
FY27 Operating Budget Adjusted for CPI	\$50,444
SSC Program Enhancements	
Staffing - Recruit, Train, & Retain	
Added Director of Facilities	\$90,000
Added Custodial Manager	\$80,000
Added Facility Services Coordinator	\$50,000
Added Grounds Crew Team Lead	\$35,360
Associated wage taxes and benefits	\$85,776
Yearly Equipment Amortization	\$125,793
Contribution to SSC Overhead	\$96,420
SSC Profit	\$114,096
SSC's Comprehensive Program Investment	\$4,090,824
SSC Proposal	\$3,563,057
Value Add	\$527,767

meet
the
company

people



Company Overview

Who We Are at a Glance



Custodial
Services



Grounds
Management



Facilities
Maintenance



Project and
Construction
Management

145+

Partners nationwide



100%

Focused on education spaces



55+

Years of experience

Est. 1969



9K+

Acres managed
per year



250M+

Square feet
serviced per day*



**Headquarters in
Knoxville, Tennessee**

1225 E. Weisgarber Road, Suite 200

FEIN: 62-1101779

10K+

Employees



“Every challenge we put on the table for them – they have stepped up to that challenge. We do have a genuine partnership.”

Dr. Lloyd Jackson, Superintendent, Texarkana Arkansas School District



*Ranging from 32,000 to 23 million square feet per day.

Associations and Certifications

SSC is proud to belong to or support the following organizations:





Supporting Students, Building Communities

Living Our Values: The Partnership Difference

From classrooms to campuses, you get
specialized services with a *personal* touch



Experts in the Student Experience

With over 50 years of facilities experience dedicated exclusively to education partners, we understand our role as ambassadors of Minidoka County School District's mission. Our programs will be designed to reflect your standards and to **support the health, well-being and overall success of your students.**



Strongest Talent, Lowest Turnover

Our employee turnover rate is one-fifth the industry average because we prioritize our people. Your community will benefit from stable, self-performing account teams that bring **higher technical expertise, stronger cultural alignment and a safer, more secure environment for your students.**



Proactive Innovation and Continuous Improvement

From process automation and robotics to intuitive analytics and holistic sustainability standards, our full-service FM teams will help you achieve strategic goals more efficiently and effectively. We will continuously innovate and improve our services to align with your evolving needs and long-term vision.



Engagement Programs Tailored to Your Vision

Your priorities are our priorities. From customized sustainability initiatives to student internships, educator grants and community events, we will design engagement programs that **reflect your vision and extend our impact far beyond core services.**



Trusted Expertise. Flexible Programming

Because we **self-perform 96% of all facilities services,** we will bring unmatched technical expertise and program flexibility to your campuses. Our team will build a lasting partnership by tailoring the service approach to align with your unique culture and evolving priorities.



Global Resources Invested in Your Community

As part of the world's largest support services organization, **we will leverage unmatched financial, technical and strategic resources** to help Minidoka County School District envision greater possibilities and bring them to life within your district and community.

What Will Change When You Partner With SSC

Partnering with SSC will bring meaningful improvements to Minidoka's operations, efficiency and student learning environments. **However, one thing that will not change is our unwavering commitment to your people** – our genuine care for, and interest in, protecting the jobs of existing employees, which remains at the heart of our approach.

1

Focus on Education

You can focus on what you do best—supporting students—because you have a people-focused partner dedicated to creating clean, safe and distraction-free environments. SSC's services are designed to enhance the student experience and promote well-being, ensuring your time and energy stay where they matter most: helping every student succeed.



"Their new work order system has been a game-changer for efficiency. We've seen a dramatic reduction in the time it takes for maintenance teams to contact the person who submitted the request, and the overall completion time for maintenance tickets has dropped significantly. This improved communication and accountability means our administrators and teachers can spend more time focusing on our students."

Brent Johnson, Superintendent,
Jerome School District (ID)

2

Improved Staff Morale

Clean, well-maintained school environments have a direct and positive impact on staff morale. When educators and support staff work in safe, orderly and welcoming spaces, they feel more valued and are better able to focus on their core mission – supporting students. (National Center for Education Statistics)

3

Leadership Matters

SSC provides a professional unit director who is not only dedicated to MCSD, but is also actively supported by engaged regional and national leadership who remain involved every step of the way. The unit director has access to the best team of subject matter experts in the industry, ensuring that challenges are met with proven solutions and innovative thinking. With strong communication and interpersonal skills, our leadership team keeps you informed, connected and confident.



4

Technology-Driven Solutions

By proactively investing in training, technology and continuous improvement, Minidoka can avoid costly emergency repairs, extend equipment life and boost energy efficiency – saving tens of thousands each year. Fewer breakdowns mean less disruption to learning, while improved air quality and reduced absenteeism directly support student success and district revenue.



6

Team Member Recognition, Retention and Training

You have enough on your plate. That's why we focus on building a stable, well-trained team Minidoka can rely on. By prioritizing team member retention and providing comprehensive professional development, we ensure consistent service that minimizes disruptions and keeps your district moving forward.

Just as important, we believe in recognizing and celebrating the dedication and achievements of our team members. Acknowledging their contributions not only boosts morale but also reinforces a culture of excellence and pride throughout the district.



5

Seamless Transition

Because SSC values the knowledge and relationships of existing on-site employees, you can be assured a smooth transition when outsourcing services. We'll help put your community at ease and provide full transparency.



7

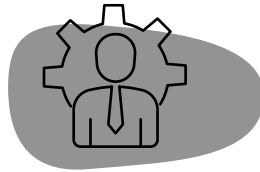
Holistic Partnerships

Improving and building on existing facility programs is a shared priority. At SSC, we work closely with you to deliver value-added services that go beyond day-to-day operations, including construction and project management, facility condition assessments and energy management. This collaborative approach supports and strengthens your long-term district strategy.

The SSC Difference

Our specialized teams, data-driven approach and financial strength provide Minidoka County School District with a trusted partner who delivers smarter solutions, greater reliability and stronger results than any competitor.

Experienced Leadership



We are committed to ensuring success. You will see this in our genuine care for all team members transitioning to SSC, the way we enthusiastically work to support all things MCSD, and the transparent way we operate our business. And you won't have to wait to meet our leadership. In Year 1, you'll meet:

- **Annual visit from Darryl Lomax, CEO** – Darryl will visit the team and celebrate their achievements and milestones. In addition, he will meet with district staff to ensure we are delivering on our promise.
- **Quarterly visits from Senior Leadership** – Engaging stakeholders and team members to ensure the necessary resources are being deployed to support the mission of MCSD.
- **Weekly/Monthly visits from Coulter Sims, Regional Director of Operations** – Providing support and evaluating processes to improve outcomes.

The SSC difference is defined by strong leadership, dedicated people, meticulous planning and a clear commitment to measuring and communicating results. This focus will set a new standard of excellence for Minidoka County School District, in support of advancing student success and enhancing teacher satisfaction across your district.

Exceptional People



Our collaborative culture promotes continuous learning and growth, ensuring you receive service from highly skilled, motivated teams empowered to deliver their best every day. Through robust engagement programs and development opportunities, we build a workforce that is not only committed to excellence but also deeply invested in supporting your district, students and community.

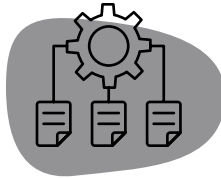
- **Dedicated HR Team** – To help your hourly associates transition over to SSC.
- **Benefit Programs** – Extensive, flexible full-time programs with additional voluntary benefit options unmatched in the industry.
- **Discount Marketplace** – Discounts for a vast array of consumer products for SSC associates.
- **GEM Program** – Hourly associate engagement program that recognizes and rewards employees.
- **Training Programs** – Specific training offerings, including safety training and active shooter training, to equip associates with essential skills and knowledge.



“SSC’s on-site and regional leadership emphasize listening. If we have concerns, they are addressed immediately. The SSC team takes pride in the buildings and the work they do. The schools are collectively “ours,” and you see that in the results. Their commitment to quality is evident in each project they undertake. “

Mark Goligoski, Assistant Superintendent, Marana Unified School District (AZ)

Customized Business Plan



A robust, dynamic and tailored plan for Minidoka County School District will be the cornerstone of success. Drawing on decades of K-12 experience and industry expertise, we have developed a comprehensive startup plan for you. This plan begins well before the contract’s go-live date, allowing us to stay ahead of challenges and ensure long-term success for your community.

- **Startup Team** – A dedicated team of managers will implement our startup plan. This team will complement the proposed on-site management team to ensure seamless execution.
- **Transition Plans** – A customized business plan designed to guarantee your complete satisfaction throughout the transition process.
- **Training** – K-12-specific training programs will be delivered to increase the competency and confidence of all your associates.
- **Standard Operating Procedures (SOPs)** – SOPs will provide a structured and consistent approach to maintaining cleanliness and safety across your facilities.
- **Associate Engagement Programs** – Recognition and financial programs designed to benefit associates and support recruitment and retention efforts at your campuses.

Success Measurement/Communication



What sets Minidoka County School District’s facilities program apart is a commitment to transparent communication and rigorous success measurement, designed to keep you fully informed and in control. Through comprehensive reporting systems, we will track progress and evaluate performance with precision, providing clear visibility into results. Open communication channels will ensure your stakeholders stay engaged, aligned and confident in the work being done, fostering a culture of accountability and continuous improvement that directly supports your goals and community success.

- **Key Performance Indicators (KPIs)** – KPIs will provide clear, quantifiable measures to track progress and performance against your specific goals.
- **Quarterly Business Reviews (QBRs)** – QBRs offer regular opportunities to share performance results and maintain open communication.
- **Monthly Report Cards** – Principals will have a formal mechanism to provide satisfaction feedback on custodial services.
- **Konect** – This web-based customer engagement tool provides real-time problem resolution and feedback to ensure swift responses to your needs.

Experienced, Dedicated Leadership



Darryl Lomax
CEO



Shannon Thornton
VP, Human Resources



Vallen Emery
Division President



Dan Bourdeau
CFO



Brian Coscia
VP, Facilities and
Energy Services



Brandon Haley
VP, Grounds
Management



Tim Tyler
Regional VP



Marshall Darnell
VP, Facilities and
Energy Services



Katie Segura
Director, Safety



Maia Rubio
Regional HRBP

Point of Contact

Nathan McCann

nathan.mccann@compass-usa.com
520-609-6518



behind you as a team,
beside you as a *partner*

Backed by Compass Group

Driven by excellence. Uniquely delivered by SSC.



SSC is proudly backed by Compass Group, a global leader with a strong, \$28.6 billion financial foundation in North America. Just as Compass Group provides strength and stability, it allows you to focus on creating happy, healthy environments.

This support also enables valuable time and cost savings to be passed directly to Minidoka County School District. Together, we continuously find smarter, more efficient ways to serve – delivering savings while enriching your overall experience.

Awards and Recognition

- **Fortune:** World's Most Admired Companies, 2025 (Compass Group PLC)
- **Newsweek:** America's Greatest Workplaces for Diversity, 2025; America's Greatest Workplaces for Women, 2025; America's Greatest Workplaces for Mental Well-Being, 2025; America's Most Reliable Companies, 2025
- **Time:** World's Best Companies, 2024; No. 31 of 1,000 companies (Compass Group PLC)
- **The International Association for Food Protection:** Black Pearl Award, 2023

It's a

win-win

for you, your students
and your community



For more information, visit www.compass-usa.com.

**Providing your school with a competitive advantage
through smarter solutions, greater stability
and stronger, more reliable outcomes.**

**Our specialized teams, data-driven approach and financial
strength consistently set us apart from the competition.**

Cybersecurity

We invest \$33 million each year to protect the data of Minidoka County School District, along with your employees, customers and guests, against all cyber intrusion attempts. Our cybersecurity team works around the clock so you can focus on your core business.

Human Resources: People and Labor Strategy

In addition to our specialized HR support and strong people management capabilities, we bring you the benefits of SmartLabor, our proprietary labor platform that monitors workforce performance, identifies inefficiencies, captures critical data and drives continuous improvement across your operations.

Strategic Projects

This internal team's deep knowledge of transitions and extensive experience in change management are essential to ensuring a seamless, successful start for you. Their focused support helps minimize disruption, align stakeholders and lay the foundation for long-term partnership success.

Compass Digital

Focused on innovation and engagement, this internal team of developers and data scientists delivers technology strategies and solutions tailored to meet your complex operational needs.

Envision

From strategic space design to food waste reduction, this forward-thinking team is committed to supporting your district through partnerships that drive growth while promoting the well-being of your people and our planet.

E15

By analyzing historical data and market research, this internal team uncovers patterns, correlations and actionable insights that Minidoka County School District can use to make informed decisions. This helps optimize operations and enhance the overall experience for your students, staff and community.

Balance Sheet

Our strong balance sheet, driven by a high credit rating, low debt levels and a purposeful equity raise, positions us to invest strategically in innovation, service and support for your district. While others in the industry face financial constraints, we remain agile and forward-thinking, consistently delivering the highest value to our partners.

meet
the
company



**our reputation
sets us** *apart*



References

SSC Partners

The following pages include a sampling of our current partners. We hope you will reach out and speak with them about our exceptional service.

Jerome School District

Jerome, Idaho
Client since: 2025
Square feet: 702,088
Brent Johnson, Superintendent
208-324-2392
brent.johnson@jeromeschools.org

J.O. Combs Unified School District

San Tan Valley, Arizona
Client since: 2022
Square feet: 860,892
Dr. Greg Wyman, Superintendent
480-987-5307, gwyman@jocombs.org
Robert Anderson, Director of Support Services
480-987-5316, randerson@jocombs.org

Kingman Unified School District

Kingman, Arizona
Client since: 2022
Square feet: 1,294,345
Dr. Gretchen Dorner, Superintendent
928-753-5678, ex. 2016
gdorner@kUSD.org

Marana Unified School District

Marana, Arizona
Client since: 2020
Square feet: 1,806,492
Mark Goligoski
Assistant Superintendent of Operations
520-682-3243
m.j.goligoski@maranausd.org

Reference Letters

Jerome Jt. School District No. 261
District Office
125 4th Avenue West
Jerome, Idaho 83338
Telephone (208) 324-2392 • FAX (208) 324-7609



December 1, 2025

To Whom It May Concern,

I'm happy to write this recommendation for the team at SSC Services for Education. We started working with them back on July 1st of this year, and bringing them on to handle our custodial, grounds, and facility maintenance was a decision we thought about very carefully—we wanted to make sure it was the right move for our staff, our schools, and our community.

Right from the start, SSC showed they genuinely cared about every Jerome team member who joined them from the district. They went the extra mile to protect jobs, recognize years of service, and offer solid pay and benefits. It was clear their approach was always "people-first," making sure our valued staff felt respected and supported through the whole transition.

Operations and Efficiency

The skill they bring is top-notch, and it's definitely upgraded our operations. Their team is well-trained, quick to respond, and always looking for solutions.

Their new work order system has been a game-changer for efficiency. We've seen a dramatic reduction in the time it takes for maintenance teams to contact the person who submitted the request, and the overall completion time for maintenance tickets has dropped significantly. This improved communication and accountability means our administrators and teachers can spend more time focusing on our students.

Long-Term Value and Staffing

SSC has really invested in Jerome, and it shows. Not only have they given us the capacity to be fully staffed—a feat we haven't been able to achieve for many years—but this has also taken a significant load off our HR department.

Crucially, their full staffing has allowed us to shift our focus to proactive, scheduled maintenance. This strategic shift will extend the life of our facilities and end up saving the district considerable amounts of money in the long run. They truly take pride in our buildings—they treat our schools like their own—and that shared commitment has only made our partnership stronger.

Conclusion

I absolutely recommend SSC Services for Education. If you're looking for a partner that genuinely cares, invests in its people, delivers excellent service, and brings measurable operational improvements and long-term cost savings, they are it. Their dedication, flexibility, and honesty have made a huge positive difference here in Jerome, and I'm sure they'll do the same for you.

Give me a call or email if you have any questions or would like to discuss further

Best regards,

Brent Johnson Superintendent, Jerome School District



43371 N. Kenworthy Rd.
San Tan Valley, AZ 85140
(480) 987-5300 | info@jocombs.org

February 2025

To Whom It May Concern,

I am pleased to write this letter of reference for SSC Services for Education. Our district has partnered with SSC for the past two years and I remain consistently impressed with their high-quality custodial services and exceptional client support.

SSC Services for Education has demonstrated a strong commitment to maintaining the cleanliness and safety of our school facilities. Their custodial team is diligent, thorough, and reliable, ensuring that our schools are ready for learning to take place. This level of service has significantly contributed to creating a positive and healthy learning environment for our students and staff. In fact a couple of their employees have been honored by our principals as part of the District's employee of the month recognition.

One of the standout qualities of SSC Services for Education is their attentive listening to our needs and concerns. They are responsive and proactive in addressing any issues that arise, often resolving them in a timely and efficient manner. This level of attentiveness and dedication to client satisfaction is truly commendable.

Furthermore, SSC Services for Education has consistently demonstrated financial transparency in all their dealings with our district. They meet with district leadership on a quarterly basis and provide a detailed report regarding services provided to the District. Their clear and honest communication regarding costs and services have fostered a strong sense of trust and reliability. This transparency has been invaluable in managing our budget and ensuring that we receive the best possible value for our investment.

Based on our positive experience, I recommend SSC Services for Education without reservation to other school districts. Their professionalism, quality of service, and commitment to client satisfaction makes them an outstanding partner.

If you have any additional questions or require further details, please do not hesitate to contact me.

Sincerely,

Dr. Gregory A. Wyman
Superintendent

Kingman Unified School District #20

SUPERINTENDENT
Mrs. Gretchen Dörner

3033 MacDonald Ave
Kingman, AZ 86409
Phone: (928) 753-5678
Fax: (928) 753-6910

February 25, 2025

To Whom it May Concern:

I am pleased to write this letter of recommendation for SSC Services for Education. After many years of self-operating our facilities, the Kingman Unified School District made the decision to partner with SSC. This comprehensive partnership includes custodial, grounds, and facilities maintenance and management.

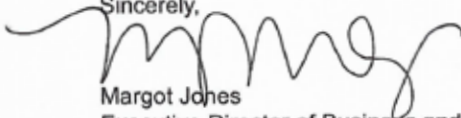
This is the district's largest partnership, and the transition was a major undertaking. It was not without obstacles. However, one of the standout qualities of SSC is their team's earnest desire to get it right; to meet, and even exceed our expectations.

This begins with listening. SSC's onsite and corporate leadership places a strong emphasis on listening intently to critical feedback. SSC shows an impressive ability to adapt and provide solutions that align with our expectations and goals. This level of attentiveness has enhanced our operational efficiency, allowing district and school administrators to focus more time and energy where it belongs, on improving student learning and achievement.

The SSC team takes immense pride in the buildings and the work they do, treating the Kingman Schools as if they are collectively "ours." It is this shared sense of purpose that makes this partnership so valuable.

In conclusion, I wholeheartedly recommend SSC Services for Education as a partner for your school district. Their dedication to quality, flexible approach, and transparency set them apart from the competition. I am confident that choosing SSC will be a decision you won't regret.

If you have any questions or require further details, please feel free to contact me.

Sincerely,

Margot Jones
Executive Director of Business and Finance
928-753-5678



GOVERNING BOARD

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Kathryn Mikronis, Vice President
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Kristin Reidy, Assistant Superintendent
Joshua Bayne, Executive Director
Dan Contorno, Chief Financial Officer

September 20, 2024

To Whom It May Concern:

I am pleased to write this letter of recommendation for SSC Services for Education. Marana has a long history of contracting custodial services. We began our partnership with SSC in the spring of 2020. Throughout the past four years, SSC has delivered what it promised: consistently high-quality custodial services and a genuine value-added partner for our district.

One of the standout qualities of SSC is its responsiveness to our needs and requests. They have shown an impressive ability to adapt and provide solutions that align with our objectives. This level of attentiveness has significantly impacted our operational efficiency and allowed district administrators to focus more time and energy on enhancing student learning and achievement.

SSC's onsite and regional leadership emphasize listening. If we have concerns, they are addressed immediately. The SSC team takes pride in the buildings and the work they do. The schools are collectively "ours," and you see that in the results. Their commitment to quality is evident in each project they undertake.

Moreover, SSC's financial transparency has fostered strong trust between our organizations. They are open about their processes and costs, which has allowed us to plan effectively and allocate resources wisely. This transparency has built a sense of security about SSC's business practices, complemented by their commitment to getting the job done, no matter the challenges that arise.

In conclusion, I wholeheartedly and without reservation recommend SSC Services for Education as a partner for your school district. Their dedication to quality, flexible approach, and transparency separate them from the competition. I am confident that choosing SSC will be a decision you won't regret.

Thank you for considering this recommendation. If you have any questions or require further details, please contact me.

Cordially,

Assistant Superintendent of Operations

Inspiring students to learn today and lead tomorrow.

11279 W. Grier Road • Marana, Arizona 85653 • (520) 682-3243 • www.maranausd.org

meet
the
company

people

**a space to
dream and
shine**



Custodial Services

Your District. Your Priorities.

our purpose

- Improving attendance through healthier, cleaner buildings.
- Optimizing the learning environment to support enhanced student outcomes.
- Building greater student pride in their schools.





It Starts With People

Based on our understanding of your square footage and scope of work, we propose:



Once background checks are cleared, we want your current associates to help create the future of custodial services at Minidoka County School District. SSC's turnover rates are one-fifth the industry average so your district will benefit from a stable, invested team that delivers every day. This stability is reinforced by our commitment to continual, quality training.

The result? Fewer disruptions, stronger relationships with campus stakeholders and a program that runs with the consistency and care you expect and deserve.

in 2025 **SSC was proud to retain 95%** of all transitioning associates.*

*This total is impacted by our stringent background check requirements



Flexible Teams, Consistent Results

- Custom production rates and staffing ratios that flex with your academic calendar, seasonal activity and how each space is used by your community.
- Proactive deployment of floating crews and part-time team members to keep service levels consistent during your busiest times

This built-in flexibility means we can handle high-demand moments, from major events to semester transitions, without driving up overtime costs or sacrificing quality.

Powered by Our People, Not Subcontractors

Our custodial teams are fully embedded on campus – not reliant on subcontractors. This allows us to respond quickly, adapt seamlessly and prioritize your needs at every turn. Our SOPs and duty lists are all-inclusive, supporting the full scope of custodial tasks without delay or dispute over what's in or out of scope. We are dedicated to maintaining spaces where students can learn more effectively, your faculty can teach with confidence and your entire community can thrive.

Reduced Turnover = Cost Savings

Turnover costs time and money. By ensuring associates are engaged and set up for success, we minimize turnover and allow Minidoka County School District to focus on what matters most.

Consistency You Can Count On

Clear, comprehensive and always evolving

Consistency isn't just a process – it's a promise. Our detailed SOP protocols cover every aspect of custodial work, from daily cleaning tasks to specialized procedures, ensuring consistent, high-quality cleaning across all Minidoka County School District facilities.

To keep our teams empowered and equipped, associates have access to safety manuals, training videos, site checklists and other resources through MySSC, our virtual library of best practices. This ensures every team member has the latest tools and knowledge to do their job safely, efficiently and effectively.

A sample process checklist for a classroom – built to fit the individual spaces we're serving – is illustrated below.

Classroom Cleaning

- ✓ **Lock windows and exterior doors**
- ✓ **Note items in need of repair**
- ✓ **Empty pencil sharpeners and trashcans, wiping down the exterior as needed**
- ✓ **Replace trash can liners**
- ✓ **Dust horizontal surfaces**
- ✓ **Clean whiteboards**
- ✓ **Clean glass**
- ✓ **Spot clean walls**
- ✓ **This classroom has a restroom; follow restroom procedures**
- ✓ **Set furniture in an orderly fashion**
- ✓ **Clean chairs and surfaces**
- ✓ **Remove gum and graffiti**
- ✓ **Dust mop floors**
- ✓ **Spot mop floors**
- ✓ **Turn off lights**
- ✓ **Lock the doors**

Highlights of Our Process Include:

- Associate access to a digital library of task guidelines and best practices
- Ensuring associates know and have the appropriate PPE and supplies for each task
- Thorough work checks upon completion but prior to supervisor review
- QA database with regular reports available for Minidoka County School District.



Training for Success:

- Personal Protective Equipment (PPE)
- Hazard Communications and Chemical Safety
- Asbestos Awareness and Bloodborne Pathogen Safety
- Surface-specific care including floors, carpets, restrooms and classrooms
- Sanitation and infection control
- Customer service and campus-specific facility orientation



cleaner spaces, better attendance



Absences can be reduced by 10%-15% with thorough and consistent disinfection of bathroom surfaces, along with properly stocked handwashing supplies.

Source: United States Environmental Protection Agency

Get Ready To Be *floored*

Innovative floor care program that keeps your facilities polished and welcoming.

SSC provides both daily and restorative care to the flooring in the facilities we serve.

We use a floor care form that keeps track of the type of flooring in the various spaces of your district and what type of maintenance they need – scrub, strip, buff and beyond – to help extend their life and keep them looking their best.



We are industry leaders. Scan the QR codes to learn more from our floor care experts.



Navigating the Challenges
of School Floor Care



Top Floor Care Challenges and
Best Practices for Professionals

Cleaning Made to Order

Seasonal flexibility and daily consistency guarantees
every space supports student growth

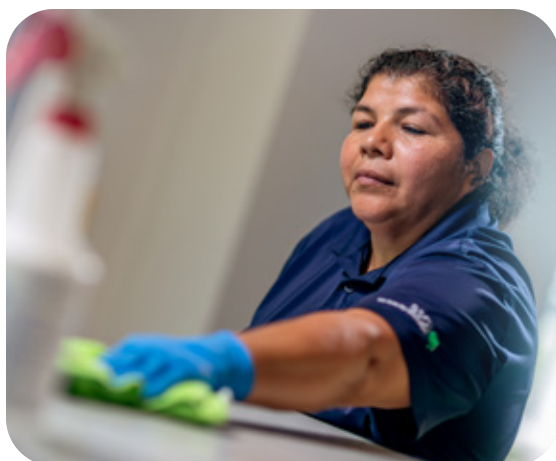


From routine classroom cleanings to large-scale events, we will deliver consistent, high-quality service that adapts seamlessly to your calendar, your spaces and your community's expectations. Our time-mapped routines and clearly defined task lists will keep daily operations efficient and reliable, while our flexible staffing approach allows for immediate adjustments in response to schedule changes or special requests.

