



**Lewiston-Altura
Intermediate School
Custodial Services Proposal**



**Cover Letter
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Lewiston-Altura Intermediate School
325 1st Ave SE
Altura, MN 55910
Attn: Joe Banicki

August 4, 2022

Re: Custodial Services for Lewiston-Altura Intermediate School

Dear Representatives of Dear Mr. Banicki and Representatives of Lewiston-Altura Intermediate School,

Thank you for considering Arnold's, a Kleen-Tech Company (Arnold's) for janitorial services at the Lewiston-Altura Intermediate School. We appreciate the opportunity to provide you with our custodial services proposal. Please accept this cover letter as a brief introduction to Arnold's.

Excellence is the very spirit of our values and Guiding Principles. Our Guiding Principles serve as a base of our reasoning and action, the personal code of conduct that leads us, shows the way and directs our movements from day-to-day decision-making to service delivery.

IMPACT of our People:

We know it's all about the people

DEVELOPMENT of Community:

We cherish our culture of employee development, dialogue, inclusion, and fun

TEAMWORK produces Results:

We continuously develop our functional teams in a creative and transparent work environment focused on Enterprise results

Results RELY on each Other:

We can be counted on

LEAD through Greatness:

We lead through great questions, great communication and great facilitation

PLAY to Win:

We compete for no other reason and in no other way than being the best

Arnold's parent company, Kleen-Tech, was founded and headquartered in Denver, Colorado, is one of America's leading janitorial companies. We currently have customers located throughout the United States and nearly 1,000 employees servicing over 20 million square feet of commercial and government facilities.

We have been providing custodial services since 1993 and some of our clients include First Transit and Minnesota Autism Centers. We also serve commercial clients with multiple campuses including Los Alamos National Laboratories in New Mexico, and Halliburton, Schlumberger in Texas. We have a long history of success adjusting our services to better align the needs of our clients and the full line of custodial services that we provide.

We have crafted this proposal to address all of Lewiston-Altura Intermediate School's requirements and plan to use our own proven operational approach and wage rates to ensure dedicated responsiveness to you, your staff, and your visitors. In addition to meeting all the required qualifications in the solicitation, Arnold's provides the following value-added services to Lewiston-Altura Intermediate School at no additional cost:

- Our 24 hours a day, 7 days a week, 365 days a year Mission Control Communications Center that is staffed by bilingual Arnold's employees, who a

- re located in our headquarters office, and that are available to address any Lewiston-Altura Intermediate School issue, such as: staffing, billing, quality assurance, safety, and concerns, in a timely and efficient manner.
- Our customized, Web-based Work Order system that manages and tracks communication between Lewiston-Altura Intermediate School and Arnold's ensures contract compliance by creating Lewiston-Altura Intermediate School specific Work Orders, enables viewing/tracking of Quality Inspections, creates Lewiston-Altura Intermediate School -requested special projects, and provides reports on such topics as safety incidents, task performance, and periodic service.
- Our innovative quality program that includes Lewiston-Altura Intermediate School security, employee safety, random quality inspections, supply cost containment, employee training and development, reporting, and Lewiston-Altura Intermediate School feedback and surveys.
- Our Green Cleaning Program Policy that incorporates safer cleaning methods, less toxic cleaning products, more efficient cleaning equipment, packaging and recycled paper products that have less impact on the environment.

We commit to accomplishing the custodial services outlined in the solicitation for janitorial services at Lewiston-Altura Intermediate School's facility with an orientation toward, and compliance with, all safety, environmental, and aesthetic issues, and requirements.

We look forward to developing a successful and longstanding partnership with Lewiston-Altura Intermediate School through the execution of this proposal. Should you have any questions regarding our proposal, please contact Aimee Braaten at 507-289-2393 or by e-mail at ABraaten@Kleen-Tech.com. We appreciate the opportunity to perform these services for you and will ensure all tasks are completed to the highest standards of quality and professionalism.

Sincerely,

Aimee Braaten

Aimee Braaten | Operations Manager

Arnold's, a Kleen-Tech Company

835 38th Street, Northwest | Rochester, MN 55901

Phone (877) 864-4080 | Direct (507) 289-2393 | Fax (507) 289-2318

Should immediate assistance be needed, please call Mission Control 24/7 at (866) 385-0672

ABraaten@Kleen-Tech.com | www.Kleen-Tech.com

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1. Arnold's Company Background

Arnold's many diverse contracts consistently demonstrate our ability to successfully perform varying scopes of work with professionalism, integrity, a high standard of business ethics, proven and documented excellent safety record, and most importantly, exceptionally high, complete customer satisfaction. Arnold's is an award-winning and recognized provider of custodial services and consistently provides quality service, develops long-term customer relationships, and delivers full performance of contract specifications. Arnold's has developed a corporate-wide culture of bringing value to our customer's organizations and operations that create win-win contracts and business relationships with our customers and our employees.