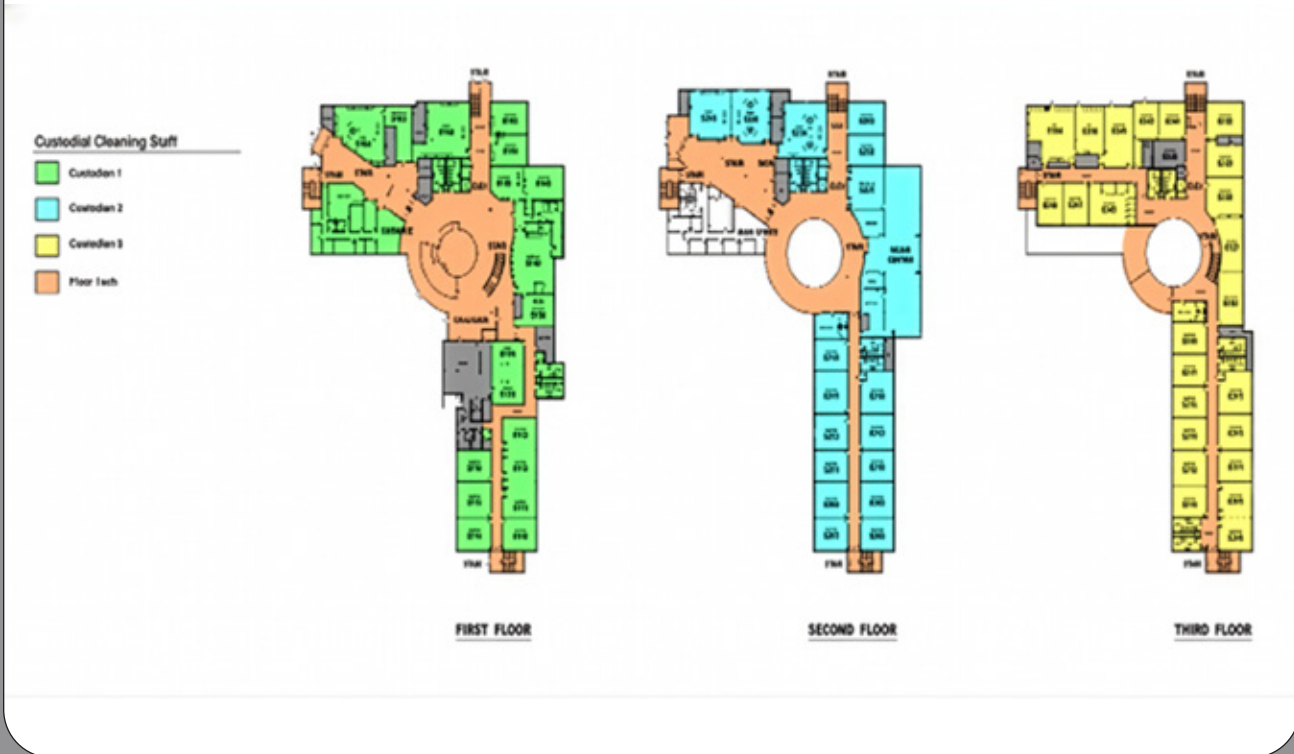
What does that mean for Minidoka County School District?

- **Less disruption and more dependability**, even during high-traffic times like finals, orientations and campus events
- **Smarter scheduling and reduced overtime**, resulting in cost efficiency and better staff coverage
- **A cleaner, more welcoming environment** that enhances student focus and faculty productivity – every day of the year
- **Polished, presentation-ready facilities** that leave a positive impression on prospective students, parents, alumni and visitors

We implement eco-friendly practices that reduce waste, increase recycling rates and ensure proper material disposal.



Example of Custodial Zone Mapping



Custom Zones, Clear Expectations

Defined coverage that keeps your district
consistently clean and cared for

Using a combination of workload analysis and site-specific walkthroughs, we will develop color-coded zone maps tailored to your facilities. These maps estimate task durations by room type, including classrooms, labs, restrooms and offices and allocate staffing resources to ensure efficiency and balance.

What does this mean for the Minidoka County School District team?

These maps will provide clear visual blueprints, transparent responsibilities, equitable workloads and consistent service delivery.

Innovation *in action*

Innovation isn't just technology; it's about giving our people the tools that let them do their best work. Our investments in innovation translate directly into more reliable, inspiring spaces.

- **Our warehouse experts** help analyze and streamline inventory.
- **We are committed to investing in state-of-the-art equipment** to further enhance our service quality while driving long-term savings.

Together, these innovations enable us to provide custodial services that achieve cost efficiency without sacrificing service quality and attention to detail.

Proactive Innovation and Continuous Improvement

From process automation and creative robotics to intuitive analytics and holistic sustainability standards, we make it easier for our clients to achieve their strategic goals.



Meet the SSC Team



"The Kaivac is one of the numerous tools that can simplify our job while maintaining the same level of quality. The result is a quick and effortless process, minimizing the time spent cleaning bathrooms."

Ashley, Team Lead, Marana Unified School District

Healthy Spaces, Bright Futures

Every sustainable choice we make is about leaving schools healthier for students today and tomorrow.



SSC carries a complete line of Green Seal-approved, EPA-registered, eco-friendly cleaning products. In addition, our operating standards encompasses a wide variety of energy-efficient cleaning equipment, including floor and carpet cleaning machines and vacuums. These improve both air quality and infection control.



Cat Merritt,
Regional Vice President

“Aqueous ozone is a safe cleaning agent made from water, oxygen and energy inside an on-site generator. With it, we don’t have to worry about harmful side effects like chemical residue, water system contamination and volatile organic compounds.”

To read Cat’s full interview, scan the QR code.



Standards That Shine



SSC proudly holds the ISSA CIMS (Clean Industry Management Standard) and CIMS-GB (Green Building) Certification with Honors. Our cleaning program and practices demonstrate innovation and proprietary solutions, earning us the certification “with Honors” and putting us in an elite category of CIMS-certified cleaning service providers.

The CIMS-GB certification means the organization meets the U.S. Green Building Council’s green cleaning criteria for Leadership in Energy and Environmental Design (LEED) buildings. Earning this certification has ripple effects for SSC clients, allowing them to achieve points under the U.S. Green Building Council’s LEED for Existing Buildings: Operations and Maintenance (LEED EB: O&M).



199,714

**water bottles
diverted from
landfills**

by using recycled
floor pads.



Rapid Response, Reliable Action

Tailored to your needs, backed by trusted partnerships



Emergency preparedness will be integrated into daily operations so you're never caught off guard. Our readiness planning brings peace of mind to your administration and keeps learning uninterrupted for your students and faculty.

Emergencies at Minidoka County School District require fast, coordinated action tailored to your campus layouts, priorities and safety protocols. That's why we will develop site-specific emergency procedures in close collaboration with your environmental, health and safety (EHS) and campus safety teams.

Whether Minidoka County School District is facing a burst pipe, severe weather, flood, power outage or biohazard incident, our team will be ready to respond quickly and effectively. Our custodial staff are trained to act decisively while protecting safety, minimizing damage and ensuring continuity of service.

If additional resources are needed, our trusted vendor relationships and national support network allow us to escalate quickly and efficiently. Whatever the challenge, we will keep your district safe, operational and focused on its mission.

Experts saved Kingman Unified School District \$185,000 by consolidating boiler parts from two boilers, avoiding boiler rental through Trane.



proof in Action

When custodial care inspires student success

At Crawfordsville High School, the “My Jersey ... Your Impact” tradition allows student-athletes to honor faculty and staff who have made a meaningful difference in their lives. One student chose to recognize SSC custodian J. Johnson, celebrating not just his work ethic, but his positivity and compassion.

“Mr. Johnson is the most positive person at CHS. I’ve never seen him without a smile, and you can’t help but smile back when you see him. He’s so polite to everyone and respects every teacher, staff member and student. He’s helped me want to show that kind of compassion and love to everyone I interact with just like him. The world needs more people like him,” says Tyson Fuller, student-athlete at Crawfordsville High School.

“He’s more than a custodian – he’s a role model for our entire school.”

J.’s influence extends well beyond this recognition. He has been celebrated by the school for his leadership, passion and work ethic, and serves as a mentor to a work-based learning student, helping shape the next generation with the same positivity and commitment he brings to every day.


meet
the
company

people

**rooted in care,
blooming with** *pride*



Grounds Management



What Matters *most* to Minidoka County School District

- Building increased taxpayer confidence in the school system through enhanced curb appeal.
- Prioritizing the safety of playgrounds and athletic playing surfaces to keep kids safe.

According to the National Center on Safe Supportive Learning Environments (NCSSLE), a well-maintained campus fosters a sense of safety and a positive school climate. First impressions count – parents, students and staff often judge a school by its exterior. A lush, well-kept lawn signals pride and care, while neglect can suggest underfunding or disorganization.



It Starts With People

Based on our understanding of your acreage
and scope of work, we propose:

3 grounds technicians

1 grounds team lead



Once background checks have been cleared, our priority will be onboarding your current associates. SSC has a 95% retention rate during transitions and is committed to not just onboarding your existing team but equipping them with the tools and training to thrive. Your dedicated on-site team will benefit from multiple levels of support locally, regionally and nationally.

Expertise You Can Count On

What sets SSC apart is the caliber of our people. Our team represents one of the most credentialed and experienced groups in the industry. This depth of knowledge, combined with a robust support structure, ensures consistent, high-quality service at every client site.

Fields that inspire pride, protect athletes and set a benchmark others strive to match.

With a combined **131 years** of grounds management experience, our national team provides the strategic backbone for every SSC account. These leaders are recognized across the industry for advancing standards, contributing to professional associations and driving best practices.

Credentials at the National Level

The SSC national team provides resources that no district can match on their own.

- **Three Certified Grounds Managers (CGM)** – A distinction held by only 120 professionals nationwide. SSC employs nearly 5% of all CGMs in the U.S., bringing unmatched expertise directly to our clients.
- **Three Certified Sports Field Managers (CSFM)** – Credentialed experts in athletic turf care, ensuring fields are safe, compliant and game-day ready.
- **One ISA-Certified Arborist** – Providing specialized expertise in tree health, risk management and preservation.
- **Three Certified Playground Safety Inspectors (CPSI)** – Safeguarding spaces where student safety comes first.



The Value of a Certified Sports Field Manager

Safety starts from the ground up. Did you know 10%-15% of football and soccer concussions come from head-to-surface impacts – not player contact? A certified sports field manager (CSFM) helps prevent these injuries by maintaining synthetic turf and natural grass fields to meet strict safety standards.



Field Support Team – Expertise on the Ground

Beyond national leadership, our local teams bring this expertise to life every day. They serve as the bridge between national strategy and local execution, ensuring clients see the benefits of certification and training in action.

Credentials at the Field Level:

- Two certified grounds managers and one certified sports field manager embedded within day-to-day operations.
- ISA-certified arborists and playground safety inspectors ensuring compliance, risk reduction and specialized care.
- More than 40 additional certifications spanning horticulture, irrigation, safety and sustainability.

SSC has four certified sports field managers, an elite credential held by fewer than 1% of industry professionals – only 227 certified nationwide.

Why It Matters for Minidoka County School District

This dual-layered model, national expertise paired with local execution, means your campuses benefit from both strategic oversight and hands-on excellence. The result is:

- Consistency across every acre of your grounds.
- Immediate troubleshooting and support when challenges arise.
- Proven best practices that elevate daily performance while aligning with your long-term goals.

Our certification portfolio isn't just impressive on paper; it directly translates into safer, healthier, more sustainable landscapes that support recruitment, retention and the overall student experience.

Supporting Students: Building Communities From the Ground Up

We believe every acre of campus grounds is more than just landscape; it's a first impression, a daily environment for learning and a reflection of your institution's values. For Minidoka County School District, our tailored program delivers:

- A welcoming environment that supports recruitment and retention.
- Nationally credentialed expertise backed by award-winning practices and proven results.
- Sustainability leadership that reduces costs, protects resources and enhances student life.
- Data-driven transparency to give your team confidence in daily performance and long-term outcomes.

With SSC, you gain a strategic partner who elevates each campus experience and safeguards your resources, day in and day out.

An Award-Winning Team

We don't just meet industry standards, we set them. SSC's grounds teams are nationally recognized for innovation, quality and sustainability, earning some of the most prestigious honors in the industry.

- **PGMS Green Star Award for Excellence:**
Awarded for outstanding grounds management across multiple categories, proving our commitment to operational excellence and client satisfaction.
- **PGMS Sustainability Award (2024):**
Honored for eco-friendly practices that enhance beauty while minimizing environmental impact.
- **Tree Campus USA Recognition:** Advancing biodiversity and tree stewardship on college campuses.

A study of 150 students examined the effects of exposure to different rooftops between tasks. Participants viewed either a green, flowering roof space or a concrete roof during microbreaks. Results indicated that students who observed the green space showed improved attention and made fewer errors on subsequent tasks compared to those exposed to the concrete view.

Journal of Environmental Psychology



Consistency That Elevates Your District

Your students, faculty and visitors deserve campuses that feel safe, vibrant and welcoming every single day. That's why our program is built on proven SOPs that deliver dependable, high-quality care across every corner of your grounds.

Mow-Edge-Trim (MET) Method - Precise mowing, edging and trimming for a polished, professional look.

Cultural Calendars - Tailored schedules for fertilization, pruning and irrigation so landscapes always thrive.

Horticultural Best Practices - Weed-free beds, healthy shrubs and sustainable plant care.

Impact: Campuses that look cared for every day, supporting student pride and recruitment.



Cultural Calendars – A Road Map for District Success

Great results don't happen by chance – they're planned with precision. Our site-specific cultural calendars serve as a visual road map, keeping your district beautiful and student-ready year-round.

- **Seasonal Planning** – Fertilization, pruning and treatments scheduled for peak performance.
- **Customized Approach** – Calendars developed in partnership with your local team.
- **Accountability Built In** – Clear timelines ensure transparency and consistency.

Task-Based Zone Mapping – Smarter Coverage, Better Results

We've reimagined campus coverage to maximize efficiency and quality. Instead of generic geographic zones, we use task-based crews specializing in mowing, horticulture and irrigation.

- **Dedicated Expert Crews** – Specialized focus for stronger results.
- **GIS Mapping Technology** – Ensures every acre is covered consistently.
- **Accountability and Efficiency** – Smarter operations with measurable outcomes.



Above and Beyond – More Than Maintenance

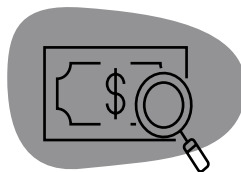
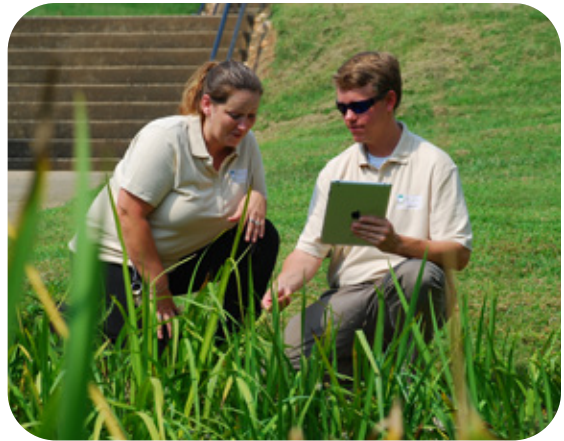
Your district needs go beyond the basics, and so do we. SSC offers a full suite of expanded services that prepare your grounds for any occasion, planned or unexpected.

- **Specialized Services** – Storm response, event prep, tree risk assessments, athletic field care and more.
- **Flexible Options** – A transparent, menu-based system for clarity on scope and costs.
- **Service Without Friction** – We focus on solutions, not nickeling-and-diming.

Innovative Equipment – Quiet, Clean, Cutting-Edge

Innovation should make your campuses greener, safer and more enjoyable for students. That's why we leverage advanced, eco-friendly equipment that minimizes disruption while maximizing return on investment.

- **Electric Tools and Mowers** – Reduced emissions, quieter operation, safer for staff and students.
- **Battery Technology** – Less downtime and lower fuel costs.
- **Strategic Partnerships** – Preferred rates on the latest equipment passed directly to you.



Fiscal transparency and partnership: Our total cost includes equipment sourced at the most responsible price.



“When a tornado threatened to derail graduation, SSC restored our campus in time for the ceremony – it looked as though nothing had happened.”

Abbot Placid Solari, Chancellor, Belmont Abbey College

Emergency Response – Ready When It Matters Most

When the unexpected happens, your district community depends on fast, reliable recovery. Our teams are trained to respond quickly and minimize disruption.

- **Custom Plans** – Developed in collaboration with your campus safety and EHS teams.
- **Rapid Mobilization** – Detailed response procedures and call trees for immediate action.
- **Proven Dependability** – From storms to emergencies, we restore order quickly.

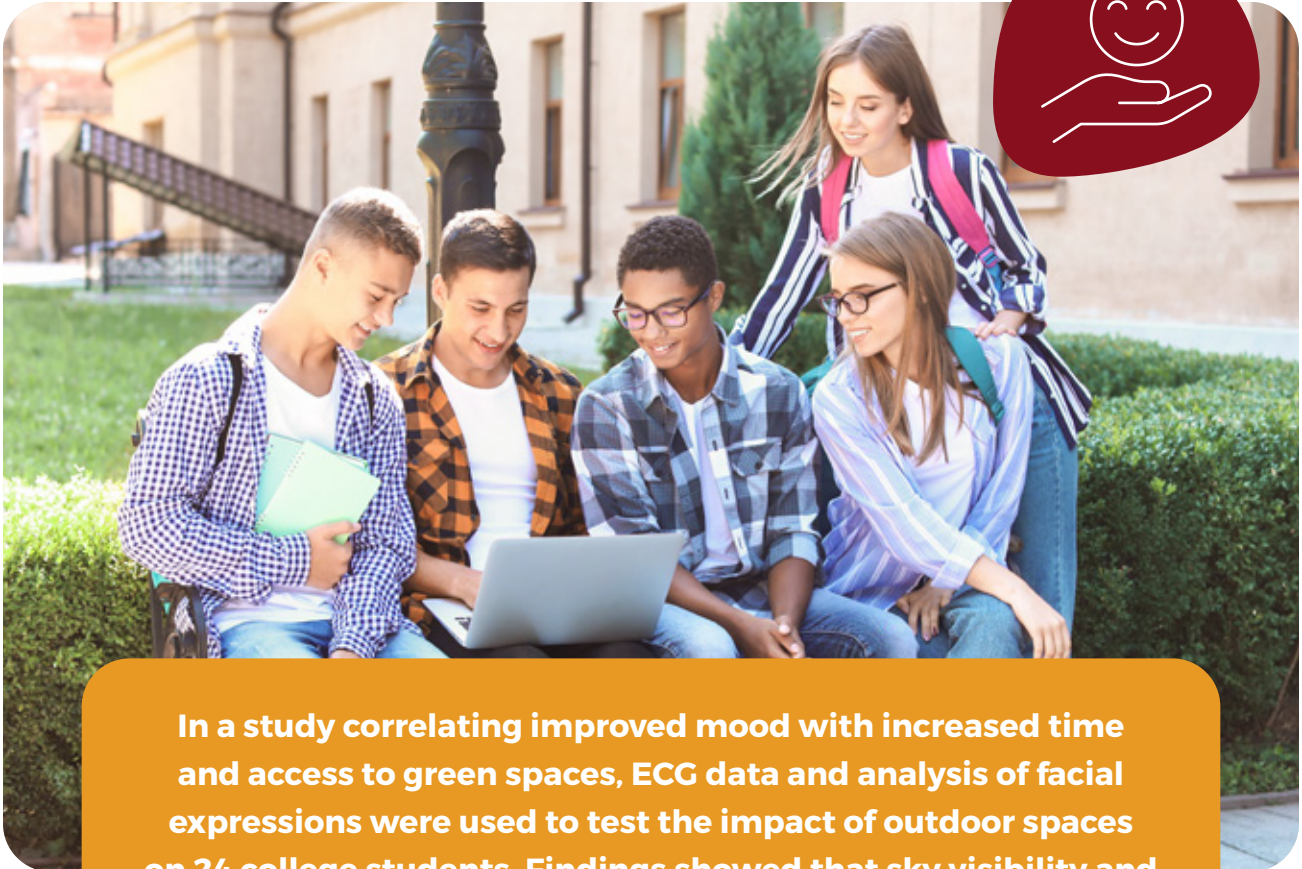
Grounds Innovation – Driving Student Success Through Smarter Care

We don’t just maintain landscapes – we transform them into strategic assets that elevate the student experience and strengthen institutional pride.

- **Certified Expertise** – Among the nation’s most credentialed teams with five CGMs and four CSFMs.
- **Real-Time Tools** – GPS-tracked operations, smart irrigation and data-driven resource use.
- **Customized Strategies** – Tailored approaches that advance sustainability and performance.



Confidence You Can See Every Day



In a study correlating improved mood with increased time and access to green spaces, ECG data and analysis of facial expressions were used to test the impact of outdoor spaces on 24 college students. Findings showed that sky visibility and green space visibility positively impacted students' moods.

National Library of Medicine

Your students, faculty and visitors deserve campuses that look their best every day, not just during inspections. Our QA program ensures consistent, high-quality service with real-time visibility for your team.

Dedicated QA Teams – Focused on maintaining standards across every site.

Otivy Digital Platform – Logs data directly on campus layouts for fast issue identification.

Real-Time Spot Checks – Ensures concerns are resolved quickly and effectively.

Clear Insights – Tracking tools highlight trends, progress and outcomes.

meet
the
company

people



**safety and
efficiency
that** *empower*



Facilities Management

Plant Operations and Maintenance



feelin' the heat?

Let Us Help You Fine-Tune a Few Things

What Matters Most to Minidoka County School District?

- A responsive work order system that ensures timely communication and resolution, building staff confidence and boosting morale.
- A comprehensive long-range facilities plan that brings clarity and enables more predictable budget forecasting.
- Raising expectations for what is possible in our district.

Your Team

Based on our understanding of your assets, square footage and scope of work, we propose:

- **1 director**
- **1 facilities service coordinator**
- **1 plumber**
- **4 general maintenance technicians**



Service Delivery Approach

Standard operating procedures (SOP) that raise the bar – comprehensive, clearly documented and built on innovation.



Your facilities need to be safe, reliable and built to support academic success.

That's why SSC's service model is anchored in a powerful system of SOPs, designed to deliver consistency, ensure compliance and minimize disruptions across your campuses.

Integrated directly into our computerized maintenance management system (CMMS), these SOPs support every service tier, from routine upkeep to complex repairs. They're continuously refined to reflect evolving safety standards, regulatory requirements and industry-leading practices, ensuring your district stays ahead of risks while operating at peak performance.

Safety manuals, training videos, site checklists and other resources are available to associates via MySSC, a virtual library that ensures team members have the most up-to-date information to do their job safely, efficiently and effectively.

This means more predictable outcomes, greater operational transparency and facilities that actively contribute to student learning, staff productivity and long-term institutional resilience.

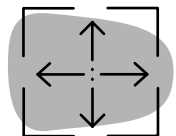
Why a CMMS Coordinator Matters

Minidoka's dedicated CMMS coordinator will turn maintenance from reactive to proactive. By centralizing work orders, tracking assets and scheduling preventive maintenance, the district gains efficiency, accountability and cost savings. Real-time data drives smarter decisions, ensures compliance and safety, and improves communication and transparency – keeping schools cleaner and safer.

SSC manages

78M+ sq. ft.

of educational space nationwide, delivering proven systems and a people-first approach to Minidoka County School District.



Smarter Facilities Through Data-Driven Decisions

Using real-time analytics to optimize performance, reduce downtime and guide long-term planning.

Leveraging data means making smarter decisions that improve facility performance, reduce disruptions and support sustainable growth. That's exactly what SSC delivers, through a technology-first approach anchored in a powerful CMMS. All maintenance data is centralized, from mobile service reports and preventive maintenance tracking to asset histories and capital planning forecasts.



You will gain full transparency and real-time visibility into service requests, work order progress and asset health. Technology isn't just an add-on – it's a core driver of maintenance excellence.

This eliminates paperwork, reduces administrative overhead and empowers your teams to respond faster and use maintenance resources more strategically, resulting in less downtime and quicker resolutions across campuses.

To provide continuous insights into equipment performance and waste systems, SSC will deploy emerging technologies such as Internet of Things or IoT-enabled condition monitoring and smart waste management solutions. These tools enable us to anticipate problems before they arise at Minidoka County School District, optimize service scheduling and reduce unnecessary expenses.

We don't just collect data – we put it to work for you. By actively monitoring maintenance activities, asset performance and workforce efficiency through real-time analytics, SSC will:

- Identify inefficiencies
- Adjust task priorities
- Prevent minor issues from escalating into costly repairs

We are committed to ensuring you stay focused on what matters most: the student experience and academic success at Minidoka County School District.

Customized Duty Lists, Flexible Workforce

Year-round readiness powered by data and
aligned with your district rhythm.

Duty lists are tailored by trade, facility type and service level so your teams get targeted support, exactly where and when it's needed. These duties are integrated into our CMMS, enabling real-time tracking, total transparency and reliable execution across every building.

Seasonal adjustments are proactively built into our approach, aligning labor and resources with the evolving needs of your facilities throughout the year. These data-informed shifts help reduce equipment strain, extend asset life and prevent costly downtime, so your campuses stay operational and efficient, regardless of the season.

By syncing service delivery with the natural rhythm of your district, SSC helps Minidoka County School District maintain high-performing facilities, maximize asset value and support uninterrupted learning all year long.

Aging infrastructure, deferred maintenance and compliance pressure strain budgets and disrupt the student experience. Institutions need partners who balance cost control with performance.



Proactive Maintenance Fully Tracked

Compliance isn't optional – it's operational.

Keeping your district safe and fully functional starts with smart, proactive maintenance. SSC schedules, executes and documents all preventive tasks through our CMMS, giving both our teams and your district complete visibility into what's due, in progress or complete. Using historical data and performance trends, we:

- Continuously optimize maintenance schedules
- Reduce equipment failures
- Increase system reliability
- Extend asset life

The result: fewer unexpected repairs, lower long-term costs and infrastructure that consistently meets the needs of daily campus life at Minidoka County School District schools.

Compliance is seamlessly built into every workflow. With automated tracking, real-time reporting and fully auditable records, SSC ensures operations at Minidoka County School District's campuses meet regulatory requirements, without adding administrative burden.

Bottom line: Fewer disruptions, clearer planning and a district that runs reliably and efficiently.

We prioritize preventive maintenance with:

- Automated PM scheduling through CMMS
- Procedure tasks continually updated based on industry standards
- Utilization of vendors for specialty work to reduce cost
- Quality assurance
- Asset life cycle management
- Self-audit work orders



Prioritizing What Matters Most to Minidoka County School District

Smart triage. Seamless execution.

SSC's intelligent, CMMS-integrated work order prioritization ensures urgent needs are addressed immediately, while preventive and deferred maintenance is scheduled based on system criticality, safety risk and operational impact.

Code By Priority

It is the policy of SSC to have an organized system of prioritizing work requests because of the large number of tasks to be performed by the Facilities Department. This policy sets forth guidelines and procedures for this process and its purpose is to describe the procedures and guidelines to be followed to schedule and prioritize work requests so that they may be processed in a timely manner. Below are the priority codes and their descriptions.

Code	Definition
Emergency (0)	Hazards to Life, Health, or Property Work. Conditions that immediately affect the continued performance of academic, student, or administrative functions. Conditions that affect the safety or health of members of the campus community or surrounding area. Immediate security issues.
Same Day (1)	Must be done today. A condition that causes discomfort to faculty, staff, students, or causes disruptions in the operation of a department. No Heat, No Hot Water, No AC, etc. Response time no longer than 1 Day.
Routine (2)	Items found to be not working that pose no threat to operations but are an eye sore or require staff to work around or be inconvenienced until repaired. Needs to be done in 3 days.
PM 30 Days (3)	Monthly PMs. Completed 30 days from issue.
PM 15 Days (4)	Quarterly PMs. Completed 15 days from issue.
PM 20 Days (5)	Semi-annual, annual, biennial and triennial PMs. Completed 20 days from issue.
Deferred (6)	Repair capital in nature requiring funding and or requires long term scheduling. 30 days or longer.

SSC uses a computerized maintenance management system (CMMS) to manage work orders. As soon as a work order is received it needs to be assigned a priority classification. Due to the large number of requests received and limited personnel resources, there is a need for prioritizing of all work requests, even though they have already received the basic priority designations described above.

Procedure

Following the definition above proceed to triage calls and apply the appropriate priority and initiate a work order.

Non-routine work order prioritization is performed by the Operations Manager and/or the Director. The Operations Manager (or Supervisor) is responsible for making out daily work schedules, days off roster and defining how routine or deferred work orders are dispatched.

Responsibilities for work order triage and scheduling are as follows:

- Director - Overall responsibility of all maintenance programs. Assigns priorities and schedules for major jobs.
- Operation Managers and Supervisors - Assigns work to technicians utilizing target dates and labor calendars. Plans work for technicians
- CMMS Coordinator - Performs the routine prioritization of work requests and may immediately dispatch staff when needed for urgent or priority needs as authorized by the Director.

This structured approach can be adjusted to align with your priorities and ensures no task is overlooked. Resources are directed where they deliver the greatest value, improving reliability, reducing downtime and lowering long-term costs across your campus.

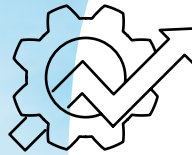
What does that mean for Minidoka County School District?

Faster responses, fewer disruptions and a safer, more efficient environment for students, faculty and staff. Beyond day-to-day operations, this process generates data that supports long-term planning. By identifying performance trends and recurring repair needs, SSC will help you make smarter investments, reduce future emergencies, extend asset life and improve capital budgeting accuracy.

We've got over 176,000 completed work orders from 2025 to prove it.

Our CMMS is the backbone of the SSC maintenance program:

- High Completion Rates = Dependability
- Proactive vs. Reactive = Lower Risk and Cost
- Data-Driven Transparency = Real-Time Tracking of Site-Level Performance
- Optimized Labor Utilization = Smart Alignment of Resources on Demand
- Comprehensive Capital Planning = Smarter Budgeting



97%

work order completion rate,
surpassing the industry
benchmark of 80%

50/50

preventive vs. corrective
balance to minimize risk
and protect your assets



The Compounding Value of Preventive Maintenance

Saving Minidoka More Money Over Time



Preventive maintenance is a proven cost-saver. Unlike reactive repairs, which spike costs through emergency labor, rush shipping, and collateral damage, preventive care keeps expenses predictable and low. Here's why it matters:

- **Planned vs. Emergency** – Scheduled work avoids costly overtime and expedited parts.
- **Extend Asset Life** – Regular upkeep delays expensive replacements.
- **Prevent Collateral Damage** – Fix small issues before they cause big problems.
- **Smarter Purchasing** – Bulk orders beat last-minute rush buys.
- **Optimize Labor** – Planned tasks reduce disruptions and idle time.
- **Lower Risk** – Well-maintained facilities cut accidents, claims and insurance costs.



The return on investment is undeniable:

- **28.6%** lower cost per work order in K-12 schools
- HVAC life extended by **20%-30%**
- Boiler tune-ups save **10%-20%** in energy annually
- Up to **400% ROI** – every **\$1 spent can save \$5** in avoided repairs

Creating a Baseline for a Brighter Future

Clear insights for smarter capital planning
at Minidoka County School District.



Effective capital planning starts with clarity. That's why SSC includes a Level 1 Facility Condition Assessment (FCA) as a standard part of every new partnership, providing a high-level evaluation of your campus' major building systems and estimating deferred maintenance (DM) costs with a structured, data-driven approach. We evaluate the health of your critical equipment, estimate replacement costs and analyze asset life cycles. For deeper insight, more detailed Level 2 and 3 assessments are also available. FCAs are designed to be a living initiative that grows and changes as part of our CMMS program and based on the backlog maintenance and repair standard to build your fully custom assessment.

Designed with fiscal responsibility in mind, SSC's FCA process helps focus resources on meaningful improvements, not redundant analysis. By aligning short-term needs with long-term goals, we help your team make confident, strategic decisions.

The Three Levels of Our FCA:

- **Level 1** – Building system report with deferred costs for each system.
- **Level 2** – System-level report with high-level estimates for identified projects.
- **Level 3** – Breakout of individual projects with estimates from contractors.



SSC is providing Minidoka, at no charge to the district, a level 1 facility conditions assessment – a \$180,000 value.

Our deliverables include a five- and 10-year capital outlook report for use in budgeting and long-term planning. By partnering with your leadership, SSC works to develop a long-term plan for responding to a backlog of deferred maintenance.

FCA in Action

If an SSC partner needs to replace a chiller, the work is documented and the old chiller is removed from the asset inventory. We then create a new DM work order that is added to the FCA and scheduled for replacement in 20 years. The average life of a chiller is about 20 years, so we can plan on the next replacement.

Five Ways Minidoka County School District Can Benefit From Our FCA:

- Prioritize facility investments based on clear, campus-specific data
- Extend the life of critical infrastructure through proactive planning
- Minimize unplanned outages and emergency repairs
- Improve capital budgeting accuracy and long-range forecasting
- Support funding requests with credible, third party-informed insights

We will provide your district with a trusted foundation for resilient planning, reduced risks and facilities that support student success well into the future.

Every five years, our centralized facilities maintenance team will conduct a comprehensive FCA using the live, site-specific data housed in the CMMS, providing a clear road map to align maintenance priorities with Minidoka County School District's capital goals.

The Full Scope of Support

Infrastructure expertise that protects Minidoka County School District's mission.

Our integrated maintenance teams will manage all core systems, HVAC, plumbing, electrical, fire/life safety and more, backed by deep expertise in complex infrastructure such as building automation, emergency power and energy management. Our technicians will deliver safe, compliant, high-performing service, while detailed documentation supports audits and informs smarter planning.

With a blend of tactical execution and strategic foresight, Minidoka County School District will gain a resilient, future-ready campus and an infrastructure strategy built to support your mission.

In a recent gas leak incident, our field team resolved the issue swiftly using photo-supported diagnostics, eliminating the need for a full-site dispatch.

We are focused on solving key challenges



Cost Savings

Address deferred maintenance to prevent costly emergencies.

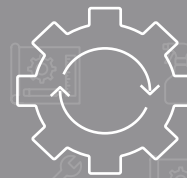
Ongoing savings through proactive management and vendor partnerships.



Student Success

Safe, comfortable and well-functioning facilities directly improve learning outcomes.

Parents and communities gain confidence in the institution's ability to provide a thriving environment.



Efficiency and Sustainability

Reduce energy, water and material use with optimized equipment.

Lower operating costs while supporting environmental goals.

Proactive Response, Campus Continuity

**Fast, coordinated action to protect Minidoka County
School District and reduce disruption.**

Your campus safety and continuity depend on the ability to respond quickly and effectively to the unexpected. SSC will deliver a proactive emergency response strategy built to protect your people, your infrastructure and your mission. Our trained teams are available 24/7 to respond to a wide range of incidents, from power outages and HVAC failures to water damage, hazardous material spills and fire alarms. Whether deploying pest control or coordinating with emergency services, we act quickly to minimize disruption and keep your campus safe, secure and operational.

Every site is supported by a customized emergency response plan, developed in collaboration with your teams. These plans define clear protocols, key contacts and response priorities, ensuring swift decision-making, consistent execution and full alignment with your safety expectations.

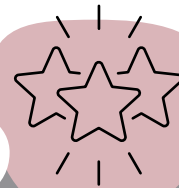
SSC will implement and maintain essential infrastructure, such as backup power systems, emergency evacuation plans and disaster recovery strategies, to reduce downtime, protect your community and support uninterrupted operations during severe weather or unexpected events.

To further support emergency readiness, we'll leverage digital tools and real-time mobile coordination to improve transparency, accelerate response times and keep all stakeholders informed.

Our trusted vendor network ensures critical resources are available without delay so your campus can recover quickly and confidently.

After each incident, SSC will conduct a root-cause analysis to identify corrective actions and prevent future recurrence.

the result?



**A safer, more resilient campus,
better equipped to respond,
recover and keep moving
forward with confidence.**



Swift Action *smart* Recovery

How SSC helped USF avoid \$200,000 in emergency repair costs.



UNIVERSITY of
SOUTH FLORIDA

On December 11, 2024, a failed gasket on the heating hot water (HHW) supply line caused a major leak on the 11th floor of the USF Health MDD Building, impacting seven floors. Immediate action was needed to prevent extensive damage and costly repairs.

Solution

At 6:59 p.m., USF Health alerted SSC's senior director of operations (SDO) and we immediately mobilized our response team, USF staff and a remediation contractor. By 8:30 p.m., the water supply was shut off and the system was depressurized. Over the next three days, SSC led the repair efforts while minimizing disruption to building operations.

During restoration, our SDO conducted a root-cause analysis and determined that a previous contractor had exposed the gasket to extreme heat, leading to gradual degradation and eventual failure.

Results

The SDO presented his findings to USF leadership, who engaged the original contractor. The contractor accepted liability and covered all repair and restoration costs – saving USF \$200,000

Key Takeaways

- **Rapid Response:** SSC's swift action minimized damage and prevented escalation.
- **Expert Analysis:** Root-cause investigation identified the failure and prevented recurrence.
- **Cost Avoidance:** Holding the contractor accountable saved USF \$200,000.



meet
the
company

people



Supporting Our Shared Community

Supporting Our *shared* Community

At SSC, we go beyond maintaining facilities – we invest in people, education and community growth. Whether it's supporting a student's senior project with a classroom repair, contributing to local sports fundraisers, backing district foundations or stuffing backpacks for kids in need, we're always finding ways to add value for our partners. **We we build connections that make a difference.**





Hey Neighbor!

Our Southern Idaho Presence:



Compass Group's impact within a 75-mile radius of Rupert exceeds **\$9 million annually**, supported by more than 160 employees.

Including Boise, the impact grows by an additional **\$40 million**, with 650 team members.

Compass purchases over **\$15 million** in goods and services from Idaho-based companies, actively supporting the local economy.

In fiscal year 2025, Compass Group paid more than **\$26 million** in wages in Idaho.



"If you're looking for a partner that genuinely cares, invests in its people, delivers excellent service and brings measurable operational improvements and long-term cost savings, they are it."

Brent Johnson, Superintendent, Jerome School District (ID)

Photo source: Daniel Mayer, CC BY-SA 1.0, via Wikimedia Commons

Supporting the Communities We Serve



Having enough food available is something we often take for granted. However, food insecurity is very real and very scary. In fact, in 2023, approximately 13.5 percent of U.S. households experienced food insecurity at some point during the year.¹

In one Southern Arizona district, SSC saw the need and stepped up. During his supervisory rounds, James, the unit director,

serendipitously bumped into the district's family resource center director. SSC team members went to work after learning about the need and a particularly short supply of cereal on hand. The team announced their intention to match the number of cereal boxes donated during a recent food drive. Team SSC delivered and then some, donating nearly 300 boxes of cereal.

¹ Food Security in the U.S. – Key Statistics & Graphics | Economic Research Service. 2025. USDA ERS



China Spring ISD Clears the List

China Spring Independent School District is a rural 3,000 student SSC partner district in Texas.

Our SSC team at China Spring ISD had the joy of delivering supplies to three amazing first-year teachers. From decor and books to resources and teaching tools, their classrooms are now stocked and ready for success!

China Spring ISD was so excited about the initiative that they created a special video to celebrate the deliveries and spotlight SSC's commitment to supporting teachers.



SSC's Reach: Elevating Communities Across the U.S.

Stronger Together: Unity Day 2025

Each year on Unity Day, many of our partner schools glow orange with kindness, acceptance and inclusion.

From classrooms to cafeterias, SSC teams across the country join together to send one powerful message: every student deserves to feel seen, safe and supported.

Led by PACER's National Bullying Prevention Center, Unity Day began as a movement to inspire empathy, respect and connection. At SSC, we see that spirit in action every day.

Whether it's a warm smile in the hallway, a helping hand in the lunchroom or a team rallying to make a difference, our people show what it truly means to be stronger together. Because when we unite around kindness, amazing things happen.



Making an Impact: Clear the List 2025

A new school year means fresh notebooks, sharpened pencils and classrooms buzzing with possibility. With the right supplies in place, students walk in ready to learn – and teachers walk in knowing they have the support they need to make the year extraordinary.

That's what our Clear the List initiative is all about. This year, we proudly provided over \$40,000 in supplies to more than 100 classrooms at our partner schools.

Each wish list delivered means bright bulletin boards, cozy reading corners and essential supplies that create spaces where students can grow, shine and feel empowered together.

The right supplies don't just fill a classroom – they fuel confidence, spark curiosity and open the door to brighter futures.



Stuff the Bus: Supporting Students at Henry County Schools

The local SSC team was proud to support Henry County Schools in their back-to-school “Stuff the Bus” fundraiser by donating over \$2,000 worth of school supplies for local students.

Our team had the honor of delivering the supplies in person and capturing the moment with Dr. Lumpkin, director of the Henry County Schools Foundation, and Sophe Pope, board member for District 4.

We’re grateful for the opportunity to give back to our school communities and help students start the year off strong.



A Sweet End to Summer School at Daniel Boone Area School District

While many students are wrapping up their summer break, those in summer school and the Extended School Year (ESY) programs at Daniel Boone Area School District have been hard at work, and our SSC team has been right there with them.

To celebrate the last day of summer classes, our team surprised students with a fun and refreshing treat: Rita's Ice! The smiles, laughter and joy that filled the halls were a powerful reminder that our work goes far beyond facilities management – it's all about creating an exceptional student experience!



meet
the
company

people



Management Plan

We Are the *people* Company

Your team deserves exciting career paths, support at all levels and to be treated like family from Day 1.

We have built our approach around our understanding that your priorities for the Minidoka County School District team include:

- Caring for and providing opportunities for the district's current employees.
- Skill-based training and professional growth pathways
- Celebrating team members through meaningful recognition programs that boost morale and professional fulfillment

The people caring for your facilities day in and day out are true hometown heroes. Our commitment is to ensure they have what they need to be successful in your community so they don't see their role on your campus as just a job but as a fulfilling career.





Proposed Account Organization for Minidoka County School District

With SSC, you receive support locally, regionally and at a corporate level. We make sure your on-site team is given all the resources they need to be successful and grow within their role and beyond.

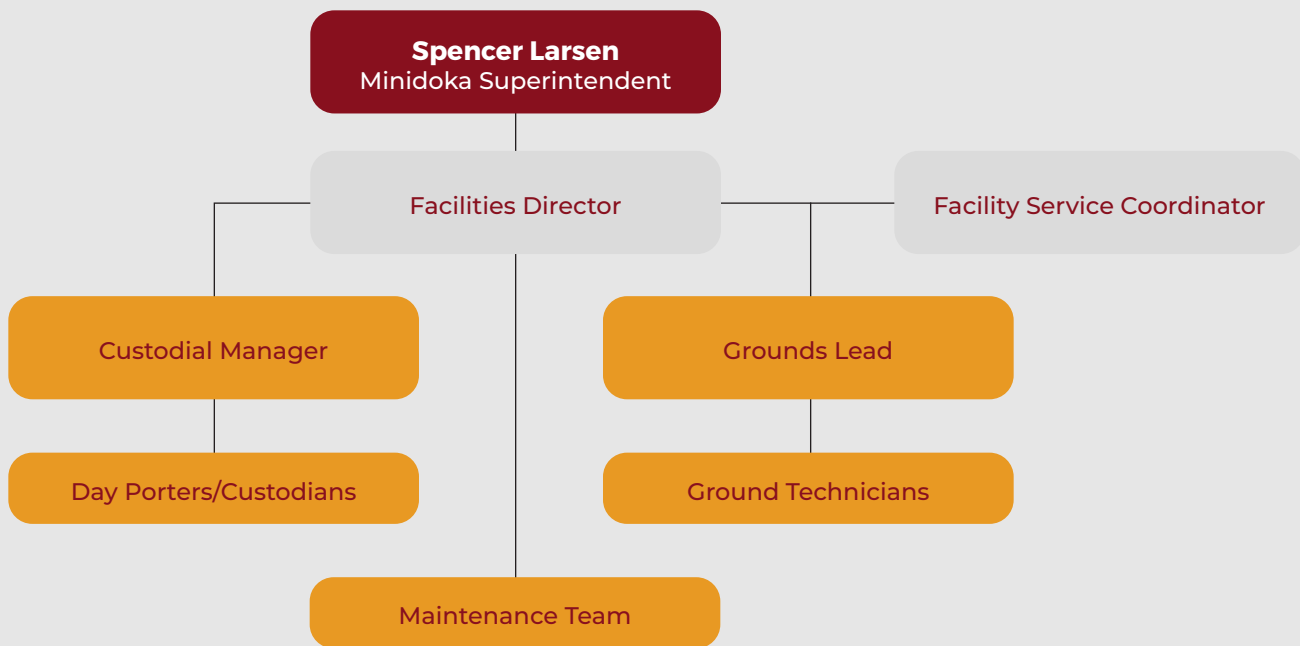




Proposed *organization* Model Highlights

Our proposal includes the following creative solutions to balance both cost and service quality:

- Protecting all existing Minidoka facilities team members as part of our transition plan.
- Providing a proven, professional facility manager to lead the team with expertise and stability.
- Implementing an attrition model that enables Minidoka to capture savings over time and reinvest in the program.
- Prioritizing self-performing work to maximize cost savings and maintain quality control.
- Delivering comprehensive professional development and training, empowering every team member to grow their skills and achieve professional fulfillment.



Our proposed organization for Minidoka County School District was built by our Technical Center of Excellence (COE). Leveraging internal benchmarks and over 55 years of experience in the education industry, we tailored our approach to align with your specific requirements and the unique aspects of your facilities, supported by insightful observations from our site tours. By leveraging Compass Group’s resources and our dedicated HR team, SSC will identify the critical skills required for each vacant position and ensure they are filled for a smooth and successful transition.

Our Dedicated Teams

Every associate we have proposed will be solely dedicated to serving Minidoka County School District. These on-site teams mean the following for Minidoka County School District:

- **Mitigated Operational Risk** – Your priorities are our team’s only priorities.
- **Cultural and Community Commitment** – We aren’t a vendor; we’re a part of the district family.
- **Familiar Faces** – Your facilities, students and staff deserve the consistency provided by team members who show up every day to get the job done.
- **Accountability and Ownership** – When leaders live, work and play in the communities they serve, there’s a point of pride in putting their name on a job well-done. Your dedicated **manager(s)** will regularly be looking for innovative ways to make the account better year after year.
- **Lower Turnover, Higher Morale** – We want leaders and associates to see their role within Minidoka County School District as a career; forming meaningful relationships across the organization and within your district is crucial.

Meet Your Team

Leading with 

Darryl Lomax, CEO

I believe clean, safe spaces give students and teachers the best chance to succeed.

My job is to empower our team so every school community feels supported and cared for.



Brandon Haley, VP of Grounds Management

I make sure every campus feels welcoming and well-cared-for. From safe walkways to sustainable landscapes, our grounds set the stage for pride and community.



Dan Bourdeau, CFO

I make sure every dollar works harder for our clients. Stewardship and transparency guide how we turn resources into real results.



Shannon Thornton, VP of Human Resources

Strong teams build strong schools. I focus on hiring, training and supporting people who care deeply about the communities they serve.



Vallen Emery, Division President

My focus is simple: making sure our teams deliver consistently great service. Every client deserves to know we're right there with them, solving challenges and celebrating wins.



Tim Tyler, Regional VP

I'm here to listen, adapt and make sure our promises turn into results. For me, success is building long-term partnerships that grow with our clients' needs.



Marshall Darnell, VP of Facilities and Energy Services



I help schools save energy, reduce costs and create safer environments. The best part of my work is knowing these improvements free up resources that go back into student success.

John Lane, VP of Facility Systems and Support



I help new clients get off to a smooth start. My role is making sure transitions feel seamless, so the focus stays where it belongs – on the students and staff.

Coulter Sims, Regional Director of Operations



Day-to-day, I keep our teams focused on what matters most: delivering reliable, responsive service that schools can count on.

Patrick Redmond, VP of Business Implementation



My passion is process. I bring the tools and structure that help our teams deliver more efficiently, so schools see results faster.

Nathan McCann, Regional Sales Director



The right partner makes all the difference. I work with schools to understand their unique goals and challenges to help build a custom program their community will be proud of.

Kristin Kenyon, VP of Client Success



My team and I are dedicated to retaining and deepening our client partnerships through transparent performance communications, strategic alignment touch points and continuous improvement initiatives.

Carly Nappi, VP of Marketing and Communications



I tell the stories of the impact our teams make every day. My work helps clients see their partnership come to life and be celebrated in ways that matter.



“SSC’s professionalism, expertise, dedication to excellence, strategic guidance and community involvement have made them an invaluable partner in our mission to provide the best possible learning environment for our students.”

Marc Faulkner, Superintendent, China Spring ISD



SSC Functional Support

Your account team will receive ongoing support from our corporate teams in human resources, recruiting, safety and training, communications and marketing, as well as finance and accounting. By having experts in all facets of the FM field manage core administrative processes, our clients are able to keep their focus on educating students.



SSC Technical Center of Excellence (COE)

SSC's Technical COE is comprised of subject matter experts with unmatched commitment to and experience in education facilities. They specialize in key areas of facilities support services including technical maintenance, energy management, custodial, grounds management and supply chain. Our COE owns the SSC facilities maintenance standard operating procedures and programs that set us apart in the industry. They're also charged with continuously identifying and deploying innovative best practices in their area of expertise for the benefit of our clients and operations teams. Our COE developed SSC's custom approach for Minidoka County School District and will be available throughout our partnership to ensure continuous improvement and assist with challenges and special projects.



Experts supporting the process

The Client Success Team (CST) is dedicated to deepening our client partnerships through transparent performance communications, ongoing strategic alignment touchpoints and infusion of continuous improvement initiatives into operations. They will support our partnership with Minidoka County School District through:

- Introductions and goal setting
- Customized performance reporting
- Strategic partnership reviews
- Client insights and feedback
- Continuous improvement
- Partnership retention and evolution

SSC Governance Structure

Our governance model emphasizes transparency, clarity and strategic alignment. Minidoka County School District will have streamlined access to operational and financial performance through structured meetings and real-time dashboards.

We propose a flexible, three-tiered governance structure that keeps teams focused on tactical, operational and strategic goals while allowing for ongoing evolution. SSC resources will be aligned with district counterparts to foster collaboration and trust.

Key meetings, shown in the infographic, highlight overall performance and individual service lines. Regular communication and reporting enable us to adapt quickly to changing business needs.

The overarching goals are to:

- Communicate clear and meaningful protocols with Minidoka County School District during transition
- Create reporting protocols in our Master Services Agreement during transition to ensure we are meeting all requirements of our contract
- Reinforce a culture of transparency, accountability and proactive engagement
- Ensure SSC's value proposition and service quality are being implemented properly through consistent data, reporting and communication
- Confirm all key stakeholders receive the right information at the right time in the right format, without redundancy, to strategically manage key business initiatives and client partnerships



Empowering People, Driving Progress

Taking care of our people – whether they are transitioning from your current team or new recruits – is the foundation of our approach.

We are dedicated to the individuals who are the heartbeat of your district. We retain 95% of transitioned associates and boast an employee retention rate more than three times greater than the industry average because we offer unmatched benefits and growth opportunities for every team member.



“My personal experience with SSC has been one of the best experiences; since being with SSC, I have learned and grown with them. Being able to have the opportunity to do training and learning new things with a better knowledge of how things work has significantly enhanced my career by developing my leadership, strategic thinking and problem-solving skills. They have given me hands-on experience in managing operations and driving results, which has broadened my perspective and strengthened my ability to deliver value in any professional setting. Having the opportunity to grow and move up is one of the best things about SSC. Even my personal director has even invested into my career on wanting and letting me learn more and thrive.”

Jewlie Wolfe, SSC Maintenance Tech, Jerome School District (ID)



Keeping Your Community *safe*

Criminal background checks are run and reviewed before any SSC associate begins work at a client account. In accordance with varying state and local laws, background checks are not run until after a condition offer is extended and accepted by an applicant. SSC runs all background checks through its reputable and authorized vendor, Checkr. The specific background screen runs search records going back 10 years unless otherwise legally prohibited by state or local laws.

All background checks are run in compliance with the Fair Credit Reporting Act, Equal Employment Opportunity Guidance, state and local “ban the box” ordinances and all other legal requirements.

Upon completing all checks, we look at eligibility for employment. We disqualify applicants for drug-, sex-, violence- or theft-related charges. We also perform annual checks on current employees. If we find criminal charges, we review their history with your administration and jointly decide eligibility.

We Aim To Be a Magnet for Top Talent

Filling vacancies on your campus is a drain on your resources. Let us take it off your to-do list with our proven approach to attracting the very best people.



In addition to vetting and transitioning your current associates, our national facilities management recruiting team specializes in sourcing, interviewing and onboarding candidates with the technical skills, certifications and experience required to succeed with SSC and our clients.