For more than 90 years, we are proud to have a client base that has included:

- Research and Development Laboratories
- Local, City, and State Government Buildings
- Airports
- Police and Fire Departments
- College Campuses
- Computer Clean Rooms
- Military Institutions
- Recreation, Community, and Senior Centers
- Casinos
- Government Installations
- Public Utilities
- Warehouses
- Corporate Campuses
- City Parks
- Medical Facilities
- Native American Reservations
- High Rise Buildings and Multi-Tenant Facilities
- Retail Centers

Arnold's offers a full range of janitorial, custodial, and office services, that include:

- Janitorial/Custodial
- Window Cleaning
- Grounds Maintenance
- Power Washing
- Specialized and One-Time Cleaning Services
- Tile and Grout Restoration
- LEED® Certification
- Carpet Restoration, Maintenance, and Extraction
- Hard Floor Restoration and Maintenance
- Snow Removal
- Construction Clean-Up
- Security Services
- Specialized Hazardous Materials Clean-Up
- Warehouse Operations

Arnold's customers receive the highest quality services to maintain a clean work environment and to enhance the appearance of facilities and assist in preserving long-term property values. We achieve this through the use of the latest advances in equipment and supplies, as well as our extensive employee training and quality control programs, and our best-in-class management team.

Arnold's is supported by an experienced Corporate Support Team. Through this team, our customers and Arnold's receive the following value-added services:

- Finance and Accounting
- Benefits Administration
- Information Technology
- Safety
- Security
- Business Administration
- Financial Audit
- Payroll
- Human Resources
- Quality
- Contracts and Procurement
- Environmental
- Operational Audit
- Marketing

2. Arnold's Commitment

Our experience as a custodial provider far exceeds any other janitorial contractor. As a distributor of cleaning supplies, equipment, and disposable products, we have the inside track on new innovations and techniques introduced to the cleaning industry. This information is then passed on to our employees and customers to promote efficiencies and cost-effective strategies.

Method of Hiring

All employees are invited to multiple interviews with Arnold's management staff. Personal and criminal (federal) background checks are performed.

Method of Supervision

An onsite supervisor oversees daily, weekly, and monthly duties. Arnold's Managers visit regularly to perform quality assurance inspections as well as coordinate additional customer requests to ensure a high level of service is maintained.

Dress Code

All Arnold's employees are required to wear uniforms and carry a picture ID badge, as applicable, within your environment. This ensures a neat and professional appearance for our staff and identifies them to Lewiston-Altura Intermediate School staff and the general public.

Electronic Timekeeping

All Arnold's employees are required to use a timekeeping system through our customer's phone system. This program tracks check-in and check-out information and allows for visibility of after-hours activity in their buildings.

Pre-Scheduled Project Work

Pre-scheduling of project work ensures necessary restorative processes are performed on a timely basis. Restrooms and surfaces such as carpeting, flooring, and upholstery are assets owned by our customers and must be maintained properly to ensure a consistently high level of appearance year-round. Pre-scheduling projects also allows for budgeting and minimizes extra expenses incurred for restorative procedures.

Dedicated Employees

Arnold's is committed to matching trained, conscientious employees with prospective customers. In addition to completing a criminal background check, Arnold's employees receive orientation regarding job requirements and procedures. Topics addressed include:

- Employee assignments
- The customer service philosophies of Arnold's and your company
- A tour of your facility and assigned work areas
- Key-holder policies
- Current scope of work
- Office organization and chain of command
- Schedule

The purpose of employee orientation is to help our employees get "up to speed" as quickly as possible, which reduces the costs associated with learning the job. It also facilitates a smooth transition for you and your staff as we begin servicing your buildings.

Employee Training

Arnold's recognizes the importance of providing our employees with the appropriate knowledge, skills, and oversight required to deliver our promised quality of service and products to our customers. Our management team is committed to coaching our staff on the proper use of cleaning chemicals, equipment, and regulatory protocols, including SDS and Blood Borne handling procedures.

Safety Review

Arnold's is dedicated to providing a safe environment for all of our employees. All of our employees are encouraged to report any unsafe working conditions immediately, and to identify any areas which show the potential of becoming unsafe. Under our safety policy, employees will be introduced to the following:

- Personal Safety Protocols
- Emergency Evacuation Procedures
- Unsafe Working Conditions Reporting Procedures
- Safe Cleaning Techniques
- Regular Equipment Check-ins

Issue Resolution

In order to provide excellent service and products, Arnold's routinely evaluates information received from customers, and managers are encouraged to listen to the customer when making improvements. We pride ourselves on quickly and effectively remedying customer concerns, always striving for 100% Satisfaction!

3. Value-Added Services

Consumables Management and Procurement

With our ability to purchase at truckload-pricing, our price structure allows our customers to realize significant cost efficiencies. Additionally, our paper lines include EcoLogo certified products which use recycled paper, are process-chlorine free, and provide our customers an opportunity to contribute to a more eco-friendly environment.