Our recruiting strategy includes:

- **AI Sourcing and Resume Mining** – Our advanced technology scans resumes to target applicants with relevant experience for each of our job postings, resulting in the most qualified applicant pool for our clients.
- **Vacancy Reporting** – Our teams are held to a rigorous vacancy percentage that is monitored and managed by our recruiting team.
- **Candidate Flow Data Tracking** – We track the volume and quality of applicants in various locations and industries to meet client demands more effectively.
- **Account-Dedicated Recruiting Phone Number** – Allows us to text hourly recruits from a local phone number, providing a personalized touch to our recruiting process and a stronger connection to our team early on.
- **Creative Recruiting Techniques** – Our teams use custom approaches for each community we serve. For instance, one local movie theater campaign reached more than 56,700 people. We also recruit on channels such as Roku and YouTube, which offer cost-efficient yet highly effective outreach.

In March 2025, a single YouTube ad, posted to reach rural Wisconsin areas, was viewed by

31,000+
people

Candidates attending one of our job fairs can be hired in as little as 1.5 hours from application, pending clearance of their national background check.

Our management teams are trained in a specific interview style focusing on both a behavioral assessment and a cultural fit. We onboard and invest in associates who understand the criticality of their role and share our passion for supporting student success.



When you partner with SSC, you receive the support of Compass Group's Talent Acquisition team. They offer:

- A delivery model that emphasizes efficiency, consistency and high-quality candidate experiences.
- Cutting-edge recruitment technologies to streamline the hiring process, enhance candidate engagement and provide data-driven insights.
- Inclusive hiring to drive innovation and build stronger, more resilient teams.
- Rigorous compliance standards to protect you and the candidates, providing peace of mind and safeguarding against potential risks.





Bringing People On Board and Training Them for Success

Highlights of our onboarding process include:

- **Associate town halls** to meet with associates as a group and provide transparency and consistent communication across the team
- **On-site leadership** ensure all associates receive uniforms and swag
- **Dedicated human resources support** to provide and review benefit enrollment information
- **One-on-one on-site sessions** allow team members to ask questions they may not feel comfortable asking in the larger town hall and give us an opportunity to get to know each person better as we help them complete their paperwork and training



Your dedicated transition HR team will be on the ground to onboard new associates immediately following our partnership announcement, and your startup and transition team oversees training. Regardless of their role, all team members receive the following training to help them acclimate to both SSC and your district.

Customer Service Training

SSC tailors customer service training to meet the needs of both salaried managers and hourly associates. For managers, our EDUCATE platform delivers annual videos and quizzes designed to strengthen leadership and reinforce customer-first culture. For associates, our customer service training program uses interactive workshops, role-play and real-world scenarios to build confidence and show how everyday actions in custodial, grounds and maintenance directly impact the customer experience. Together, these programs ensure every level of our workforce is equipped to create safe, welcoming spaces.

Safety Training

We regularly engage all staff members in a series of targeted safety training sessions. This enhances employee awareness by introducing safety topics into every meeting.

Monthly In-Service Training

Each month, our teams come together for in-service training sessions designed to strengthen both skills and culture. These meetings go beyond technical updates, focusing on essential soft skills like communication, teamwork and time management. We weave in storytelling moments that highlight outstanding service across our company, creating inspiration and peer learning. Every session also includes timely safety topics to keep our teams proactive and protected, along with updates on development opportunities and programs that help employees grow. The result is a consistent rhythm of learning and connection that reinforces excellence, safety and professional growth across all service lines.

meet
the
company

people



geared
up for *impact*



Supplies and Equipment

tools of the Trade

Equipping the right people with the right supplies to deliver A+ service

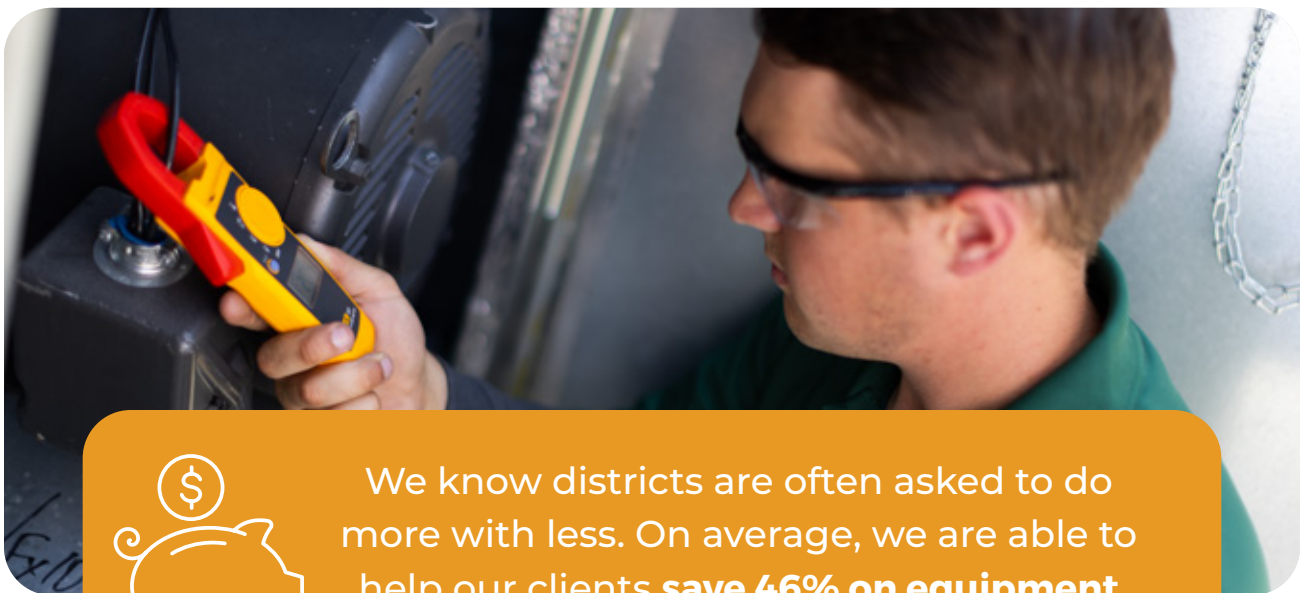
What's Important to Minidoka County School District?

Taking care of the Minidoka team means equipping them with the right tools and resources to succeed.

At the beginning of our partnership, SSC will analyze your current inventory and establish a baseline. As the needs of your district change, we will work with you to adjust supply orders and equipment, so your associates always have what they need to be safe and successful.

SSC Is Committed to Getting the Job Done Right:

- Corporate annual product reviews for innovation and quality
- Routine equipment inspections and proper annual maintenance to ensure life of equipment
- Sustainable/Environmentally gentle equipment is our preferred choice
- We adhere to CIMS-GB Honors Certification equipment, which incorporates CRI, EPA and CARB standards



We know districts are often asked to do more with less. On average, we are able to help our clients **save 46% on equipment and 29% on janitorial supplies.**

Capital Investment

Using the financial stability and support of our parent company, Compass Group, we will provide an upfront capital investment to Minidoka County School District for the purchase of brand-new equipment. This investment will provide you with top-of-the-line equipment to keep your team motivated, safe and efficient.

Our proposed pricing includes supplies and new equipment. We do not recommend items our partners don't need - we have built your program with a commitment to responsible stewardship. By including the costs upfront, we are ensuring transparency and peace of mind that your team will have what they need to succeed.



Product Review Committee



Led by our warehouse and purchasing operations manager, Matt Higgins, the Product Review Committee includes experienced managers from K-12 and Hied. Annually, our prime contract suppliers help us identify new products and initiatives that contribute to:

- Efficiencies
- Higher productivity
- Environmentally friendly practices

These items are then tested on-site for reliability and effectiveness. Members of the Product Review Committee also attend the ISSA/ Interclean conference annually to further explore new industry trends.

Proposed Equipment



The following outlines the major equipment proposed by SSC to provide optimum service for Minidoka County School District. This equipment will be purchased new, stored on-site and used exclusively for your account. You can be assured your district will have all the equipment needed to provide top-quality service.

Highlights of our approach to supplies include cost efficiencies through our group purchasing organization, Foodbuy, and partnerships with Grainger and John Deere that allow us to save our partners money and ensure a reliable supply chain.

Minidoka County (ID) School District Proposed Custodial Equipment

Item Description	Units Needed	Unit Cost	Total Cost
CleanCore 3.0 Fill Station Aqueous Ozone Generator	9	\$2,399	\$21,591
CleanCore POWERCADDY Alternative to Kaivac, uses Aqueous Ozone instead of chemicals	10	\$4,500	\$45,000
20" Pacific S-20 Orbital Scrubber Single Pass Chemical-Free Stripping	2	\$6,489	\$12,978
20" T300e Scrubber - SELF PROPEL AGM BATTERIES + IRIS MONITORING	8	\$5,731	\$45,848
26" T500e-650-Disk Scrubber - SELF PROPEL AGM BATTERIES + IRIS MONITORING	3	\$8,857	\$26,571
NaceCare AV12QX 20" Push Extractor + 3-Jet Wand & Vac Hose	9	\$3,503	\$31,526
B5 - 20" BATTERY BURNISHER MV-B5-0010	5	\$5,680	\$28,400
20" FLOOR MACHINE - LOWSPEED 175RPM, 1.5HP - 808175	8	\$840	\$6,720
WET /DRY W/FRNT MNT 9019348	10	\$677	\$6,770
Hot Water Pressure Washer The most rugged, gasoline-powered, on-site cleaning machine on wheels 1.110-085.0	1	\$5,236	\$5,236
Janitor Carts Front platform supports mop bucket and wringer 791820	30	\$110	\$3,300
VACUUM-UPRIGHT 12" Standard - 804000	15	\$163	\$2,445
20" Square Scrub	2	\$2,500	\$5,000
VACUUM, BACKPACK SC580A (4 quart) - 807200	15	\$637	\$9,555
Cubic Yard Tilt Truck (1 cu yd) Comes equipped with deluxe roller bearing wheels and heavy-duty casters 791006	2	\$687	\$1,374
Cubic Yard Tilt Truck (1/2 cu yd) Comes equipped with deluxe roller bearing wheels and heavy-duty casters 0.5 cu yd. 791009	10	\$538	\$5,380
General Set Ups Includes Wringer Bucket with Casters, Brute With Dolly and Floor Signs	30	\$128	\$3,840
Victory handheld sprayer-square	9	\$240	\$2,160
GATOR 2 Wheel Drive w/ Hard Top	1	\$14,000	\$14,000
Washer/Dryer Set	9	\$1,000	\$9,000
20" HIGH SPEED BR-1600-NDC	5	\$952	\$4,760
Microbiber set ups	30	\$1,000	\$30,000
		Sub Total	\$321,454
		Sales Tax	\$25,716
		Shipping	\$48,218
		Total Equipment Needs	\$395,388
		Per Year Cost	
Annual Amortization Amount			\$65,898

Minidoka County (ID) School District			
Proposed Vehicles			
Item Description	Units Needed	Unit Cost	Total Cost
Dodge Ram 1500 Std. cab 4X4 140" WB 3.6L V-6, W tow pkg. (1/2 ton)	1	\$48,000	\$48,000
Lift Gate for Pickup or Stake Body truck	1	\$3,500	\$3,500
Sub Total			\$51,500
Sales Tax			\$4,120
Shipping			\$0
Total Vehicle Needs			\$55,620
Annual Amortization Amount			Per Year Cost
			\$9,270

Minidoka County (ID) School District Proposed Grounds Equipment

Item Description	Units Needed	Unit Cost	Total Cost
Z Mower gas 72" or 60"	2	\$14,257	\$28,514
Z mower 96" gas	1	\$34,000	\$34,000
4 wheel drive Diesel HD set up for snow removal with heated cab, blade, spreader	1	\$36,390	\$36,390
Fuel/ Pesticide Storage Cabinet 65 Gal 3 shelf	2	\$1,379	\$2,757
ABI Groomer for Gator	1	\$6,397	\$6,397
Sand/ Salt Spreader PU/ bed mount 1.5 cu. Yd. capacity	2	\$6,490	\$12,981
Toro 687 Aerator 3 point hitch drum type w/ hollow tines - add \$500 for blades	1	\$7,477	\$7,477
Fertilizer Spreader 600 lb. capacity - P.T.O. driven, 3 pt. hitch	1	\$6,627	\$6,627
Landscape trailer, 16' w/ Pindel Hitch	2	\$7,171	\$14,342
Stand on Multi-Pro brush, blower, blade	1	\$26,500	\$26,500
Stand on Sprayer	1	\$18,443	\$18,443
Sub Total			\$194,428
Sales Tax			\$15,554
Shipping			\$5,833
Total Equipment Needs			\$215,815
Per Year Cost			
Annual Amortization Amount			\$35,969

Minidoka County (ID) School District Proposed Vehicles

Item Description	Units Needed	Unit Cost	Total Cost
Dodge Ram 2500 4X4 Std. cab 140" WB 5.7L V-8 Hemi tow & snow pkg. (3/4 ton)	1	\$56,000	\$56,000
V - Snow Plow Includes mounting	1	\$11,900	\$11,900
Sub Total			\$67,900
Sales Tax			\$5,772
Shipping			\$0
Total Vehicle Needs			\$73,672
Per Year Cost			
Annual Amortization Amount			\$12,279

Minidoka County (ID) School District Proposed POM Software/Equipment			
Item Description	Units Needed	Unit Cost	Total Cost
Maintenance Connection Up front Fee	1	\$5,200	\$5,200
Arc Flash PPE	2	\$1,500	\$3,000
Multimeter Package	3	\$1,200	\$3,600
Thermography IR Detector	1	\$4,200	\$4,200
Sub Total			\$16,000
Sales Tax			\$1,280
Shipping			\$480
Total Equipment Needs			\$17,760
Per Year Cost			
Annual Amortization Amount			\$2,960

Minidoka County (ID) School District Proposed Vehicles			
Item Description	Units Needed	Unit Cost	Total Cost
Dodge Ram, Pro Master City base wagon, 2.4L I4 MultiAir (Van)	3	\$34,000	\$102,000
Dodge Ram 1500 Std. cab 4X2 120" WB 3.6L V-6, W tow pkg. (1/2 ton)	1	\$37,000	\$37,000
Sub Total			\$139,000
Sales Tax			\$11,120
Shipping			\$0
Total Vehicle Needs			\$150,120
Per Year Cost			
Annual Amortization Amount			\$25,020

Foodbuy

Foodbuy, our group purchasing organization and a subsidiary of Compass Group, manages our supply chain partnerships and all procurement. Through this partnership, SSC is able to offer unmatched spend leverage and reliable access to quality equipment and supplies.

We work collaboratively to stay ahead of disruptions and maintain continuity of supply for our clients. Foodbuy and its supplier diversity team are committed to partnering with diverse suppliers and making sure all MWBE business owners are treated fairly.

SSC's Supply Warehouse

We operate a warehouse stocked with SSC-branded products to ensure our partners never run low on supplies – even during supply chain disruptions. By purchasing and storing in bulk, we offer more affordable pricing despite market increases, while also reducing carbon emissions by consolidating vendor shipments into one monthly delivery per school site.

Scan the QR code to learn more.



Cleaning Chemicals

We have created and put into practice a Purely Green Standard that encourages the use of environmentally responsible chemicals, equipment and processes. Our green cleaning practices have been examined and audited by ISSA CIMS and received highest-tier honors certifications since 2014.



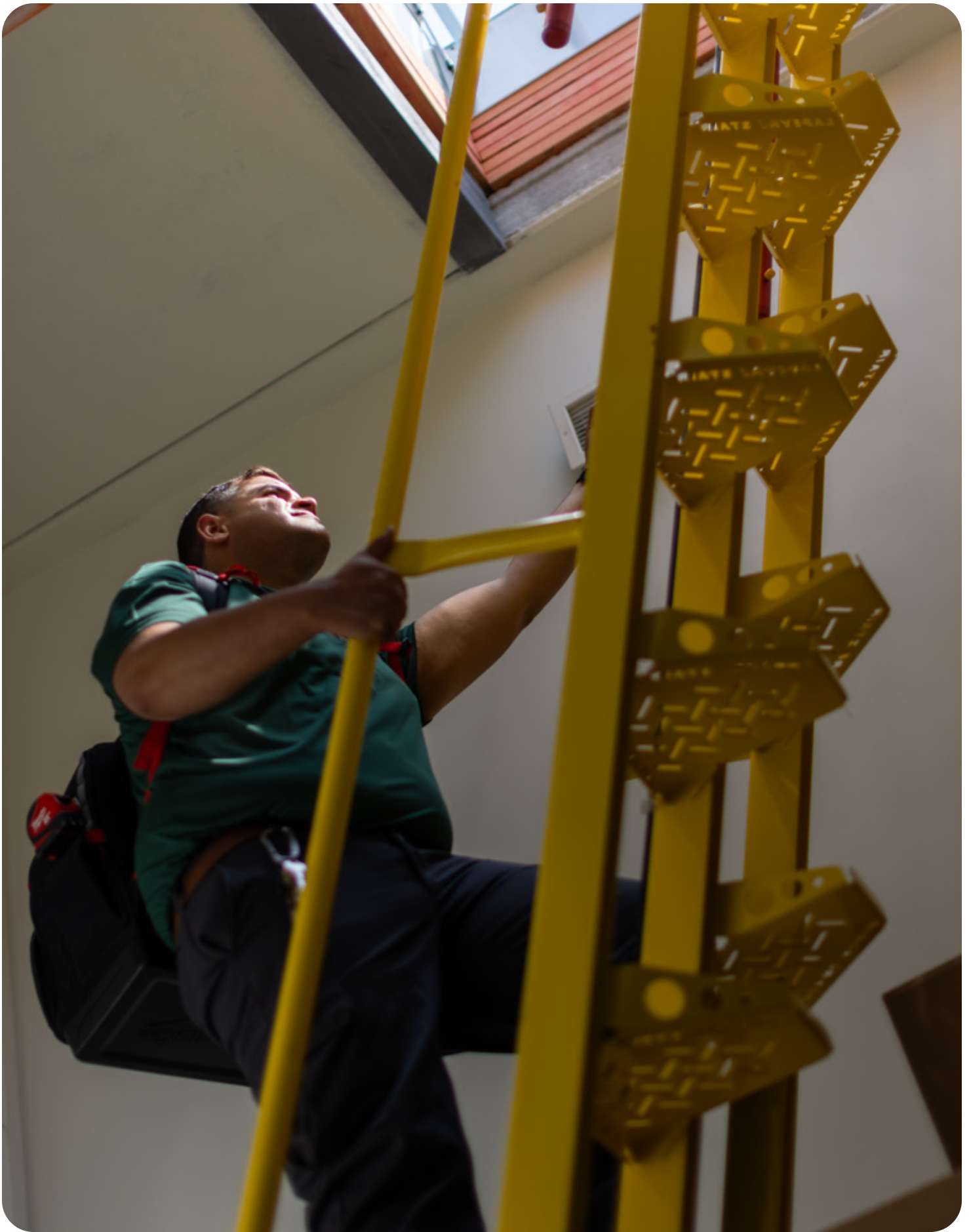
Service Champion

spotlight

“I manage the supply warehouse that supports our SSC partnership locations nationwide. As a benefit to our clients, we put our buying power to work to make sure they have the exact products they need, when they need them. We even have our own formula for specific products that we send to a manufacturer to be mixed to our specifications and labeled with our company name, so we get the right quality, shine and outcome every time. No other company can offer this.”

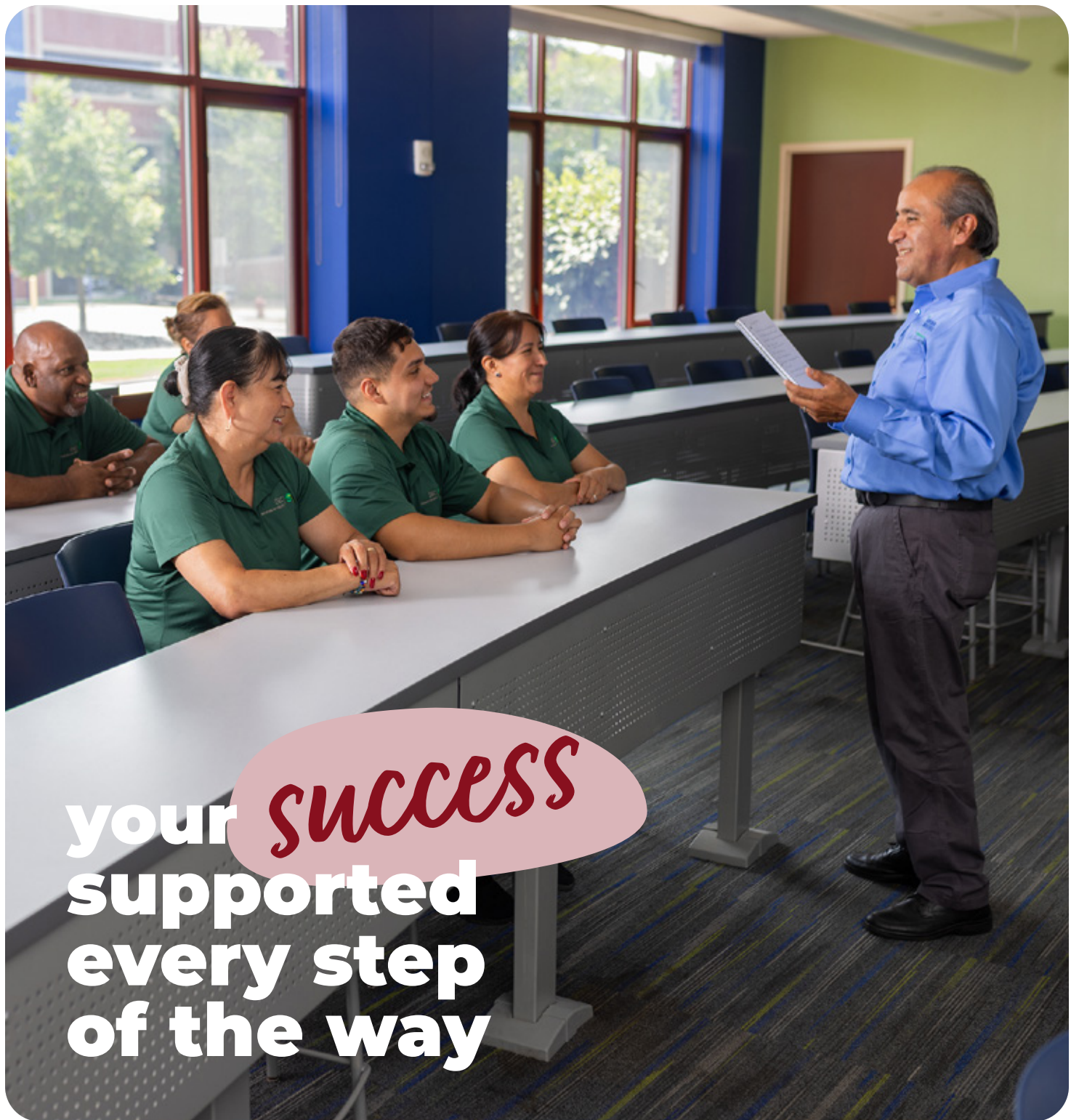
Matt Higgins, SSC Warehouse and Purchasing
Operations Manager





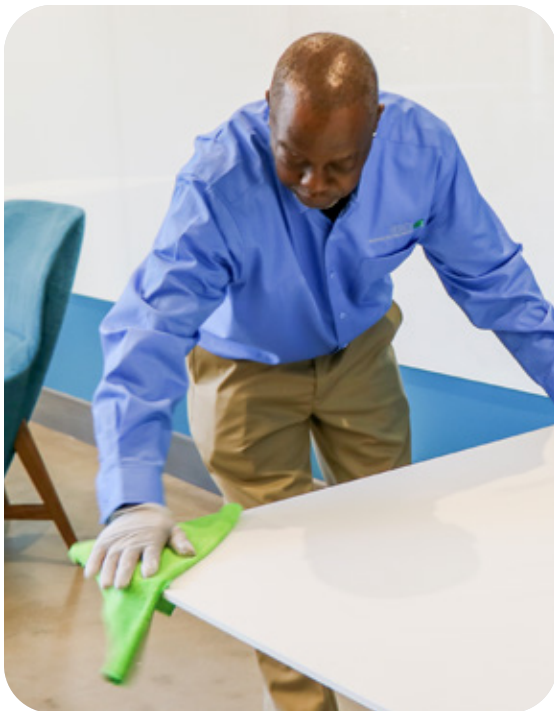
meet
the
company

people



Startup and Transition

A Listen-First Approach to a *fresh start*



Choosing to partner with a new service provider is a big decision, one that can bring questions, concerns and uncertainty for your school community. That's why we begin by listening first. Our role is to understand what matters most to Minidoka County School District and to communicate with transparency every step of the way.

Our Approach Is Built on What Is Important to Minidoka County School District:

- Delivering a **seamless transition** that builds confidence and **raises expectations** for what is possible.
- Ensuring stability and delivering results with **proven expert leadership**.
- Hit the ground running, ready to make an impact on day one!

With a January 15, 2026 start date, we know there's no time to lose. Here's how we'll guide you through a smooth transition.



Ready to go from the very first day!

“On my first day as unit director, I was working at one of our elementary schools. It was 5 p.m., and a meeting was underway in the school library. Most of the district leadership team was there.

One of my custodians came to me in a panic and said water was pouring down from the ceiling in the music room. Our team flew into action. I extracted the water with a wet vac while a custodian removed items from the area. Within five minutes, district leadership and SSC worked together to stop the leak and remove everything from the room.

I didn’t think the first time I would meet the superintendent, I would be drenched from head to toe. But that is what makes this job enjoyable and rewarding. Our rapid response prevented permanent damage, and no drywall work was needed.”



Chris Phillips

Unit Director, Prescott Unified (AZ)



Facing and Preventing Common Transition Risks

Shared Challenges

- Associate anxiety
- Unclear communication and decision channels
- Adjusting to a new process
- Lack of executive alignment
- Gaps in training or role clarity

Proactive Steps to Avoid Disruption

- **Individual Support:** Early introductions with employees and direct responses to concerns.
- **Clear Governance:** A customized communication plan tailored to your leadership structure.
- **Detailed Planning:** A robust transition road map with project management resources assigned to your district.
- **Engagement at every level:** Town halls, leadership alignment meetings and transparent updates throughout the process.

the result?

Your community experiences continuity, confidence and clarity.



Your Dedicated Transition Team

At the heart of every successful transition is a team that knows schools inside and out. That's why SSC created the startup, transition and training (STAT) team, a group of specialists who focus solely on guiding education partners like Minidoka County School District through change.

Your STAT team will handle the details that matter most during a transition, including employee interviews and onboarding, initial facility assessments, training and role preparation, and designing a custom program.

Because they gain in-depth knowledge of your community during startup, the STAT team remains a valuable partner long after the transition is complete, stepping in as interim managers, sharing best practices and making sure the partnership continues to thrive.



**Meet Your Dedicated
Transition Project Manager**

Jose Maldonado

Jose Maldonado will meet with Minidoka County School District leadership to clarify scope, outline milestones, align on objectives and set KPIs.

**“Success begins with caring for our people,
building strong relationships, and communicating
clearly and consistently—laying the foundation
for growth and a thriving partnership.”**

Regional Leadership Committed to Local Success

Beyond your dedicated STAT team, SSC's regional leadership will be hands-on throughout your transition and long after. These leaders don't just oversee operations, they live and work in the same communities you serve, and they're invested in ensuring your partnership with SSC succeeds from Day 1. Here's what you can expect from our regional leadership team:

- **Contract and Operational Setup** – Ensuring every detail of the agreement is implemented correctly, from inventory to staffing.
- **Onboarding and Orientation** – Leading sessions that give your employees confidence and clarity in their new roles.
- **Specialized Training** – Providing safety, equipment and skills training tailored to your campus environment.
- **Ongoing Oversight** – Staying connected after transition to measure results, fine-tune processes and share best practices.



Tim Tyler,
Regional Vice President



Coulter Sims,
Regional Director of Operations

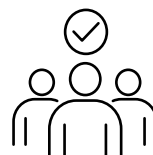


Maia Rubio,
Human Resources Business Partner

Your People, Our Priority



95%



of transitioning associates in 2025 chose to stay, simply because we prioritize people.

Retaining Talent

When you partner with SSC, your people remain at the heart of the story. We value the expertise, tenure and trusted relationships your employees bring, and we make it a priority to keep them on your team. That's why our transition process is built to reassure, retain and empower your staff from Day 1.

- **Employee Town Halls:** We meet with your associates regularly to answer questions and share updates.
- **Transparent Communication:** Employees receive clear, honest information at every stage.
- **Supportive Onboarding:** We guide associates through the process, making sure no one feels left behind.

Thriving Post-Transition

A transition is just the beginning. Many of our regional and local leaders started their SSC careers as associates during a transition like this one. With access to training, mentorship and career development programs, they grew into leadership roles that continue to strengthen our organization today. By retaining your staff and investing in their success, Minidoka County School District benefits, too, with:

- Reduced HR and finance burdens
- Lower fringe costs and eliminated Workers' Compensation risk
- A stronger, more engaged workforce that already knows your community best



Jen's Story

Jennifer Mitchell's journey with SSC Services for Education shows how passion and adaptability can drive success in facilities management. Starting in retail, Jennifer moved into a custodial supervisor role at Texas A&M, despite having no prior facilities experience. Her strong customer service background helped her thrive, and she quickly advanced – working on safety initiatives, budgets and major projects like the Kyle Field renovation.

“Today, I’m a regional director of operations, a role I’ve held for almost five years. It was a significant step up, but SSC leadership recognized my commitment and drive, and I’ve been fortunate enough to grow with the company ever since.”



To read more of Jen's story, scan the QR code.



Employee Onboarding

Our HR transition team holds on-site sessions throughout the process – not just to share information, but to listen, address concerns and provide clarity. From contract award to onboarding, we move quickly to communicate employment details, benefits and expectations. After hire, our orientation ensures associates feel welcomed, prepared and supported.

A Clear Path to Go-Live

Transitions succeed when planning and partnership come first. That's why we tailor our 60-day framework to Minidoka County School District's unique needs, ensuring your campus is fully prepared, your people feel supported and operations are seamless on Day 1. Before we arrive on-site, the pretransition phase sets the stage for success. This early work is collaborative and client-facing, designed to build trust and alignment long before the STAT team steps onto campus.

Together, we'll:

- Map out priorities and timelines in alignment with your leadership team
- Conduct facility assessments to anticipate needs before go-live
- Secure approvals and finalize details to prevent surprises later
- Establish communication channels so every stakeholder knows what to expect



A smooth, confident launch where your community experiences continuity, not disruption.

While this timeline starts at 60 days, we often transition in 45 days or fewer. We are flexible to best meet the needs of your district.

60 Days (Preferred)

- STAT team arrives on-site
- On-site leadership assigned
- Communication begins
- Employee onboarding and role assignment
- Employee town hall meetings
- Equipment and supply order

30 Days

- Recruit and fill open positions
- Stakeholder and end-user communication
- Employee town hall meetings
- Communication – all campuses

Two Weeks

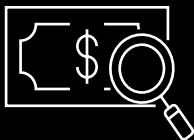
- On-site leadership team in place
- Press release and communication – all campuses
- Employee town hall meetings
- Technology systems in place

One Week

- Finalize recruitment and hiring
- Uniforms issued
- Employee town hall meetings
- Training

Day 1

- Contract commences
- Continued training
- Evaluation and adjustment
- Quality control check



For one district in Indiana, an SSC transition generated \$205,000-plus in immediate local economic impact, delivering meaningful value to the community from Day 1.

Transition *process*

Our transition process is designed with empathy and care, ensuring every team member feels valued and prepared.



Contract Awarded

- Transition announcement
- Build transition plan
- Incumbent notification



Planning

- Detailed site surveys and visit
- Determine scope
- Recurring update cadence



Execution

- Employee town halls
- Begin hiring process
- Operationalize program goals



Mobilization

- Associate scheduling
- Location setup
- Opening hiring complete



Go Live

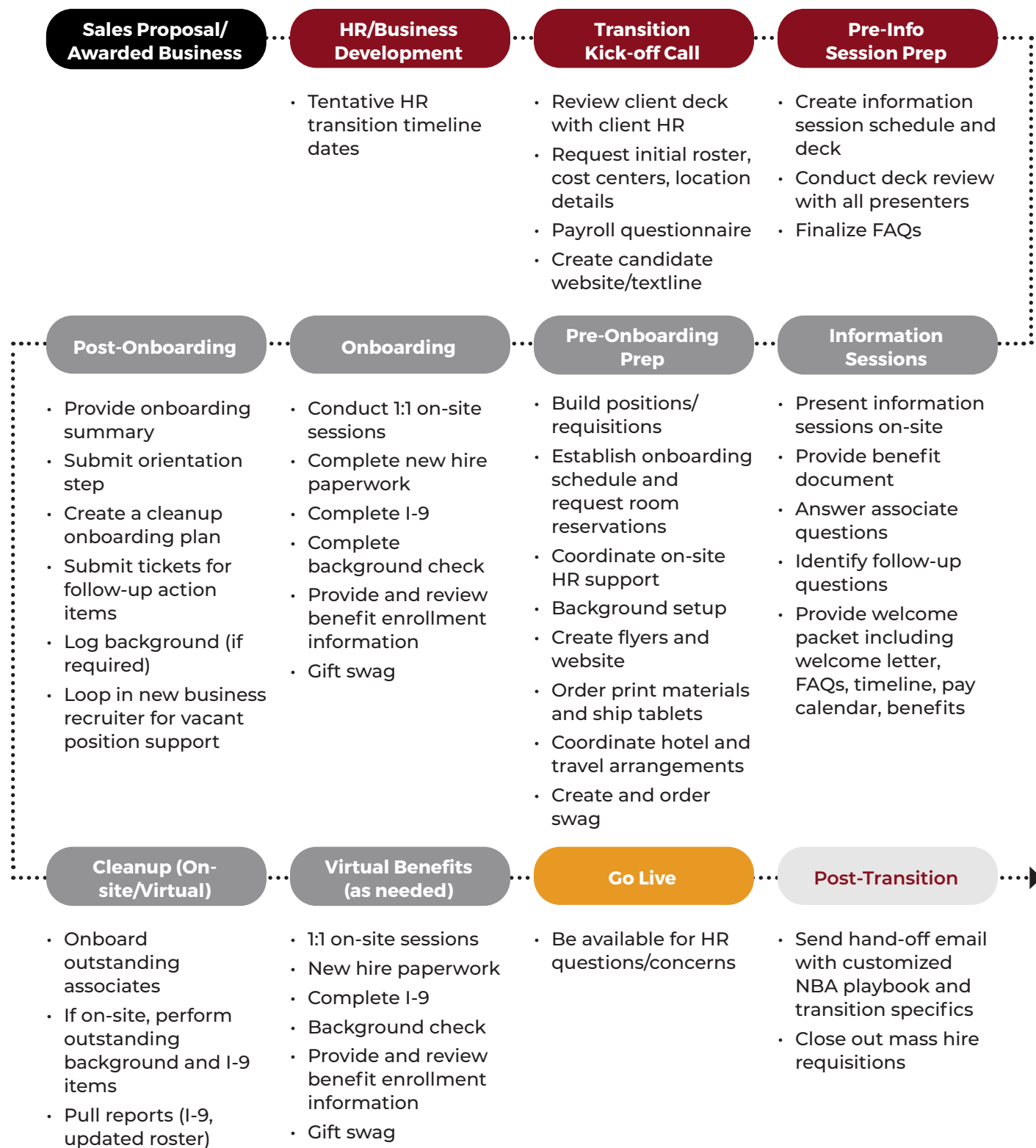
- Grand opening
- Facilities operations begin
- Continuous improvement

**Compass
Group
mobilizes**

\$2B+

**in new
business
each year**

New Business Mobilization Process

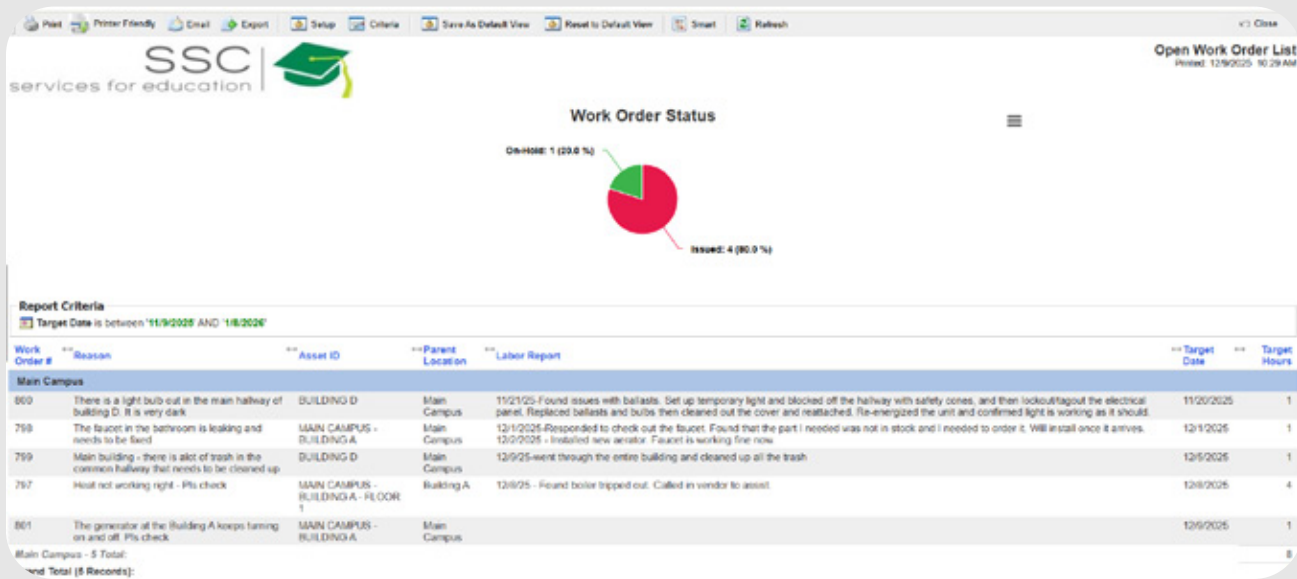




A Proven Partner for Growth

SSC has grown nearly **700%* over the past decade**, not by chance, but because schools trust us to scale with integrity and purpose. With an exclusive focus on education, we understand the unique challenges Minidoka County School District faces and bring tested strategies that drive results without losing sight of people.

**Growth figure based on internal SSC financial reporting. Please see our Financials section for additional details and access to past audits.*





“One of the things I love about being part of SSC is that we’re able to reach out to different subject matter experts if we run into issues that we can’t solve internally.”

Rachael Leonard, Assistant Director of Maintenance

Crystal Clear Communication

Transparent, proactive and people-focused messaging

We know this decision affects more than just leadership and associates, it impacts students, families and your broader community. That’s why we work alongside you to keep every stakeholder informed, engaged and confident throughout the process. From the first announcement to the go-live date, we make sure:

- All audiences are identified in advance from staff to district leadership to your community.
- Each group receives the right information, at the right time, in the right way.
- There are ample opportunities for questions, feedback and discussion.

How we keep everyone aligned

To keep the transition moving smoothly, we provide structured updates at every level of your organization. Each forum is designed with clarity and efficiency in mind:

- **Workstream Meetings** – Function-specific updates so your teams know exactly what’s needed and when.
- **Client Alignment Meetings** – High-level milestone reviews with your leadership, including risk and mitigation steps.

- **Core Transition Team Meetings** – Project plan updates across all SSC and Compass Group workstreams.
- **Executive Steering Updates** – Strategic progress reviews with your leadership team, including KPIs and big picture alignment.

This structure ensures no matter your role – executive leader, campus administrator or associate – you’ll know where things stand.

Need sample materials?

We provide ready-to-use communications for internal audiences or community-facing announcements, including customizable press releases.

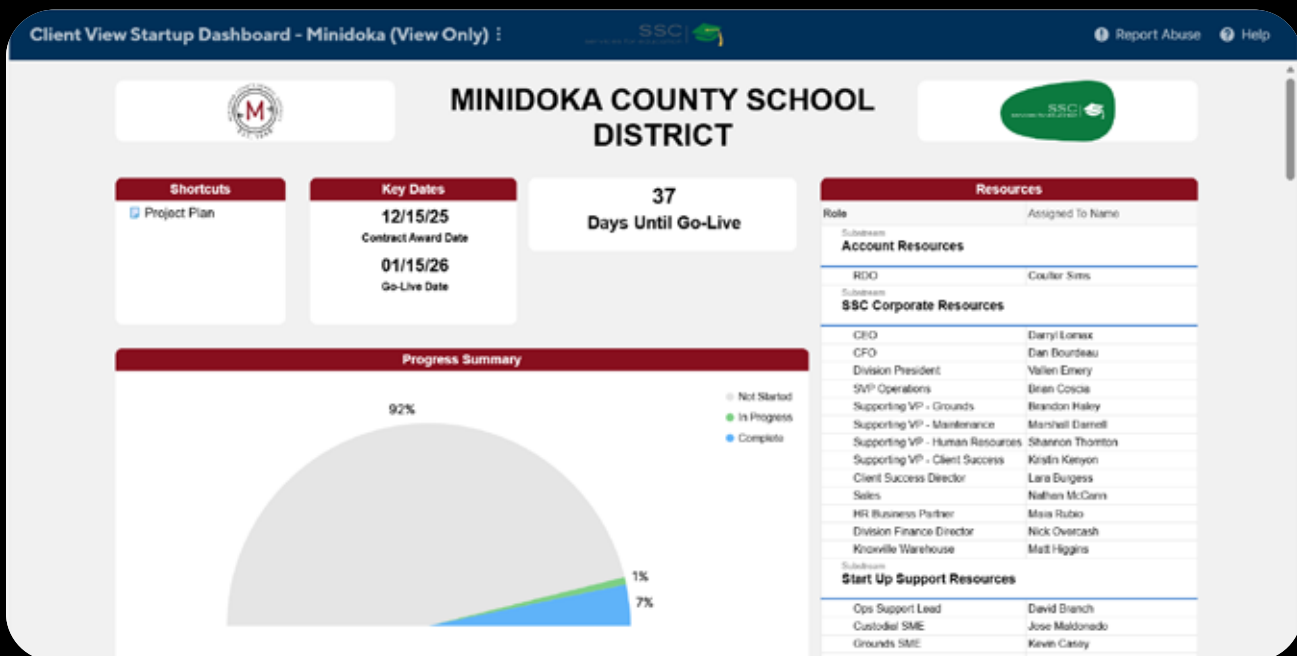
Your Custom Transition Dashboard

We also build a fully customized dashboard that gives you real-time visibility into transition progress. Your dashboard evolves with you, adapting to Minidoka County School District's needs and becoming a trusted tool not just during transition, but throughout our partnership. It provides:

Live tracking of milestones and deliverables

Drill-down views of specific workstreams

Clear insights into risks, next steps and critical priorities



Expecting the Unexpected

When it matters most, we respond first

In facilities management, responsiveness is everything, especially when the unexpected happens. SSC's escalation process during transition is designed for:



Each escalation is immediately routed to the appropriate functional or operational lead based on the nature of the issue, whether it's a maintenance problem, safety concern or client-impacting disruption.

With clearly defined ownership at every level, decisions are made quickly and the right teams are mobilized without confusion. You can rely on a fast, focused and effective response from SSC, no matter the situation.

A defined governance structure outlining roles, responsibilities and escalation paths will be custom-built for Minidoka County School District.

proactive by Design

We see the road ahead and prepare accordingly

Our transition plans are designed with your success in mind, using detailed risk assessments to proactively address common challenges like staffing gaps, communication breakdowns, equipment delays or unmet expectations, so your district experiences fewer disruptions and greater stability. We embed safeguards such as structured team huddles, scheduled checkpoints and continuous client feedback loops, all tailored to your needs and preferences. This ensures not only a smooth, confident hand-off but also builds the foundation for long-term operational excellence.

Our risk mitigation strategy – **Plan, Engage, React, Communicate** – begins with a tailored road map that identifies risks early and puts preventive actions in place. Minidoka County School District stays in the loop through frequent updates and real-time reporting, so you're never caught off guard. If issues arise, we act quickly with predefined control plans, clear accountability and measurable KPIs, to resolve problems before they impact your operations.



A close-up, side-profile shot of a man with grey hair and glasses, wearing a maroon polo shirt. He is looking down at something out of frame. The background is blurred, showing what appears to be a technical or industrial setting. The shirt has a logo on the sleeve that reads "SSC" and "services for education" with a green leaf icon.

“

“SSC was a proactive and professional partner from Day 1. Their executive team, including someone with university transition experience, helped ease anxiety among our USF employees. SSC stayed on campus to meet staff individually and held town halls to address questions before offers were made. Nearly 95% of employees accepted roles, with several already promoted. This partnership is off to a fantastic start with a bright future ahead.”

SVP and Chief HR and Administrative Officer,
University of South Florida

A Future Based on Where You Are Today

Building better outcomes starts with knowing where Minidoka County School District stands.

Exceptional performance starts with a clear understanding of current conditions. That's why SSC's Baseline Assessment, led by our Technical Center of Excellence, will lay the foundation for a data-driven, results-focused partnership with Minidoka County School District across custodial, grounds and facilities services.

This assessment is a snapshot in time, establishing a baseline of current service levels using APPA standards as a scoring mechanism. We will evaluate the condition and performance of key systems, including HVAC, electrical, plumbing and building envelope. We will also assess service delivery inputs such as staffing levels, equipment and workflows. For custodial and grounds programs, we will evaluate room types, surface materials, landscape zones, and use patterns to determine rates specific to your campus.

By identifying inefficiencies and opportunities, we will align our service model with your goals. The outcome will be a shared understanding, objective benchmarks and a clear plan for improvement, ensuring all decisions and investments are informed by data and tailored to your environment.

All assessments will include GPS verification and photo documentation for full transparency. Our team will then develop customized staffing ratios and service plans that reflect seasonality, instructional needs and community usage.



30%

of campus photos are geo-tagged and will guide planning.





meet
the
company

people



**promoting
a culture of** *trust*



Safety and Security



Keeping Your School Community Safe Is a Responsibility We Take to Heart

Our safety and security program is built on consistent training, clear standard operating procedures and a culture of care. Pillars of the program include:

Background Checks • Fingerprinting • Key Circulation Policies

ID Cards and Uniforms • Consistent Training

This past year, SSC associates completed

143,610

hours of safety training

Safety from *day 1*

Criminal background checks are run and reviewed before any SSC associate begins work at a client account. In accordance with varying state and local laws, background checks are not run until after a condition offer is extended and accepted by an applicant.

SSC runs all background checks through its reputable and authorized vendor, Checkr. The specific background screen runs search records going back 10 years unless otherwise legally prohibited by state or local laws.

All background checks run in compliance with the Fair Credit Reporting Act, Equal Employment Opportunity Guidance, state and local “ban the box” ordinances, and all other legal requirements.

Upon completing all checks, we look at eligibility for employment. We disqualify applicants for drug-, sex-, violence- or theft-related charges. We also perform annual checks on current employees. If we find criminal charges, we review their history with your administration and jointly decide eligibility.



We run the following background screens:

- **SSN Verification** – This search helps determine possible fraudulent use of a Social Security number and to find locations an applicant has resided that were not reported on an application. This search returns information reported to a major credit bureau.
- **National Sex Offender Registry.**
- **National Criminal File** – This is a Checkr-proprietary database search of multiple criminal record sources, including state and county criminal record repositories, Checkr-proprietary criminal record information, Department of Corrections prison/parole/release files, other criminal record state agencies and fugitive/watch lists.
- **Federal Felony and Misdemeanor** – Federal record search in appropriate federal jurisdictional courts.
- **Felony and Misdemeanor** – Checks for all felonies filed at the main courthouse and for any misdemeanor information. A secondary court location will be searched regardless of location to obtain the secondary court information if the information is not contained in the primary court location.



Drug Testing

All employees hired by SSC are required to sign a waiver allowing us to perform random drug testing. Preplacement drug screening is available by customer request at an additional cost.

Under Lock and Key

We have specific and separate SSC Key Control Policies for management and hourly associates. Managers will work directly with Minidoka County School District to perform a key inventory. We keep track of each key, key type, the number of doors each key operates and in which buildings. Each SSC associate is responsible for ensuring that keys are properly accounted for, secured, distributed, collected and maintained at the beginning of each shift, throughout the working day and at the end of each shift.

We have both standard security and enhanced security protocol options, but should we need to develop a custom policy for your campus, our division president and safety manager will work with you to create a process that fits your requirements.



Commercial Crime Coverage

To alleviate security concerns, we carry commercial crime coverage, which includes employee dishonesty with limits of not less than \$150,000 per occurrence. The safety of your students, faculty, staff and community is of the utmost importance. We take every precaution possible to ensure any SSC employee who sets foot on your campus has a clean criminal record and your facilities are covered in the event of the unthinkable.



SAFETY FIRST 365

Data shows accidents are more likely to occur during an associate's first year on the job. Our Safety First 365 program is a unique initiative focused on safety awareness to reduce the number of accidents for first-year employees. New associates receive Safety First 365 signature cards each quarter to show their progress through the program. Cards are required to be on display at all times. As they complete required trainings and demonstrate best practices, associates receive signatures from their on-site leaders. We will hold a quarterly drawing for all new Minidoka County School District associates for the chance to win gift cards.

safety moment



Responding to an Active Shooter Situation

In an emergency, every second counts. Our associates receive training on how to respond to an active shooter situation. From ensuring clear and safe escape routes to knowing the district's emergency evacuation plan and regrouping areas, we ensure team members are not only able to stay safe themselves, they are an additional resource in an emergency for your campus community.

Weekly Safety Minders

In addition to on-site teams holding weekly safety meetings, SSC's corporate communications team sends out weekly newsletters on a variety of relevant topics for associates, including safety best practices. These best practice reminders include:

- Staying safe when temperatures rise
- Snake avoidance and bite response
- Avoiding injury through proper lift procedures
- Equipment Lockout/Tagout

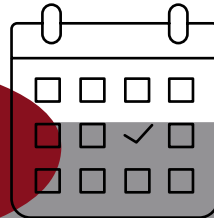
STOP THINK ACT SAFETY



Our associates receive robust training, but one way we prioritize safety is to keep it simple with our Stop, Think, Act approach:

- **Stop** – What hazards are present? What could go wrong?
- **Think** – Am I trained and equipped to do this safely? Do I need PPE or tools?
- **Act** – Take the right steps. Follow the proper procedures. Always choose the safe path.

National Day of Safety



Each year, SSC celebrates National Day of Safety (NDS). Unit managers are required to hold a special safety meeting with associates at the start of each shift and are encouraged to make the day meaningful and impactful. Safety is a crucial part of our culture and NDS reinforces that through:

- Celebrating safety with decorations, snacks and games.
- Photos of teams participating in the training to commemorate their commitment to safety.
- Updates to the "Why I Stay Safe" boards.

NDS is an opportunity for SSC to come together nationwide to prioritize the well-being of our teams and reaffirm our commitment to creating a safe work and education environment.

In addition to an online safety resource library, your team will have a safety board. These boards are custom to your team and environment. Associates are encouraged to post their reasons for committing to safety in the "Why I Stay Safe" section of their safety board.

proof in Action

At Henry County Schools, safety isn't just a policy – it's a culture. This summer, Resident Regional Manager Scott McKnight brought that culture to life with a creative and rewarding initiative designed to keep safety top of mind during the hottest and often most hazardous season of the year.

Inspired by a great idea shared from another account, Scott implemented a "Safety Ticket" program: When a team member was caught doing something safe, whether following proper procedures, wearing PPE or taking thoughtful precautions, they were handed a safety ticket. Each ticket went into a drawing for exciting end-of-summer prizes, turning safe choices into chances to win.

To celebrate a successful summer, Scott hosted a cookout and a raffle, giving away two 55-inch TVs, portable Bluetooth speakers, wireless earbuds and Crew's gift certificates for work shoes.

The Results

A fun, engaging campaign, a strengthened safety culture and, most importantly, a zero-injury summer. Scott's creative leadership proves safety and recognition go hand in hand. By making it fun and rewarding to stay safe, he's helped set a new standard for engagement and care within his team.

Kudos to Scott and the Henry County team for showing that when safety is celebrated, everyone wins.



Scott McKnight



meet
the
company



**continuous
development**

journey



Training

Welcome to the Classroom

Our training program is built on three pillars:



**Technical
Skills**



Safety



**Customer
Service**

Championing Safety

Our safety training covers a wide range of topics designed to protect our employees and our clients.

Courses

- Creating a safety mindset
- Identifying hazards
- Preventing strains, sprains and slip-and-fall incidents
- Cut and burn prevention
- Fire safety
- Proper use of equipment
- Hazard communication
- Emergency evacuation
- Personal protective equipment
- Bloodborne pathogens

Regular refresher sessions and interactive workshops ensure safety protocols remain top of mind for all team members.

Active Shooter Training

We follow each client's active shooter training protocols and also offer training through our parent company, Compass Group, to prepare employees on how to respond in these situations.

Our Safety and Security section provides additional details about how we prioritize the well-being of Minidoka County School District's associates and school community.



Technical Skills

Our teams receive process and role-specific training based on the services they are providing. Training is customized based on the needs of each location, and the following are examples of the types of curricula available.



Custodial: Equipped with a Broom and Know-How

- 10-Step Cleaning Method
- Lock Out, Tag Out
- Carpet and Hard Floor Care
- Disinfection Cleaning
- Cleaning in Research Facilities
- Specialized Equipment
- Emergency Response
- Flood Response
- Chemical Guide/Materials Handling
- Mold Remediation
- Bloodborne Pathogen
- Asbestos
- Quality Control



Grounds: Absorbing Best Practices

- Lock Out, Tag Out
- Specialized Equipment
- Emergency Response
- Chemical Guide/Materials Handling
- Quality Control
- SIMA – Snow and Ice Management Association Winter Training
- Greenius – General Grounds Management Process Training
- National Association of Landscape Professionals Certification Training

Facilities: A Full Tool Kit

- Specialized Equipment
- Emergency Response
- Lock Out, Tag Out
- Chemical Guide/Materials Handling
- Quality Control
- Skilled Trades

Skilled Trades

With 26 custom learning paths, our simulation-based training through Interplay Learning keeps associates engaged.



- **Examples of**

Apprenticeship - Electrical, Plumbing, HVAC, Pool Maintenance, Boiler Maintenance.

- **Specialized Certifications** - OSHA 10 and 30*, NATE Certifications, EPSA 608.

**OSHA 30 is not part of our standard apprenticeship track but is an available add-on.*



300+
active learners

1,400+
courses completed

2,400+
hours of hands-on learning

and growing!

Manager Training

A successful program starts with a successful manager. We continually develop on-site leaders and equip them with the tools to train and grow their team.

All salaried managers participate in a live training session, bringing them together with their peers to study human resources, communication, leadership, finance and team building.



Coursework includes:

- **Human Resources** – Comprehensive, issue-based subjects.
- **Labor Relations** – In-service on labor, management and grievance procedures.
- **Program Specifics** – Documentation requirements for facilities programs and an overview of required standard operating procedures.
- **Technology** – Classroom and hands-on training on SSC's CMMS and quality assurance programs.
- **Customized Courses** – Specific programs to strengthen needed skills.
- **Periodic Reinforcement** – Management and biannual seminars.

Please see our People section for details on our HiPo and AMP training programs.

Associate Training



In addition to hands-on learning overseen by managers, associates benefit from SSC's online learning system that streamlines the time- and labor-intensive training process while ensuring consistency and effectiveness.

chat...

Communication, Help and Training (CHAT) is a monthly training that helps managers effectively communicate important information to all frontline associates. CHAT covers a variety of topics, including HR, safety and quality assurance.

Monthly compliance reports are sent to your regional vice president to ensure this mandatory training is consistently taking place.

CHAT materials include:

- **Manager CHAT** – Builds management skills and communicates information about companywide programs.
- **Safety Message** – Communicates safety information through easy-to-grasp visuals.
- **CHAT Lesson Plan** – Guides the manager or delegated associate through the delivery of the training.
- **Frontline Library Trainings** – Provides focused skill development for various high-priority topics.

Ongoing Development Tools

SSC Is Full of Lifelong Learners

CheckPoint 360° is an employee feedback tool that combines self-ratings with feedback from one's manager, direct reports and peers to paint a picture of strengths and areas of focus.

SkillBuilder is designed to help build on leadership strengths and close critical skill gaps. Prior to the CheckPoint 360° process, SkillBuilder provides a customized report and action plan to help participants capitalize on their strengths and improve in areas needing development.

These processes allow us to enhance associate performance at Minidoka County School District and lets team members know we care about their future. That's how we promote a career-driven mindset.





“With (our) partnership with SSC, there is a training regimen that team members go through so everyone is on the same page with what is expected.”

**Dr. Rex Ryker, Superintendent,
Crawfordsville Community
School Corporation**



Customer Service

Prioritizing Quality Care and Service Excellence

Your team will be trained on service excellence through our EDUCATE program that focuses on seven principles:

- Extra efforts make all the difference.
- Default to “yes.”
- Unexpressed questions and needs require attention, too.
- Careful of the “cliff of dissatisfaction.”
- Angry and upset customers can become our most loyal friends.
- Two moments with a customer require extra attention.
- Every customer is at the center of their own world. Make sure they feel they’re at the center of yours, as well.

This is a required annual learning experience for every SSC manager and associate. What does this mean for Minidoka County School District?

- Assurance your team members have been service-excellence certified.
- Peace of mind your team is prepared to handle difficult situations and hard conversations with care and quality top of mind.
- Know your facilities partner is committed to the warmth and attention to detail your school community deserves.

meet
the
company

people



Quality Assurance

Defining Excellence at Minidoka County School District

From the start of our partnership, we will make sure we have a shared set of expectations and SSC will build our service level SOPs accordingly.

**Our quality assurance SOPs are structured
in three key focus areas:**

1

Core

Applies to every site and includes account management; change, contract and financial management; and human resources, quality and safety programming.

2

Service

Configured and customized by site and includes all services within scope.

3

Specialization

Includes building certification requirements (e.g., LEED, WELL, Energy Star, TRUE Zero Waste), supplier management and additional areas based on our agreed-upon contract.

During the startup and transition process, we establish your baseline, KPIs and preferred communication cadence. From the beginning of our time in your district, you will receive progress reports so you can see the transition is on schedule and, through the life of our partnership, we're honoring your expectations.

One-Stop Data Shop



All the data we collect throughout our partnership with Minidoka County School District will live in CleanTelligent by Otuvy QM, a web-based software that helps us stay organized, informed and proactive as we serve your district.

Through smartphones, laptops or tablets, associates can instantly:

- Track their work
- Report issues
- Update work orders
- Receive new assignments
- Input QA inspection results
- Compile customer satisfaction survey responses

Data is centrally stored, instantly retrievable, searchable and backed up for total security.

Minidoka County School District's dedicated unit director is responsible for monitoring and evaluating the on-site quality assurance program. The regional director regularly audits program performance. Quality assurance is not a one-step or one-size-fits-all approach. We align our metrics with your expectations and monitor those through:

- Work-order audits
- Informal rounds
- Regular score assessment
- Formal inspection tours
- Customer surveys



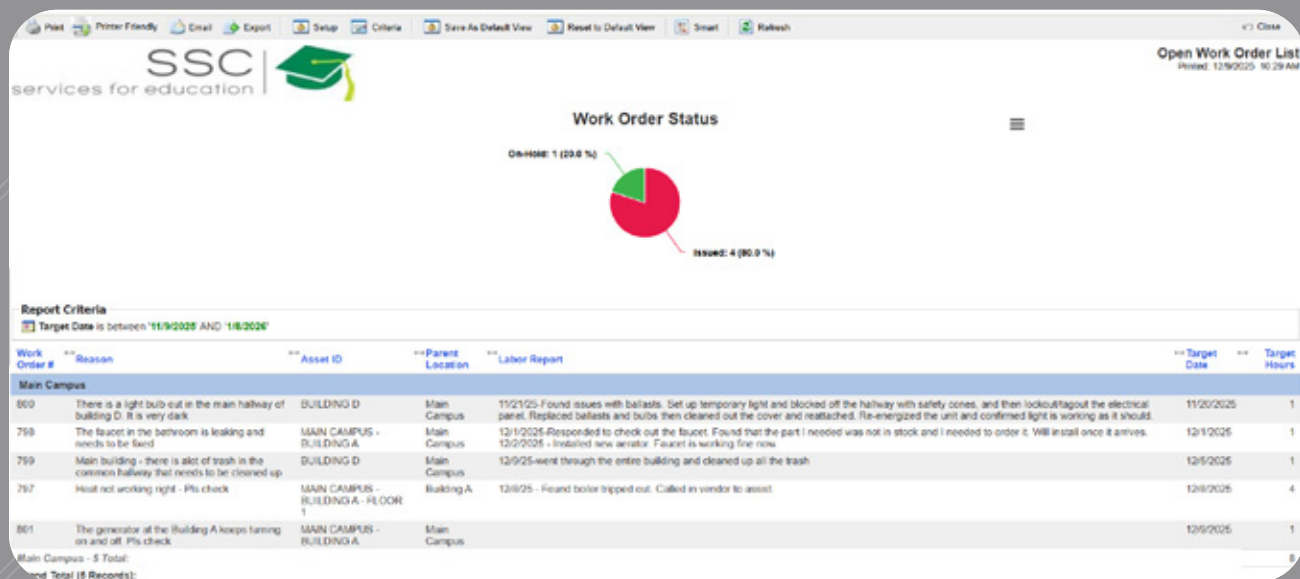
SSC provides daily inspections, monthly report cards and strategic business reviews.



access in Real Time

Our partnerships are built on transparency.
You will have access to transition dashboard, work order requests, inspection reports and personnel management

Is there a specific report you want to see? SSC will customize reports so you're receiving updates on what matters most to you.





“

“In the event of any issue, the leadership is always responsive and adeptly handles situations with expertise and skill.”

**Bill Lynch, Maintenance Director,
Hickman County Schools.**

Let Us Know What's Working – and What Isn't

We provide regular opportunities for feedback. In addition to routine meetings and strategic business reviews, we use surveys to collect data on our service quality.



Resolving Issues with Speed and Curiosity

If we receive a complaint, we don't just respond to the single issue and move on – we work to get to the root of the problem so our service can improve. If an issue cannot be resolved at the site level, it is escalated to the regional manager, division president or company CEO, ensuring swift resolution and executive oversight when needed. Our management team is available 24/7 via phone or email and all concerns are acknowledged the same day they are received.

Resolution and Documentation Include:

- On-site managers initiate corrective actions immediately upon receiving a complaint.
- Actions are documented in CleanTelligent, including time stamps, responsible parties and resolution notes.
- Daily follow-ups ensure closure and accountability, with unresolved issues escalated per protocol.



meet
the
company

people



Sustainability Overview



Sustainable Fleet Spotlight – Innovation in Motion

Leading the way in sustainable equipment, proving
that cleaner technology delivers real results.

50%

of handheld tools are electric,
with 90% of new purchases
now battery-powered.

10%

of mowers in our fleet are
already electric; 50% of new
purchases each year are electric.

1,300

acres annually
maintained with
autonomous mowers.

**Student impact: less noise, fewer emissions and a safer,
more enjoyable campus environment every day.**

proof in Action

Safe and sustainable weed abatement

The Challenge

A private California boarding school faced a tough problem: managing vegetation on steep, rocky terrain in a way that was safe, effective and compliant with California's strict fire prevention regulations.

Our Solution

SSC implemented a creative, eco-friendly strategy by deploying 250 goats annually for two weeks to clear invasive weeds. This natural method reduced the need for chemicals while protecting the surrounding environment.

The Results

Eco-Friendly Success

Invasive vegetation eliminated without pesticides.

Regulatory Compliance

Supported California fire prevention requirements.

Supplier Diversity

Partnered with a minority-, woman-owned business to source and manage the herd.

Community Impact

Students and staff saw sustainability in action, reinforcing pride in their campus environment.



meet
the
company





Financial Overview

Pricing

SSC is proud to present our proposal for comprehensive facility maintenance and management services for Minidoka County School District. We appreciate your consideration and look forward to building a collaborative partnership where the whole truly exceeds the sum of its parts.

Our financial offer is based on onsite discussions with district leadership and a thorough review of current operations.



Cost Breakdown

Custodial Services Detailed Pricing

Hourly Staff	Cost
Hourly Staff	\$1,062,816
Hourly Healthcare	\$291,645
Wage Associated Taxes, Insurance and Fringe	\$171,400
Total Productive Labor	\$1,525,862

On-Site Management	
Operations Manager and PT Administrative Salaries	\$80,000
Management Healthcare	\$13,808
Wage Associated Taxes, Insurance and Fringe	\$12,902
Total On-Site Management	\$106,709

Other Operating Costs	
General Liability Insurance	\$14,510
Supplies	\$76,063
Computers, Cell Phones and Associated Costs	\$3,370
Office Supplies	\$1,200
Vehicle Insurance, Maintenance and Fuel	\$6,486
Vehicle Expense	\$9,270
Miscellaneous (Background Checks, Uniforms, Electronic Timekeeping, Property Taxes)	\$49,572
Contribution to SSC Regional and Corporate Support	\$55,643
Total Other Operating Costs	\$218,519
Contribution to Pretax Profit	\$65,844
Startup Costs (Amortized)	\$0
Equipment (Amortized)	\$79,078
Total Contract Price	\$1,996,012

Grounds Management Detailed Pricing

Hourly Staff	Cost
Hourly Staff	\$137,413
Hourly Healthcare	\$41,081
Wage Associated Taxes, Insurance and Fringe	\$22,161
Total Productive Labor	\$200,655

On-Site Management	
Operations Manager and PT Administrative Salaries	\$0
Management Healthcare	\$0
Wage Associated Taxes, Insurance and Fringe	\$0
Total On-Site Management	\$0

Other Operating Costs	
General Liability Insurance	\$3,408
Supplies	\$90,172
Computers, Cell Phones and Associated Costs	\$0
Office Supplies	\$4,305
Vehicle Insurance, Maintenance and Fuel	\$6,486
Vehicle Expense	\$12,279
Miscellaneous (Background Checks, Uniforms, Electronic Timekeeping, Property Taxes)	\$79,792
Contribution to SSC Regional and Corporate Support	\$13,069
Total Other Operating Costs	\$209,511
Contribution to Pretax Profit	\$15,464
Startup Costs (Amortized)	\$0
Equipment (Amortized)	\$43,163
Total Contract Price	\$468,793

Facility Maintenance and Plant Operations Detailed Pricing

Hourly Staff	Cost
Hourly Staff	\$271,189
Hourly Healthcare	\$66,650
Wage Associated Taxes, Insurance and Fringe	\$43,735
Total Productive Labor	\$381,573

On-Site Management	
Operations Manager and PT Administrative Salaries	\$140,000
Management Healthcare	\$27,616
Wage Associated Taxes, Insurance and Fringe	\$22,578
Total On-Site Management	\$190,193

Other Operating Costs	
General Liability Insurance	\$7,225
Parts/Materials/Purchased Services	\$355,056
Computers, Cell Phones and Associated Costs	\$26,220
Office Supplies	\$0
Vehicle Insurance, Maintenance and Fuel	\$25,945
Vehicle Expense	\$25,020
Miscellaneous (Background Checks, Uniforms, Electronic Timekeeping, Property Taxes)	\$14,833
Contribution to SSC Regional and Corporate Support	\$30,616
Total Other Operating Costs	\$486,704
Contribution to Pretax Profit	\$36,229
Startup Costs (Amortized)	\$0
Equipment (Amortized)	\$3,552
Total Contract Price	\$1,098,252

Business Conditions and Assumptions

1. 251 days of service
2. Honoring and Protecting Existing Associates
 - a. SSC to offer employment to all existing Minidoka facilities department team members (contingent on passing required background check)
 - b. Medical, Dental, and Vision Insurance – SSC will provide the Silver Plus Medical Plan, Comprehensive Dental Plan, and Comprehensive Vision Plan for employee-only coverage, with the same premium co-pay (\$82.82) currently paid by Minidoka employees.
 - c. Twelve (12) Sick Days – Employees earn one sick day per month worked. Twelve-month employees will receive 12 sick days annually.
 - d. Four (4) Personal Days – Each employee will receive four personal days per year.
 - e. Six (6) Paid Holidays – Twelve-month employees will receive six paid holidays annually.
 - f. Vacation Benefits – Employees will retain their current vacation allotment:
 - 0–5 years of service: 10 days annually
 - 6+ years of service: 15 days annually
 - g. Retirement – SSC offers a 401(k) Retirement Plan with voluntary employee contributions and a company match.
 - h. Seniority/Longevity Recognition – SSC and Compass Group will honor each employee's years of service with Minidoka County School District at a 1:1 rate. For example, an employee with 15 years of service will be recognized as having 15 years with SSC/Compass Group.
 - i. Career Opportunities – As part of Compass Group, North America's leading food and support services organization, employees have access to thousands of opportunities across sectors including K-12 and higher education, health care, senior living, vending, business and industry, and event/stadium management—making relocation and career growth easier.
3. Service staff levels will align with academic and non-academic days.
4. Investment amortized on a straight-line basis over the term of the contract
5. Signing bonus amortized on a straight-line basis of the term of the contract
6. SSC will cover the start up and transition cost of \$435,232
7. Capital equipment cost of \$628,963 will be amortized on a straight-line basis over the six-year contract term (3 year with one 3 year renewal – same terms as Jerome School District)
8. Annual comprehensive facility services price increase to Mindioka: CPI/ECI
9. Annual wage increase (hourly and management): based on performance recorded during annual performance reviews
10. SSC will invoice on the first of each month; payment terms are net 30
11. IGPA purchasing cooperative fee of 1% of Contract Cost of \$223,471 over 6 years
12. A **Level 3 Facility Assessment** is the most comprehensive evaluation of a school district's buildings and infrastructure. It includes:
 - **Full Inventory:** Every facility and system—architectural, structural, mechanical, electrical, plumbing, fire

safety, technology, and ADA compliance.

- **Detailed Analysis:** Each component is assessed for current condition, remaining useful life, and compliance with codes, then rated using industry standards like the **Facility Condition Index (FCI)**.
- **Cost Modeling:** Accurate estimates for immediate repairs, capital renewal, and deferred maintenance using tools such as **RSMeans**.
- **Additional Reviews:** Energy efficiency, sustainability opportunities, safety risks, regulatory gaps, and technology infrastructure.
- **Strategic Planning:** A prioritized capital improvement plan spanning **10–20 years**, complete with lifecycle cost projections and interactive dashboards.

What this means for Minidoka

Building a strong facilities program isn't just about maintenance, it's about creating confidence, sustainability, and pride in the district. Here's how each component of the proposal directly benefits Minidoka County School District:

Facilities Conditions Assessment

- **Better Budget Forecasting:** The assessment provides real, data-driven insights into facility needs, enabling the district to plan responsibly and avoid unexpected costs.
- **Transparency for the Public:** Clear, accurate information about the condition of Minidoka's schools helps the community understand why investments are necessary.
- **Informed Decisions for the May Levy:** Voters will see exactly where funds are needed—whether for critical repairs, modernization, or safety upgrades—supported by objective data rather than estimates.
- **Long-Term Sustainability:** By identifying energy efficiency and technology gaps, Minidoka can prioritize improvements that reduce operating costs and enhance learning environments.

\$200,000 Signing Bonus

- **\$100,000 in Year 1 and \$100,000 in Year 2**
- Same incentive extended to Jerome School District.
- Helps offset costs as Minidoka builds its facilities program, providing **additional revenue** to stabilize budgets during the first two years.

Leadership

- **Added Management (Facilities Director, Facility Services Coordinator)**
- Addresses the district's stated need for **engaged, inspiring, and professional leadership**.
- Ensures a program known for responsiveness and willingness to tackle difficult challenges.

Grounds Team

- **Additional Team Member**
 - For approximately **75% of residents, driving by schools is their closest interaction with the district**.
- **Curb appeal matters**—well-maintained grounds shape public perception and community pride.

Capital Equipment Investment

- **New Vehicles and Professional Tools**
 - Equips team members with the resources they need to succeed.
 - Demonstrates respect for staff and commitment to quality work.
- **Modern Work Order System**
 - Managed by the Facility Services Coordinator
 - Tracks requests, communicates status, and ensures timely completion.
 - Builds confidence in the district's ability to "get things done" and boosts morale.

Predictable Operating Budget

- **Parts, Materials, and Purchased Services**
 - Provides peace of mind that the program is fully funded.
 - Gives the district authority to approve or deny work outside the agreed scope.

SSC recognizes that every district has unique needs and financial considerations. We'll collaborate with Minidoka to adjust service levels, explore efficiencies, and deliver the best value within your budget. Let's work together to balance quality and affordability for Minidoka.





Minidoka County School District will benefit from the unshakable financial stability of SSC's parent company, Compass Group.

This strength supports our growth, allows us to invest in innovations for our customers and brings peace of mind to our partnerships by allowing us to take more risks and guarantee outcomes. Compass Group is also uniquely able to offer upfront capital investments for the improvement of our customers' facility infrastructures. These investments can have immediate and long-term financial payoffs for your facilities.

99 of the Fortune 100 companies served

320,000 Associates in North America

\$28.6B Revenue in 2024

Unmatched
Purchasing power

Service Fee Adjustments

Annual Inflation Adjustment

At the end of each year of this Agreement, the Annual Contract Price and any other fees in the Agreement ("Service Fees") shall be increased by an amount equal to the greater of: (i) Consumer Price Index -W, Less Food and Energy, for the most recently published 12-month period, as published by the U.S. Department of Labor, Bureau of Labor Statistics or (ii) Employment Cost Index, Private Industry, Compensation, Not Seasonally Adjusted – CIU2010000000000A. Should the applicable inflation rate over the most recently published 12-month period decrease, the Service Fees shall not change from the previous year.

Labor Changes

The Annual Contract Price will be subject to change in the event of (i) a change to existing or new federal, state or local payroll taxes (including changes to any payroll based taxes or withholdings such as FICA, SUI and FUI); (ii) a change related to unionization of Contractor employees at a Facility (whether an initial collective bargaining agreement, amendments to an existing collective bargaining agreement, or the negotiation of a subsequent, successor collective bargaining agreement); (iii) an increase in the minimum wage rate or the enactment of any "living wage" laws by any governmental entity; and/or (iv) new or additional fees, taxes, assessments or other charges or costs incurred by Contractor arising out of changes to existing or new federal, state or local legislation or legal requirements related to employee medical insurance or other employee benefits. The Annual Contract Price will be increased to account for the change in such costs effective from the date such changes impose additional costs on Contractor.



Insurance

Each party shall at all times during the term of this Agreement, at its own cost and expense, carry and maintain Worker's Compensation, General Liability, Automobile Liability, in the following amounts:

Commercial General Liability written on an occurrence coverage form, naming the other party as additional insured. The minimum limits are One Million Dollars (\$1,000,000.00) per each occurrence, One Million Dollars (\$1,000,000.00) aggregate.

- Automobile Liability covering all owned, leased or rented vehicles with property damage and bodily injury coverage with combined single limits of One Million Dollars (\$1,000,000.00).
- Workers' Compensation (Statutory) and Employers' Liability with minimum limits of Five Hundred Thousand Dollars (\$500,000.00) per accident.

Each party shall, at the other party's request, provide a Certificate of Insurance evidencing this coverage.



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)
09/18/2025

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 MARSH USA, LLC. TWO ALLIANCE CENTER 3560 LENOX ROAD, SUITE 2400 ATLANTA, GA 30326	CONTACT NAME: Randi K. Nowell, CPCU, ARM PHONE (A/C No. Ext): 404-995-3102 FAX (A/C No): E-MAIL ADDRESS: Compasscerts@Marsh.com
CN102832071-Compa-UMB10-25- CORP UNKNO RSKMG 66070	INSURER(S) AFFORDING COVERAGE INSURER A: National Union Fire Ins Co. of Pittsburgh PA 19445 INSURER B: AllU Insurance Co 19399 INSURER C: ACE Property And Casualty Ins Co 20699 INSURER D: INSURER E: INSURER F:
INSURED Compass Group USA, Inc. 2400 Yorkmont Road Charlotte, NC 28217	

COVERAGES

CERTIFICATE NUMBER:

ATL-005496754-82

REVISION NUMBER: 71

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
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR <input checked="" type="checkbox"/> SIR: \$1,000,000 <input checked="" type="checkbox"/> Contractual Liability GEN'L AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC OTHER:			GL 6547187	09/30/2025	09/30/2026	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 1,000,000 MED EXP (Any one person) \$ PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 10,000,000 PRODUCTS - COM/PO/ AGG \$ 5,000,000 \$
A	<input checked="" type="checkbox"/> AUTOMOBILE LIABILITY <input checked="" type="checkbox"/> ANY AUTO <input type="checkbox"/> OWNED AUTOS ONLY <input type="checkbox"/> HIRED AUTOS ONLY <input checked="" type="checkbox"/> SCHEDULED AUTOS NON-OWNED AUTOS ONLY			AL 7030998 (AOS incl.Garagekeepers) AL 7030999 (MA) 'Self Insured for Physical Damage'	09/30/2025 09/30/2025	09/30/2026 09/30/2026	COMBINED SINGLE LIMIT (Ea accident) \$ 2,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ \$
C	<input checked="" type="checkbox"/> UMBRELLA LIAB <input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE DED <input checked="" type="checkbox"/> RETENTION \$ 0			XOO G27738631	09/30/2025	09/30/2026	EACH OCCURRENCE \$ 10,000,000 AGGREGATE \$ 10,000,000 \$
B	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? <input checked="" type="checkbox"/> Y/N (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below		N/A	WC 14111814 (AOS) See Acord 101	09/30/2025	09/30/2026	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTH-ER E.L. EACH ACCIDENT \$ 2,000,000 E.L. DISEASE - EA EMPLOYEE \$ 2,000,000 E.L. DISEASE - POLICY LIMIT \$ 2,000,000
A	Liquor Liability			GL6547185 SIR: \$1,000,000	09/30/2025	09/30/2026	Each Common Cause 1,000,000 Aggregate 10,000,000

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

CERTIFICATE HOLDER

Compass Group USA, Inc.
2400 Yorkmont Road.
Charlotte, NC 28217

CANCELLATION

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

AUTHORIZED REPRESENTATIVE

Marsh USA LLC

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ACORD 25 (2016/03)

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AGENCY CUSTOMER ID: CN102832071

LOC #: Atlanta



ADDITIONAL REMARKS SCHEDULE

Page 2 of 2

AGENCY MARSH USA, LLC.		NAMED INSURED Compass Group USA, Inc. 2400 Yorkmont Road Charlotte, NC 28217
POLICY NUMBER		
CARRIER	NAIC CODE	EFFECTIVE DATE:

ADDITIONAL REMARKS

THIS ADDITIONAL REMARKS FORM IS A SCHEDULE TO ACORD FORM,

FORM NUMBER: 25 FORM TITLE: Certificate of Liability Insurance

Workers Compensation Continued:

Workers Compensation Policy #WC14111814 (AOS POLICY) Covers ALL States except: WI and OH

Carrier: New Hampshire Insurance Company

Policy Number: WC 14111817

Effective Date: 09/30/2025

Expiration Date: 09/30/2026

Policy Covers States of: WI

Stop Gap Coverage: ND, OH, WA, WY.

Limit:

E.L. Each Accident: \$2,000,000

E.L. Disease-Policy: \$2,000,000

E.L. Disease Each Employee: \$2,000,000

Workers Compensation Continued:

Carrier: National Union Fire Ins. Co. of PA

Policy Number: XW 6583229

Effective Date: 09/30/2025

Expiration Date: 09/30/2026

Policy Covers States of: OH (Excess WC)

Limit:

E.L. Each Accident: \$2,000,000

E.L. Disease-Policy: \$2,000,000

E.L. Disease Each Employee: \$2,000,000

ADDITIONAL INFORMATION

Umbrella Liability policy provides additional limits and follows the form of primary Commercial General Liability, Automobile Liability, Liquor Liability and Employers Liability policies subject to policy terms, conditions and exclusions.

ACORD 101 (2008/01)

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Compass Group North America: A Reliable, Scalable Partner



For quality-focused educational institutions, SSC is the premium provider – and is part of Compass Group, the world’s largest food and support services provider.

When selecting a facilities partner, educational institutions need more than just clean floors; they need a partner who understands their community, offers financial stability and can provide operational efficiency within budgetary constraints. Compass Group North America delivers on all these needs, with a commitment to supporting the academic, operational and community goals of educational environments.

Built for Long-Term Financial Partnership

Compass Group generated **\$28.6 billion in North American revenue in fiscal year 2024** and holds an **A/Stable credit rating from S&P**, a reflection of conservative financial policies, strong liquidity and predictable performance. This financial strength enables us to offer the support that educational institutions need – minimizing long-term risks while aligning with the financial goals of your community. For schools and institutions looking for a stable partner, Compass Group stands apart from competitors in financial strength, client retention and creditworthiness.

Strategic Capital Investment Aligned to Your Goals

Compass Group works closely with educational institutions to maximize available resources and investments, even when budgets are tight. While the scale of our investments may differ depending on each client's unique needs, we are committed to supporting improvements that enhance the experience for students, faculty, and staff, including:

- Maintaining your facilities and grounds to create inviting, functional spaces for the entire community
- Implementing state-of-the-art equipment for better service and convenience
- Introducing solutions that align with sustainability goals, such as energy-efficient practices

By focusing on cost-effective investments that prioritize long-term value, we ensure our partners' needs are met while respecting budgetary constraints.

Operational Efficiency That Drives Value and Protects Budgets

We understand the importance of maintaining operational efficiency within the unique constraints of educational environments. Our approach focuses on proactive labor planning, data-driven demand forecasting and large-scale procurement – not reactive price increases. This helps protect educational institutions from unexpected cost escalations and ensures continuous value throughout the partnership.

Transparent Governance and Resilience

Through the COVID-19 pandemic and beyond, Compass Group remained financially solvent and service-focused, resuming strong free cash flow and strategic investment shortly after. Our approach to governance includes:

- Regular, transparent reports that keep all stakeholders informed
- Transparent cost breakdowns to ensure accountability
- Joint planning and oversight models tailored to educational decision-making processes

A Trusted Partner to Hundreds of Districts



Compass Group partners with **over 1,000 educational institutions** across North America, including primary and secondary schools, colleges, and universities, offering industry-leading foodservice, facilities and hospitality expertise. We **retain 96.4% of our clients** year after year, thanks to our financial discipline, commitment to innovation and dedication to delivering exceptional service. Plus, with **\$3.2 billion in available liquidity**, we have the resources to invest in innovation, technology and talent that benefit your students – all while maintaining financial discipline.

meet
the
company

people



Employee Benefits

Transitioning Employee Wage & Benefits

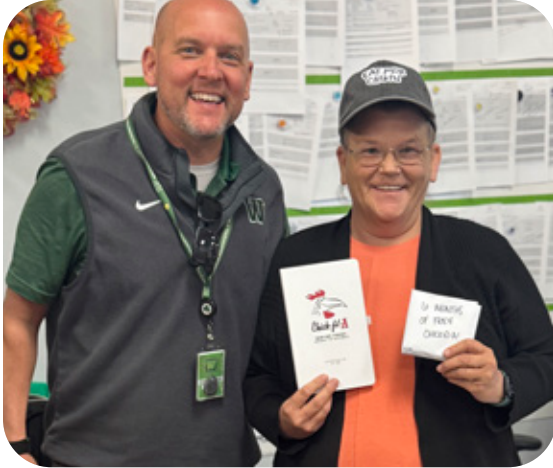
As highlighted in our executive summary, SSC is proudly and unabashedly a people-first organization. Our team members are the heart of our success. We believe that when we care for our team, they can focus on delivering exceptional service to our partners.

We are excited to offer the following wages and benefits to current Minidoka County School District employees who transition to SSC:

- **Honor current wage rates** – SSC will honor the same wage rates and 251 day work calendar for all transitioning employees.
- **Medical, Dental, and Vision Insurance** – SSC will provide the Silver Plus Medical Plan, Comprehensive Dental Plan, and Comprehensive Vision Plan for employee-only coverage, with the same premium co-pay (\$82.82) currently paid by Minidoka employees.
- **12 Sick Days** – Employees earn one sick day per month worked. Twelve-month employees will receive 12 sick days annually.
- **4 Personal Days** – Each employee will receive four personal days per year.
- **6 Paid Holidays** – Twelve-month employees will receive six paid holidays annually.
- **Vacation Benefits** – Employees will retain their current vacation allotment:
 - 0–5 years of service: 10 days annually
 - 6+ years of service: 15 days annually
- **Retirement** – SSC offers a 401(k) Retirement Plan with voluntary employee contributions and a company match.
- **Seniority/Longevity Recognition** – SSC and Compass Group will honor each employee's years of service with Minidoka County School District at a 1:1 rate. For example, an employee with 15 years of service will be recognized as having 15 years with SSC/Compass Group, effective January 15, 2026.
- **Career Opportunities** – As part of Compass Group, North America's leading food and support services organization, employees have access to thousands of opportunities across sectors including K-12 and higher education, health care, senior living, vending, business and industry, and event/stadium management—making relocation and career growth easier.

Engaging Associates

SSC is committed to ensuring your team members know they are appreciated and the work they do matters.



People are our most important asset. We believe recognizing our associates, not only for their work in the districts they serve but also for who they are as individuals, helps keep our people engaged and happy.

Your Voice Survey

Through the Your Voice employee survey, we empower our people to provide candid and confidential feedback and voice any concerns they may have. We want to know how we are doing and always respond by developing action plans that address areas that need our attention. This process helps us create a culture of both engaged and empowered employees throughout the company and in all the client locations we serve.

Service Appreciation Week

For one week each May, our on-site, regional and corporate leadership teams find fun and unique ways to celebrate associates and express our gratitude for the care they provide to the districts they serve. Examples from our 2024 Service Appreciation Week include:

- A surprise party and handwritten thank you cards for associates of Westfield Washington Schools
- Gifts, balloons and snacks at Richland School District 2
- Swag bags with golden tickets for surprise special gifts at Bentonville Public Schools



Great Employees Make Magic (GEM)

We recognize associates monthly and annually through our GEM program utilizing KPIs in quality, attendance, safety, customer service and core values. Each monthly winner receives a cash prize and is eligible for GEM of the Year awards with up to a \$1,000 bonus provided by SSC to recognize operational and client service excellence.

The GEM website also allows managers to celebrate hourly associates with other awards and recognition, including birthday cards, thank you notes, service anniversary awards and gratitude for going above and beyond.

Compass Night of Stars

Each year, every sector of Compass Group nominates remarkable associates to receive recognition as part of the Compass Night of Stars. This year, four national winners were selected from SSC's pool of nominations. Categories include:

- Impact Award
- Living the Brand Award
- Salaried Manager of the Year Award

There is also a Talent Search Contest where associates are celebrated for their gifts outside of their roles, including singing, dancing, comedy and magic.



To view the latest issue of SSC's *Facilities* magazine,, scan the QR code.



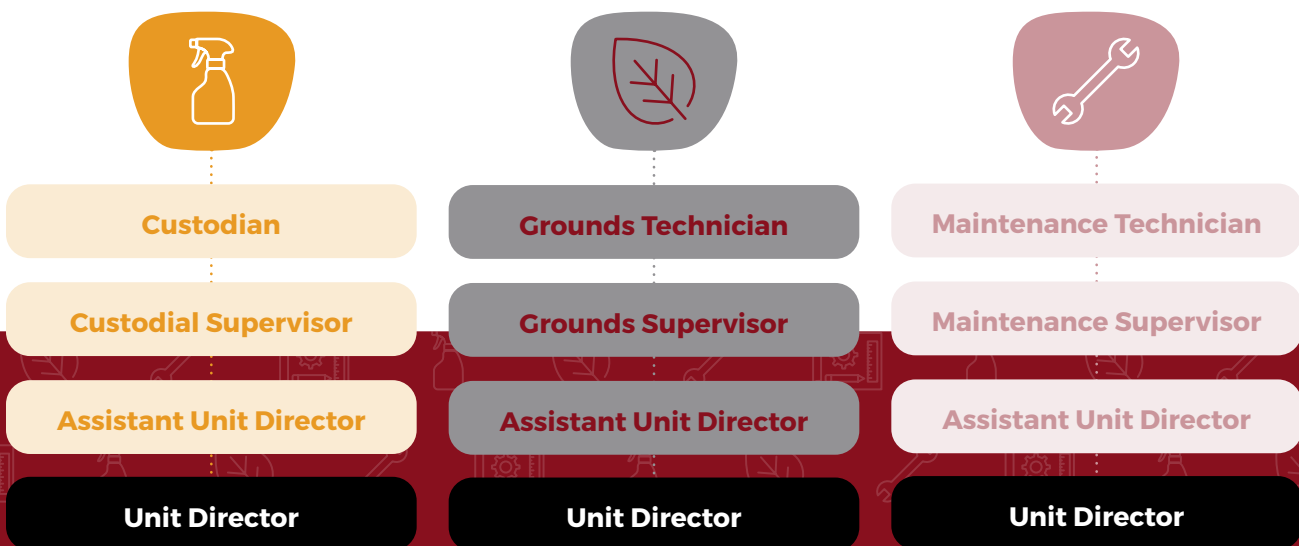
Developing Brighter Futures

We are passionate about keeping people safe and helping them grow.

In 2024, we celebrated 440 graduates of our proprietary leadership development programs

We empower our associates to build a career. Their role with SSC and in your district is not just a job – it's their future. By providing a variety of opportunities for growth and advancement, we allow our associates to set and achieve their career goals.

Career Progression



The SSC Skilled Trades Scholarship

Through our SSC Skilled Trades Scholarship, we partner with high schools and technical colleges to support individuals pursuing a career in the skilled trades industry with \$2,500 scholarships. Recipients are eligible for a sign-on bonus if they select SSC as their employer at the end of their program.

Apprenticeship Program

Our licensed vocational technicians play a crucial role in our service delivery. To meet the demand for skilled technicians, we have established an apprentice program that gives team members the opportunity to earn guaranteed pay raises each year as they complete academic and on-the-job training. Upon obtaining the necessary licensure, they will have the chance for further career advancement within our company.

We celebrated 41 participants in our 2025 apprenticeship program.

To support the continued education of our skilled trades, we are proud to partner with Interplay Learning, an immersive training solution. This collaboration ensures maintenance professionals have the latest skills and knowledge to excel in their roles.

Interplay Learning includes:

- Electrical, plumbing and HVAC paths
- Specialized certifications in OSHA 10 and 30, NATE, EPS 608
- 35 safety courses
- 10 professionalism courses
- Over 600 technical courses

Conrad Leadership Program

First-generation college students in underrepresented communities are eligible for the Conrad Leadership Program, which provides employment opportunities, mentors, professional development sessions, networking opportunities and service-learning projects that will enhance their personal and professional growth. SSC has been a proud sponsor of the Conrad Leadership Program since 2018, providing internships for college students to gain hands-on experience in facilities, leadership, management and human resources.

meet

Ivette Ontiveros

Ivette joined SSC as a human resources intern in the summer of 2024 after completing her bachelor's degree in sociology at the University of North Texas. Throughout the summer, she worked alongside our HR team, unit directors and managers to assist with onboarding, DEI initiatives and more. Upon completion of her internship, we were proud to offer her a full-time position as a program administrator with SSC. It's been an honor to watch her continue to grow and shine.



Career Path Programs for Future *Leaders*

Your students and community deserve to see friendly, familiar faces. This helps keep your campus safe and the care you deserve consistent.

Hourly High Potential (HiPo) Program

For many of our hourly associates, the career development process begins with HiPo. HiPo is a 10-week, foundational training opportunity that equips high-performing hourly associates with the skills, language and experiences they need to grow professionally. HiPo program participants are nominated by their manager and as they attend training they are exposed to a range of topics, from professionalism and customer service to DEI, workplace safety and more. Each topic lays the groundwork for a wider understanding of what it means to step into a leadership role and how they, as frontline associates, can contribute positively to their teams from where they are.

Associate Spotlight

Yolanda Blackwell



Yolanda is the resident regional manager for Richland School District 2 and has been with SSC for over 25 years. She began her career as a custodian working part-time, but quickly joined the team in a full-time capacity. She worked her way up to supervisor in 2005 and has consistently gone above and beyond for the teams she supports and the district she serves.

AMP Success Spotlight

Tim Tyler



Tim is a regional vice president supporting SSC's K-12 partners in Arizona, Arkansas, California and Texas. His journey with SSC began in 2004 as an AMP participant. He worked his way up from an operations manager to his current role, gaining hands-on experience and an in-depth understanding of the day-to-day responsibilities of our on-site associates.

"I joined SSC in the AMP program in 2004. I came to SSC with a business management degree and supervisor experience in an unrelated field. AMP built on my knowledge, skills and abilities, which set me up for a successful career with SSC."

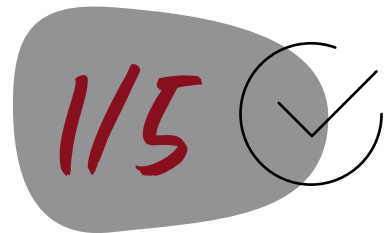
Accelerated Management Program (AMP)

AMP is an intense, rewarding and focused program featuring guest trainers, team-building activities, business challenges and self-directed assignments. Intended for frontline associates who have shown potential and desire to enter a management role, AMP sets associates up for success by partnering them with mentors who provide guidance as they learn about the industry and develop management skills.

Retaining Rock Stars

By attracting the right people, engaging and celebrating our associates, and developing rewarding career paths, we are able to retain top talent, ensuring consistent quality care for our partners. We are proud to have many tenured associates at all levels of our organization.

SSC's turnover rate is



the industry average.

This is a testament to our commitment to retaining and growing associates. When you partner with us, your program benefits from consistent team members who integrate with your culture and ultimately help ensure safer schools.



meet
the
company





Appendices

Custodial Specifications

Schedule 1-A
Custodial Specifications

Specifications and Frequencies

Routine Cleaning Specifications								Assumptions
All Facilities ***to 10'				Weekly	Bi-Weekly	Monthly	Quarterly	
	A	B	C	D	E	F	G	H
Frequency >>>	1x	2x	3x	1x	2x			
Entrances, Lobbies, Hallways, Elevators & Stairs	Spot clean elevators Empty and re-line waste cans Sweep and spot mop hard surface floors Spot vacuum floors Vacuum/machine sweep entry mats Sweep/blow main entrance (before school opening) Spot clean entry glass Spot clean main exit doors Sanitize high contact surfaces Spot mop high traffic stairs and landings	Disinfect/wipe down water fountain/bottle stations	Check/Clean/Restock Restrooms Patrol and pick up loose trash	Clean interior walls & doors** Dust window sills/high ledges** Sweep around laundry machines Full vacuum wall to wall Spot clean walls** Vacuum/machine sweep Entry Mats Spot clean aux exit doors Sweep outside walks and steps to street Machine scrub cleaning	Damp mop stairs Spot clean carpets Clean/sweep service stairways	Polish/burnish waxed floors Clean elevator tracks	Polish/burnish waxed floors Spot extract carpets	
Public/Common area Restrooms	Clean and sanitize fixtures Clean and sanitize high contact surfaces	Check/Spot Clean/Restock Restrooms (9a/1p)		Dust/wipe clean horizontal surfaces		Replace urinal screens Dust vents	Deep scrub floors	

	Clean and sanitize floors Clean and polish mirrors Empty and re-line waste cans			Clean and sanitize vertical surfaces Clean and sanitize horizontal surfaces				
Locker Rooms	Check/Clean/Restock Restrooms Clean and sanitize shower areas Clean mirrors Clean and sanitize floors Empty and re-line waste cans			Dust/wipe clean horizontal surfaces	Clean all vertical surfaces**	Dust/wipe clean horizontal areas Dust/wipe clean vertical surfaces	Deep clean shower areas	
Main Office	Spot mop floors Spot vacuum carpets Wipe and disinfect high contact areas Empty and re-line waste cans Spot clean counters			Dust exposed horizontal surfaces Dust window sills/high ledges** Spray buff floors Spot clean carpets	Dust vertical surfaces** Dust/wipe clean horizontal surfaces Full vacuum wall to wall			
Faculty/Staff Offices					Empty and re-line waste cans Spot vacuum/sweep Spot mop hard floors	Spot clean carpets Full vacuum wall to wall	Dust/wipe clean horizontal surfaces Dust vertical surfaces**	Space and cleaning surfaces are accessible
Classrooms, Lecture Halls, Libraries	Spot mop floors Empty and re-line waste cans Pick-up larger loose trash			Dust window sills/high ledges** Spray buff floors Align student chairs and desks	Dust and damp mop floors Spot clean carpet	Dust horizontal surfaces Dust vertical surfaces Spot clean walls		Classroom trash can (1) are placed outside of classroom door Student chairs are placed on tops of student desk.

Classroom Restrooms	Spot mop spills on floors		Clean chalkboards Clean whiteboards Vacuum carpets			
	Check/Clean/Restock Supplies Sanitize high contact surfaces Clean mirrors Clean and sanitize floors Empty and re-line waste cans			Clean all vertical surfaces** Dust/wipe clean horizontal surfaces		Scrub floors
Lounges	Restock supplies Clean and sanitize high contact surfaces Spot vacuum carpets Spot mop floors Clean and sanitize sinks and counter top		Dust and damp mop floors Vacuum all carpets	Spot clean upholstery furniture	Wipe clean microwave Wipe clean appliances (exterior)	Wipe clean refrigerator
General	Secure interior doors found locked upon entry Empty exterior trash cans near building Pick-up loose trash exterior walkways Turn off lights except for exit and security	Check exterior doors for security Remove Trash to Dumpster	Clean organize custodial closets Sweep loading docks		High dust for cobb webbs	

Grounds Specifications

Schedule 1-C Grounds Specifications

1. Allocation of Costs Between the Parties. Responsibilities for the cost of the items relating to the Services are indicated below (indicated by placing an “x” in the appropriate space).

	<u>SSC</u>	<u>Client</u>
Storage Facilities		X
Wages / Salaries and Benefits for SSC Employees	X	
Utilities – Electric, Internet, Gas, Oil Water, Sewage Telephone, etc.		X
Uniforms (provided to SSC Employees)	X	
SSC employee background security checks	X	
Vandalism including damage to structures, landscape, irrigation and athletic fields		X
Tree Removal and arborist work greater than fifteen feet (15') or 9 inch diameter – financial responsibility		X
Tree work under 15 feet (15') and 9 inches diameter	X	
Trees above fifteen feet (15') (Manage Sub Contract)	X	
Playground Mulch – Material		X
Athletic field painting responsibility – lines only	X	
Athletic field painting responsibility – logos, designs, endzone fill		X
Salt and Ice melt allowance of \$10,000	X	
Salt and Ice melt costs over allowance		X
Use of current District trucks and equipment for daily and snow operations.	X	
Routine maintenance and damage repair for District owned trucks and equipment	X	

Mow, Edge, Trim (MET) – Every 10 calendar day service during growing season starting with last week in March and going through October. Out of Season cuts may be required based on region, weather, and growth. There is no charge for additional cuts out of season.

- Mowing, edging of hard surfaces (curbs/ walks) and trimming of fixed objects – excessive clippings will be dispersed or collected. Clean up of operation as it progresses through
- Mowed at least every ten (10) days during active growth season, more frequently if needed. Lawn height to no less than two- and one-half inches (2.5”) but preferably three inches or greater depending on type of lawn. (Blue grass dominant 2.5 -3”, Turf Type Tall Fescue dominant 3 -3.5”)
 - Clean property of any debris created during normal operations.

- Weather or other delays, campus will be mowed next day based on extenuating circumstance.
- MET operations during testing will be conducted after hours or schedule dates changed to accommodate testing
- Removal of debris, both organic and inorganic with each visit – large branches or safety issues addressed with work order off cycle.
- Treating of fence lines to eliminate growth into and onto fences – maximum clearing of 3” either side
- Inspection/ treatment of cracks – crevices in hardscape areas for weed growth.

Cultural Management for Lawns

- School Fronts and pick up areas
 - 1 Fertilization per year; Balanced fertilizer as soil tests dictate. Program can be modified with approval from SSC Subject Matter Experts to include a light spring application.
 - Pre – emergent herbicide to control annual weeds, 2X, IPM strategy – areas may not receive blanket coverage
 - Post Emergent for broadleaf weed control in high priority areas 1X – may not receive blanket coverage- typically 50% coverage for campus to control broadleaf weeds
 - Core aeration 1X per year in lawns
 - Gypsum along walks and curbs to buffer ice melt materials 2X, April & October
 - Repair of snow/ ice melt & plowing damage along walks – add loam, grade & seed Blue grass mix – SSC to provide labor and material for damage caused by SSC personnel. SSC will provide labor for small repairs for damage caused by district personnel with client providing material.
 - Insect pest management not included, but SSC will assist in diagnosing and managing subcontractor if needed.
- Balance of lawns excluding any area identified as a “sport field”
 - Post emergent to control unsightly weeds using IPM Strategies as needed
 - Core aeration 1X
- Irrigation – General lawns and landscapes
 - Manage all existing Irrigation for non-athletic fields (athletic fields – see Athletics section)
 - Controllers (where applicable) for irrigation times must be managed based on need of turf; soil field is constructed of, evapo-transpiration rates and other environmental factors.
 - Provide head adjustments and clean out to insure proper operation.
 - System winterization and spring charging is Included
 - Minor irrigation repair and maintenance will be the financial responsibility of SSC, this does not include any repairs that are vandal related, new construction, or any repair deemed an act of God such as circuit boards burnt due to electrical storms.

- Normal wear and tear is included in maintenance and repair. Minor repair is defined as repairs located from the irrigation head back to the valve outlet; including head, nozzle, swing joint and pipe 1" or less.

Ornamental Horticulture, Trees, shrubs, Ground Cover & Perennials

- Pruning
 - Trees – Corrective pruning of trees up to a maximum of fifteen feet (15') from Ground surface to include branch/ limb removal from building facades, along drives, walks and other pedestrian areas. Pruning to follow ANSI 300 Tree Pruning – Second Edition recommendations.
 - Shrubs – Hedge type, shape according to design intent 2X per year. If design intent has been ignored, re-shaping may be required over time. Selective pruning to occur with flower and or design intent for maintain desired shape 2X per year. Invigoration pruning performed as needed, this is typically required of shrubs that bloom on new wood. Non Hedge type shrubs will be pruned according to requirements of the species being managed. Selective pruning to be employed to allow for natural growth of plant.
 - Ground covers – managed within space, cut back off all hardscape areas.
 - Perennials/ ornamental grasses, cut back once per year or as required.
- Mulch/ Weed abatement
 - Define beds/ tree rings once per year with edge cut a minimum of 2"
 - Maintain edge during course of growing season keeping grass from growing into bed
 - Apply mulch in summer months to all ornamentals using triple milled hardwood bark
 - Minimum of two inches (2") is required, maximum of three inches (3") for all woody plants. No Mounding (volcano appearance) around tree or shrub bases.
 - Perennials/ ornamental grasses, only in visible areas and not to exceed one inch (1").
 - Weed Abatement – mechanical, pre-emergent and post emergent herbicides can be used to control weeds. Objective is to not have weeds in any bed greater than two inch in height or covering more than two percent (2%) of defined bed.

Pesticide Use

- If pesticides are to be applied notification must be given to the site a minimum of twenty-four hours in advance or as directed by state and local regulations. All federal, state, and local laws will be adhered to in the application of all pesticides. Client Pest Control Coordinator must be provided information in accordance with the state IPM policy for campus current policies where applicable.

Playgrounds

- Provide high frequency inspections (HFI) once per week with each MET service.
 - HFI includes raking loose fill protective surface back into place
 - Minor repairs needed will be reported.
- LFI and HFI are performed by staff trained by CPSI.

- Loose fill protective surface needing replacement or replenishment will be the responsibility of the district. SSC can assist with labor with proper notice.

Seed / Sod

- Overseeding: SSC will provide 750 lbs of State Certified Seed with blue label per year for fields and or lawns. This is determined jointly based on number of fields and acreage of lawns to be included.
- Sod may be used instead of seed for playability purposes.

Natural Surface Athletic Fields

Athletic fields will receive care as outlined below. All product labels and SDS sheets will be supplied to the Client (or designated representative) prior to the application of a pesticide. If pesticides are to be applied notification must be given to the site a minimum of twenty-four hours in advance or as directed by state and local regulations. All federal, state, and local laws will be adhered to in the application of all pesticides. Client Pest Control Coordinator must be provided information in accordance with the state IPM policy for campus current policies where applicable.

(Fields added after initial contract will be added as a written amendment to this Agreement).

Mowing

- Mowing height will be dictated by sport, season, and coach input. SSC to provide 1 cut per week. During sport season, a second cut may be conducted during peak growth periods.
- Mowing must implement "Stripe mowing patterns" on athletic fields is a part of basic mowing program to ensure ambiance and to reduce equipment compaction.
- Excess clippings from all turf will be removed through dispersal with a blower or physical removal and comply with any present or future ordinances regarding disposal.
- Papers and other debris will be cleaned off all lawn areas before and after mowing.
- If turf cannot be mowed due to inclement weather and turf has exceeded the "no more than one third leaf surface removal rule", mowing height must be raised and turf mowed twice. Excess clippings will be removed.
- Trimming/ Edging – same as outlined in lawn care with cut.
 - Exception – edging will be performed once weekly not with every cut.
 - Edging with herbicides is not acceptable.

Fertilizer

- Athletic fields as designated by the Client at commencement of contract will be fertilized a minimum of two (2) times per year. Soil tests may adjust fertilizer ratios and supersede below outline – coordination with Client representative is mandatory.
- Fertilizer will be of name brand and make and be designated for turf – agricultural grade fertilizers are not acceptable. Turf Grade fertilizer is defined as SGN size of 200 or below and for turf mowed less than one inch (1") 150 or lower is required.
- One of two fertilizer applications shall be made with a balanced fertilizer containing all three primary elements in a ratio of no less than four parts Nitrogen, one part Phosphorus and two

parts Potassium (4-1-2) example, 25-06-12. Nitrogen shall contain a minimum of 25% slow-release properties. Soil samples must demonstrate the need for Phosphorus application. Rate of application will be one pound of actual nitrogen per thousand square feet. Test results can supersede this recommendation – Client Representative must approve alterations.

- Timing of application – April 15, slow release balanced at the rate of one pound N per thousand, September 1, balanced with slow release. Rates can be increased at Clients discretion and SSC will be compensated accordingly.
- Soil testing once per year on all fields – copy of test results to be provided to Client Representative.

Field Specific work:

- Lip work – (baseball / softball) – The removal of skinned surface material along the edges where grass meets skinned surface performed twice per week during active play season(s). Areas may be swept with a broom, blown with a blower, or washed with a hose. Lip work to raise/ lower and the addition of sod due to lip removal is at cost plus.
- Pitching mound/ area and home plate areas –routine management during season. SSC will train respective teams to conduct light after game maintenance to retain integrity of pitching/ hitting areas. Routine management includes patching of any holes with like material and includes Bullpen areas. Full renovation will be at additional cost of material.
- Warning track – baseball/ softball – same as skinned surface management.
- Skinned surface work – dragged before & after each event (after 2nd game of double header, this may take place next scheduled workday). Coverage during events and between double headers is not included.
- Minor divot repair- SSC will conduct inspection after all events to repair divots created by competition activities, this typically occurs the next scheduled workday.

Field Painting

- Painting of field lines will be responsibility of SSC – Client to provide typical schedule and paint styles to be implemented.
 - Logos, designs, and endzone filling is not included.
- Painting / lining includes game and practice fields. Practice fields may be painted less often.
- Extended season play, such as playoffs, SSC will provide unit pricing per field per game.
- Tournaments (not part of typical schedule) or field rentals are not included and pricing per game/ event can be provided.

Weed Control

- Athletic Fields will receive weed control as needed to suppress / eradicate weeds detrimental to the growth of the turf or detract from aesthetics of the field.
- Acceptable threshold of weeds is less than 5% of annual weeds and 0% for any invasive weeds such as Yellow Nutsedge, thistle or others.
- Weed control can be obtained by applying pre-emergent and post emergent herbicides that are labeled for ornamental turfs. All products must be applied according to product label supplied by the manufacturer.

- IPM strategies must be adopted to ensure least amount of pesticide use, but maintain described thresholds identified above.

Insect Control

- Athletic fields receive Insect control treatment.
- Implementation of IPM practices must be adhered to.
- Treatment is for athletic fields only and does not include any structural or non-lawn areas.

Aeration

- Athletic field aeration is a mandatory cultural practice.
- Compaction testing using a Penetrometer for all fields and record of such testing maintained on file with a copy provided to Client Representative.
- Core Aeration – fields to receive a minimum of one aeration that provide twenty (20) holes per square foot or two aerations that provide ten (10) holes per square foot. Coring tine(s) to be a maximum of $\frac{3}{4}$ " and a minimum of $\frac{1}{2}$ " with penetration to four (4") depth. Tines must be closed type, not spoon type and cannot be solid tine.
- Timing will be coordinated to: encourage turf density, open field prior to or after a rain event to aid in positive drainage. Minimum number of occurrences is not determined but this is a mandatory piece of equipment and operation that SSC will provide.
- Deep Tine core aeration – Optional at discretion of Client for additional fee when determined there is a need. Continual core aeration to same depth can develop a hard pan at depth of tine – creating an impervious layer. This must be broken up by means of deep tine aeration or shatter tine aeration or a combination of both.

Irrigation – Athletic Fields

- Manage all existing Irrigation for athletic fields.
- Controllers (where applicable) for irrigation times must be managed based on need of turf; soil field is constructed of, evapo-transpiration rates and other environmental factors.
- Provide head adjustments and clean out to insure proper operation.
- System winterization and spring charging is Included
- Conduct monthly inspections to ensure operational and that no water is being wasted.
- Minor irrigation repair and maintenance will be the financial responsibility of SSC, this does not include any repairs that are vandal related, new construction, or any repair deemed an act of God such as circuit boards burnt due to electrical storms.
- Normal wear and tear is included in maintenance and repair. Minor repair is defined as repairs located from the irrigation head back to the lateral; including head, nozzle, swing joint and pipe 1" or less.

Top Dressing (Optional Program)

- Topdressing of fields / lawns is not part of the base contract, but SSC can perform at an added cost.
- Materials for topdressing should be compatible with the soil in the field that is being topdressed unless an aggressive topdress program is adopted that will alter the soil type. It is imperative soil particle analysis is conducted by an accredited lab and they recommend or approve topdress material and rate.

SNOW and ICE REMOVAL

- SSC employees, when possible, will use a large barrel broom to connect to the tractor for removing snow on brick sidewalks, pathways, and walkways. When a barrel broom will not be effective, SSC will plow snow at inception of snow fall until the Client main campus is cleared with reasonable time allowed for rest periods. SSC shall commence snow plowing services when snow accumulation reaches two (2) inches. If snow accumulation is less than two (0-2) inches, SSC shall initiate a De-ice service if snow or ice is accumulating and, in some cases, pre-treatment may be needed. During the time periods when SSC employees are removing snow, they are not performing routine maintenance/ grounds tasks and work order completion during these time periods may be delayed.
- SSC will provide all snow and ice melt products with a cap of \$XXX per year. If cost exceeds this cap SSC will bill client only for material cost. Client shall provide proper storage space (indoor or hut based on volume). SSC would be responsible for notifying Client of product usage and inventory.
- Excessive snow fall occurrence; All equipment and/or third-party contractors required for excessive snow removal that cannot be handled by typical equipment used daily in maintenance and grounds operations is the fiscal responsibility of Client. In addition, if snow accumulates to a depth which prevents SSC from providing proper ingress and egress as well as enough areas in Client parking lots, a third-party contractor shall be required to remove and haul the snow away or relocate on site (which ever may be more cost effective) at the fiscal responsibility of Client.
- If snow accumulation reaches a point that it must be removed from roofs of any structures, SSC will not be responsible for labor or supplies. In lieu of SSC self-performing, SSC will supply bids for a third-party contractor that is equipped to properly remove snow per OSHA and safety standards and will be the fiscal responsibility of the Client but managed by SSC.
- Icicle removal from building eaves is required, SSC's employees may remove any icicles they can reach from the ground with typical grounds or maintenance equipment such as pole pruners, extended handle tools but not to exceed two stories. SSC's employees will not remove icicles from roof level. If Client owns buildings/ structures that require icicle removal from a greater height than that described above, SSC will supply bids for third party contractor that is equipped to properly remove icicles per OSHA and safety standards and the cost will be fiscal responsibility of the Client but managed by SSC.
- Client understands that snow plowing, by its very nature, involves pushing a steel blade over the surface of the pavement. If pavement is defective, deteriorated, weakened, frost heaved, or, was installed improperly, the results of this previous damage are more likely to appear after snow plowing. SSC is not responsible for any damages to pavement, ground cover, landscape lighting, concrete, curbs, utilities, or other features of the landscape that are typically encountered when plowing, except due to the negligence of SSC. SSC shall endeavor to provide employees for weekend coverage during the winter months to minimize overtime if possible. Snow and ice removal after SSC employee's normal operating hours will be billed at rate of time and a half of their hourly wage.

Template Contract

SERVICE AGREEMENT

This Service Agreement ("Agreement") is made as of _____ 2025 ("Effective Date"), by and between SOUTHEAST SERVICE CORPORATION d/b/a SSC SERVICE SOLUTIONS ("Contractor"), a Tennessee corporation, whose principal office is located at 1225 E. Weisgarber Road, Suite 200, Knoxville, TN 37909, and [CLIENT NAME] ("Client"), whose principal office is located at [CLIENT ADDRESS].

1. Scope of Services: Appointment

1.1. Client hereby appoints Contractor and Contractor hereby agrees to perform the work described in Schedule 1, including supplying of any supplies and products incidental to the Services as set forth in Schedule 1 (the "Services") at the location(s) set forth on Schedule 2 (each, a "Facility"), upon the terms and conditions set forth herein.

1.2. During the performance of the Services Contractor hereby agrees to conform to and comply with Client's rules, regulations, procedural practices communicated by Client to Contractor in writing with written notification of any changes thereto.

1.3. Client may request, from time to time, that Contractor perform additional services hereunder pursuant to one or more written work orders (each, a "Work Order"). Each such Work Order shall be forwarded by Client to Contractor, and shall be deemed to be accepted by Contractor at such time as Contractor performs any of the services set forth in the Work Order. All Work Orders shall be governed by the terms of this Agreement [and the pricing set forth in Schedule 3 (unless otherwise agreed between the parties)], and shall be deemed to be incorporated into and made a part of this Agreement by this reference.

2. Invoices: Payment

2.1. Annual Contract Price. Contractor will provide the Services in accordance with these contract terms and the scope of work identified in Schedule 1 for [ANNUAL PRICE] Dollars and No Cents (\$_____) per year ("Annual Contract Price"). The Annual Contract Price shall be subject to adjustment in accordance with this Agreement.

2.1.1. Start-Up Price. Contractor shall incur start-up costs in the amount of \$_____ (the "Start-Up Price"). The Start-Up Price is included in the Annual Contract Price and shall be amortized over five years beginning on the Effective Date. If this Agreement is terminated by either party for any reason prior to the full amortization of the Start-Up Price, any unamortized balance remaining for the Start-Up Price hereunder shall be paid to Contractor by Client on or before the date of termination.

2.1.2. Equipment Payments. Contractor shall purchase an inventory of equipment in the aggregate amount of \$_____ ("Equipment Investment") prior to the commencement of Services hereunder, and is included in the Annual Contract Price and shall be amortized over five years beginning on the Effective Date. If this Agreement is terminated by either party for any reason prior to the full amortization of the Equipment Investment, any unamortized balance remaining of the Equipment Investment hereunder shall be paid to Contractor by Client on or before the date of termination.

2.1.3. Title to Equipment. Title to equipment purchased by Contractor pursuant to Section 2.1.2 above shall remain with Contractor until full amortization of such equipment (or, if this Agreement is terminated prior to full amortization of such equipment, after the Client pays the amounts due to Contractor pursuant to Section 2.1.2). Contractor shall remain the owner of any other equipment it purchases for use at Client unless the Client reimburses Contractor for the full cost of such equipment (at which point title to such equipment shall vest in the Client). If Client chooses to reimburse Contractor for the remaining unamortized balance of the equipment and thus receive title from Contractor, it must provide Contractor with advance notice of not less than thirty days prior to the Agreement termination date and Contractor must receive payment in full for such equipment prior to the Agreement termination date. Notwithstanding anything to the contrary, all computer software and hardware furnished by or through Contractor shall remain the property of Contractor (even if fully depreciated).

2.2. Invoicing. The Annual Contract Price will be invoiced in equal monthly installments of 1/12th of the total Annual Contract Price. The first installment payment shall be due on the last day of the month following the Effective Date with all subsequent installment payments due on or before the last day of the month for each month of Service thereafter.

2.3. Records. Contractor shall maintain complete and accurate records of all amounts billed to Client and Payments made by Client in accordance with generally acceptable accounting practices. Contractor shall retain such records for a period of four (4) years from the date of Contractor's receipt of payment. Client agrees to provide Contractor with reasonable supporting documentation concerning any disputed amount upon Contractor's request.

2.4. Non Payment: In the event that Client does not make payments on or before the dates due under this Agreement, Client agrees to pay interest at the rate of one and one-half percent (1.5%) per month (provided that if such rate exceeds the maximum permitted by law, then the highest lawful rate) of the amount due until Contractor receives payment in full, and Contractor may, at Contractor's option, terminate this Agreement at any time after giving seven (7) days' prior written notice to Client unless all overdue amounts are paid before the end of the notice period. In addition, Client agrees to pay any damages suffered by Contractor in connection with the collection of amounts due and/or termination of this Agreement, including but not limited to, any attorney fees and costs or any liability under the Worker Adjustment and Retraining Notification Act or similar state or local law.

2.5. Payment Terms During Notice Period. Upon the issuance of a notice of termination, Client will pay all amounts due to Contractor on or before the date of termination.

2.6. Taxes. Notwithstanding the fact that Client may be a tax-exempt entity, Client will be responsible for payment of any sales, use, excise, value-added, personal property, export, import, withholding, transaction privilege, or similarly imposed taxes (collectively, "Taxes") assessed or imposed by any tax authority with respect to the payments Client makes to Contractor under this Agreement (except for any taxes based on Contractor's net income or employees). The pricing set forth in this Agreement, as amended from time-to-time by the parties, does not include any Taxes. Client agrees that, if at any time during or after the Term, any tax authority asserting jurisdiction over Client or any Facility assesses liability for Taxes, imposes one (1) or more Taxes or revokes (through legislation or agency decision) any tax exemption previously relied upon by Client, Client shall assume full responsibility for and make all payments of any and all Taxes due.

3. Service Fee Adjustments.

3.1. Annual Inflation Adjustment: At the end of each year of this Agreement, the Annual Contract Price and any other fees in the Agreement ("Service Fees") shall be increased by an amount equal to the greater of: (i) Consumer Price Index -W, Less Food and Energy, for the most recently published twelve (12) month period, as published by the U.S. Department of Labor, Bureau of Labor Statistics or (ii) Employment Cost Index, Private Industry, Compensation, Not Seasonally Adjusted – CIU201000000000A. Should the applicable inflation rate over the most recently published twelve (12) month period decrease, the Service Fees shall not change from the previous year.

3.2. Change in Services: Should the Client request a change in Services for reason of a change in Service tasks or frequencies to be performed, a significant change in Facility occupancy or a significant change in the square footage or use of the Facility, or any other similar change in Services, and should such change in Services result in an increase or decrease in costs to Contractor, the Annual Contract Price shall be increased or decreased by the actual changes in costs to Contractor, such increases taking effect from the date of the change in Services.

3.3. Labor Changes: The Service Fees will be subject to change in the event of (i) a change to existing or new federal, state or local payroll taxes (including changes to any payroll based taxes or withholdings such as FICA, SUI and FUI); (ii) a change related to unionization of Contractor employees at a Facility (whether an initial collective bargaining agreement, amendments to an existing collective bargaining agreement, or the negotiation of a subsequent, successor collective bargaining agreement); (iii) an increase in the minimum wage rate or the enactment of any "living wage" laws by any governmental entity; and/or (iv) new or additional fees, taxes, assessments or other charges or costs incurred by Contractor arising out of changes to existing or new federal, state or local legislation or legal requirements. The Service Fees will be increased to account for the change in such costs effective from the date such changes impose additional costs on Contractor.

4. Termination of Agreement. Either party may terminate this Agreement for any reason upon sixty five (65) days prior written notice to the other party.

5. Term. This Agreement shall become effective on the Effective Date and shall remain in effect for an initial period through [MONTH DAY, YEAR] ("Initial Term"). Thereafter, this Agreement will automatically renew on a one (1) year basis (each a "Renewal Term") unless either party provides written notice at least ninety (90) days prior to the expiration of the Initial Term, or any Renewal Term, of its election not to renew this Agreement.

6. **Confidentiality.** The parties agree to keep strictly confidential at all times during the term of this Agreement and thereafter, all non-public business information which may be provided by one party to the other party or its employees, directors, officers, or agents ("Representatives") in the course of the performance of this Agreement. The parties shall advise all of their Representatives of the obligations contained herein and shall ensure such Representatives' compliance with such obligations. This restriction includes, but is not limited to, the terms and conditions of this Agreement, business plans, prices, product/service specifications, prototypes, computer programs, sales data, models, marketing plans, financial data, personnel statistics and the like, as well as confidential specifications, drawings, sketches, data or technical business information ("Confidential Information"). Notwithstanding the above or any language to the contrary contained in this Agreement, the term "Confidential Information" shall specifically exclude information which (i) was known to the receiving party before receipt, directly or indirectly, from the disclosing party; (ii) is lawfully obtained, directly or indirectly, by the receiving party, from anyone, under no obligation of confidentiality; (iii) is or becomes publicly available other than as a result of an act or failure to act by the receiving party; (iv) is approved for release in writing by the disclosing party or (v) is required by law, court order, or judicial process to be disclosed. All Confidential Information shall be used by the parties solely in connection with this Agreement, and all Confidential Information of a party in the possession of the other party shall be returned upon the termination of this Agreement. Nothing in this Agreement is intended in any way to prohibit the disclosing party from seeking injunctive relief or other equitable or legal remedy to protect against the release of its Confidential Information.

7. **Non-Solicitation.** The parties agree that at no time during the term of this Agreement or for a period of two (2) years immediately following the expiration of this Agreement for any reason, will they, or their respective agents or representatives, attempt to recruit, employ, or use the services of, directly or indirectly, including employment by any successor contractor Client may contract with to perform the Services, any salaried (exempt) employee of the other party or anyone who has, as a past salaried (exempt) employee of the other party, provided services under this Agreement. If a party, its agent or representative should hire a salaried (exempt) employee (or past salaried (exempt) employee as defined above) of the other party without prior written approval, it agrees to reimburse the other party an amount equal to two (2) years of such employee's then current salary (or, in the case of past employees, such employee's salary immediately prior to termination).

8. **Independent Contractor.** The parties agree that the relationship between Contractor and Client arising from this Agreement is that of independent contractor. Except for the rights retained by or granted to, and the obligations undertaken by each party pursuant to this Agreement, neither has any right or any authority to enter into any contract or undertaking in the name of or for the account of the other, nor shall the acts or omissions of either create any liability for the other. The parties shall conduct their business at their own initiative, responsibility and expense. All persons furnished by Contractor to perform the obligations required or permitted under this Agreement shall be considered solely Contractor employees. Client shall have the right to require the replacement of any Contractor employee employed on Client's premises whose continued presence, in the opinion of the individual designated by Client as having oversight over this Agreement, is not in the best interest of Client, its students or staff, provided that such request for replacement does not contravene statutes, regulations, ordinances and other legal requirements, to the extent applicable to the Services ("Applicable Laws"), is reasonably justified in writing, and Contractor is first given an opportunity to respond and address such issues consistent with this Agreement. Contractor's obligation to comply with any such request shall also be subject to restrictions imposed upon Contractor by any collective bargaining agreement or other contract affecting such employee. Nothing herein shall be construed creating the relationship of principal and agent or partners or co-ventures.

9. **Indemnification.** Each party shall indemnify, defend and hold harmless the other party and its directors, officers, agents and employees, with respect to any and all liabilities, losses, claims, suits, damages, taxes, charges and demands to the extent of the indemnifying party's negligent acts or omissions. The indemnifying party shall not have an obligation to indemnify, defend and hold harmless the indemnified party for any liabilities, losses, claims, suits, damages, taxes, charges or demands to the extent of any negligent acts or omissions of the indemnified party.

9.1. **Indemnification for Withdrawal Liability.** Client agrees to indemnify and hold Contractor, its affiliates, parent entity or successors harmless from all claims, demands, assessments, surcharges, withdraw liability or financial payments of any nature made by a union or organized labor organization representing employees working at a Facility ("Union") or any other third party against Contractor for any pension, health and welfare plans or any type of benefit ("Benefits"). Client shall retain all liabilities and obligations under Client's collective bargaining agreement with the Union that have accrued prior to the Effective Date and shall indemnify Contractor for any such claims accruing prior to the Effective Date that are assessed against Contractor. **[APPLICABLE TO UNION ACCOUNTS ONLY]**

10. **Limitation of Liability.** Contractor's total liability for damages, or otherwise, resulting from its performance or nonperformance under this Agreement or with regards to any obligations/responsibilities herein shall not exceed the gross revenue received under this Agreement for the first year of this Agreement in damages in the aggregate over the term of this Agreement. Neither party will be liable to the other party or its representatives for special, indirect or consequential damages, including lost profits, whether or not foreseeable, or punitive damages.

11. **Federal, State and Local Rules and Regulations.** Contractor and Client agree to comply with all Applicable Laws.

12. **Assignment.** This Agreement shall be binding upon and inure to the benefit of the successors and assigns of the parties hereto.

13. **Insurance.** Each party shall at all times during the term of this Agreement, at its own cost and expense, carry and maintain General Liability, Automobile Liability, and Worker's Compensation in the following amounts:

13.1 Commercial General Liability written on an occurrence coverage form, including the other party as additional insured. The minimum limits are One Million Dollars (\$1,000,000.00) per each occurrence and aggregate.

13.2 Automobile Liability covering all owned, leased, or rented vehicles with property damage and bodily injury coverage with combined single limits of One Million Dollars (\$1,000,000.00).

13.3 Workers' Compensation (Statutory) and Employers' Liability with minimum limits of Five Hundred Thousand Dollars (\$500,000.00) per accident/per employee/policy limit.

13.4 Each party shall, at the other party's request, provide a Certificate of Insurance evidencing this coverage.

14. **Notices.** All notices and communications concerning this Agreement shall be addressed to:

If to Client:
[CLIENT LEGAL NAME]
Attn: [CLIENT REPRESENTATIVE]
[ADDRESS]
[ADDRESS 2]

If to Contractor:
Southeast Service Corporation
Attn: CEO
1225 E. Weisgarber Road, Suite 200
Knoxville, TN 37909

With a copy to:
Compass Group USA, Inc.
Attention: General Counsel
2400 Yorkmont Road
Charlotte, North Carolina 28217

or at such address as may be designated in writing to the other party.

Notices shall be sent by registered or certified U.S. Mail, or by commercial overnight delivery service and shall be deemed delivered to the recipient's address on the date of return receipt acknowledgment, in the case of notices sent via U.S. Mail; or on the next day after the date the notice was sent, in the case of notices sent by overnight delivery service.

15. **Force Majeure.** Neither party hereunder shall be liable to the other for failure to perform when such failure is caused by unforeseeable force majeure circumstances, including any strike, lockout, labor trouble (whether legal or illegal), civil disorder, inability to procure materials, failure of power, restrictive governmental laws and regulations, riots, insurrections, war, fuel shortages, accidents, casualties, or acts of God. The parties agree that under such conditions, Contractor will work with the Client in good faith to provide services and develop appropriate responses and courses of action, as is practical and reasonable under the circumstances. If Client requests that Contractor provide the Services during a force majeure event, then any financial or performance guarantees or incentive penalties to Contractor will not apply under these conditions and instead the Client will be responsible for, and hold Contractor harmless from, all costs and expenses associated with the services, responses, courses of action, and operations, whether directly or by reimbursement to Contractor.

16. **Provision of Office and Storage Space.** Client shall provide Contractor with adequate and appropriate office and storage space, office furniture and equipment for such space in the primary area of each Facility.

17. **General Provisions.**

17.1. **Entire Agreement; Conflict in Terms.** This Agreement and the Schedules attached hereto constitute the entire and exclusive agreement between the parties pertaining to the subject matter hereof and supersede all prior practice, agreements, understandings, negotiations and discussions with respect to the subject matter hereof whether oral or written. In the event of a conflict in terms between the Agreement and the Schedules attached hereto, the Agreement shall control.

17.2. **Modifications.** No supplement, modification or waiver of this Agreement shall be binding unless executed in writing by each of Contractor and Client's authorized representatives.

17.3. **Severability.** The invalidity or unenforceability of any provision of this Agreement or any covenant herein contained shall not affect the validity or enforceability of any other provision or covenant hereof or herein contained and any such invalid provision covenant shall be deemed to be severable.

17.4. **Governing Law.** This Agreement shall be construed and governed in accordance with the laws of the State of [] without regard to its choice of law provisions. The parties agree that any legal suit, action or proceeding in equity, arising out of or relating to this Agreement shall be governed by the substantive law of the State of [] without reference to its principles of conflicts of laws.

17.5. **Execution.** This Agreement and any amendments thereto may be executed in one or more counterparts. Each counterpart shall be deemed an original, but all counterparts together constitute one and the same instrument.

17.6. **Contractor Vendors.** In connection with Services provided hereunder, Contractor shall purchase any inventory, equipment, and services it is responsible for providing hereunder from various sellers and vendors selected by Contractor at its sole discretion. Client accepts that Contractor may receive volume, trade or cash discounts or volume allowances for items or services purchased as part of providing Services under this Agreement and that those discounts/ volume allowances will accrue to Contractor and will not be credited back to Client.

17.7. **Survival.** Upon cancellation, expiration or termination, all rights and obligations under this Agreement will end (except for amounts due under the terms of this Agreement and the provisions of Sections 6, 7, 9 and 10).

17.8. **Limitation of Claims.** Claims of either party will be presented in writing to the other party within one (1) year of the termination of the Agreement or they will be forever barred.

17.9. **Contractor Code of Conduct.** Contractor strives to demonstrate high ethical standards in its business practices. The Contractor Code of Conduct, available for review at <http://compass-usa.com/Pages/Code-of-Ethics.aspx>, contains the minimum standards by which the parties are expected to conduct themselves when performing their respective obligations under this Agreement.

17.10 **Unlawful Discrimination.** Neither party will discriminate in any unlawful manner. Any changes necessary to the physical facilities to comply with the Americans with Disabilities Act will be the Client's responsibility. **The parties shall abide by the requirements of 41 CFR §§ 60-1.4(a), 60-300.5(a) and 60-741.5(a). These regulations prohibit discrimination against qualified individuals based on their status as protected veterans or individuals with disabilities, and prohibit discrimination against all individuals based on their race, color, religion, sexual orientation, gender identity, sex, or national origin. Moreover, these regulations require that the parties take affirmative action to employ and advance in employment individuals without regard to race, color, religion, sexual orientation, gender identity, sex, national origin, protected veteran status or disability.**

IN WITNESS WHEREOF, the parties hereby have caused this Agreement to be executed by their duly authorized representative on the date first written above.

[INSERT CLIENT'S LEGAL NAME HERE]

By: _____

Printed Name: _____

Title: _____ Date: _____

SOUTHEAST SERVICE CORPORATION

By: _____

Printed Name: _____

Title: _____ Date: _____

thank you

**let's support
and empower
students together**



SSC

Supporting *Students*, Building *Communities*



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