Our staff is happy to assist you in establishing a cost-effective consumable program and manage the inventory to further streamline your business. Cost structures are put in place for a fixed period, allowing for budget control. Our warehouse provides storage and immediate delivery, reducing your need for staffing and monitoring. Reporting services are included to verify usages.

Lawn Care Services

First impressions begin at the exterior of buildings, and Arnold's employs professional and dedicated people who strive to provide high quality grooming for lawns and landscaped areas. Our approach to lawn care is similar to our custodial program; a pre-scheduled plan is drawn up to ensure your lawns and landscaped areas are always looking great.

By giving our customers the option to package their custodial services, consumable supplies, and lawn care, Arnold's is able to deliver cost efficiencies through the reduction of overhead labor and employment costs and eliminate surplus layers of processes. We streamline your business's maintenance and relieve you of unnecessary stress!

4. Value-Added Systems, Processes, and Tools

Arnold's overall service and support philosophy is one of centralized command and control with decentralized execution authority. This philosophy is the thread that runs throughout our operations organizations and the key benefit for our customers is that there is a single point-of-contact for your contract, supported by a designated management representative for each day, each shift, and each building — who is then supported with specialty management personnel in key operational functions.

This management structure allows a dramatically different operating philosophy from our competitors, and it drives accountability and authority down to the lowest levels in the organization, while maintaining responsibility at the top levels of the organization.

Arnold's manages the quality of the services we deliver to you with a trained, accountable workforce and specialized systems to ensure continuous improvement in all we do. Arnold's proven cleaning methodology encompasses our plan to provide supervision, training, and employee management, customer relations, quality control and assurance, and a team-building environment for our operations in support of Lewiston-Altura Intermediate School.

Administrative Support Functions

Arnold's corporate office provides our customers and Arnold's team members support in the following areas:

- Accounting
- Finance
- Payroll
- Administration
- Quality
- Human Resources
- Safety & Health Training
- Information Technology
- Business Development

This approach allows Arnold's to provide all the services Lewiston-Altura Intermediate School requires, without the need for outsourcing or subcontracting with other providers. We bring you peace of mind. Knowing your janitorial services are handled professionally, promptly, and properly, only by Arnold's, is one of the reasons why we continue to grow and expand, even in today's challenging business climate.

In the following sections, we detail the numerous support systems that ensure your service is provided correctly, safely, and on-time. We also explain the systems we have in place to ensure your scope of work requirements are completed to the highest standards and to proactively address issues before they are allowed to escalate into problems.

Mission Control

Arnold's provides a toll-free, 24 hours a day, 7 days a week, 365 days a year communications center known as Mission Control. Mission Control enables our customers and employees to contact Arnold's at any time, and for any reason. Our Mission Control Communications Center sets us apart from our competition. Few other janitorial providers offer this sophisticated communications center approach, instead using outsourced labor, pager systems, or a call back services. With Arnold's Mission Control Communications Center, you speak with a live Arnold's employee every time.

Lewiston-Altura Intermediate School Custodial Services

Mission Control is a dedicated, in-house department to assist our customers and employees with issues and work requests, and to perform as the central conduit for corporate support and Supervisor reporting and accountability. Lewiston-Altura Intermediate School and Arnold's employees can call a toll-free number where an Arnold's employee facilitates resolution of any issue 24 hours a day, 7 days a week. All Mission Control Dispatch Specialists are bilingual and are located in our headquarters office in Denver, Colorado.

One of the primary benefits of Mission Control is the handling of errors and omissions in a manner that ensures timely response, quick resolution, and an analysis to identify root causes and methods to prevent recurrence. As a result, Arnold's better serves all of our customers and employees by facilitating all communications through Mission Control.

We encourage our customers and require our employees to use Mission Control via phone, fax, or email to:

- ✓ Report an incident
- ✓ Report controllable and uncontrollable cleaning issues
- ✓ Report emergencies (flood, security, injury, vehicle accident, etc.)
- ✓ Report a customer request/issue/concern/complaint
- ✓ Report staffing vacancies and request/obtain backup staff
- ✓ Order supplies
- ✓ Request uniforms
- ✓ Obtain equipment repair
- ✓ Acquire general information
- ✓ Request Payroll, Information Technology, Human Resources, and Executive Assistance
- ✓ Request additional cleaning or customer services
- ✓ Mobilize supplemental resources in response to an emergency

Mission Control brings value to our clients in the following ways:

- **Daily Calls**—Mission Control Dispatch Specialists have daily contact with all project management staff to follow up on existing actions related to their areas of responsibility, to pre-determine upcoming or hidden issues that occur on the work sites, and to report to Operations via a Work Order or quality report. These daily calls assist in providing visibility of the overall health and status of each of our operating locations. The Project Manager and his/her staff are recognized for their accomplishments, as well as critiqued to identify improvement initiatives.
- **24/7 Telephone Coverage**—Our customers or our employees can reach a live Arnold's Mission Control Dispatch Specialist to assist with any issue around-the-clock. Arnold's also supplies our customers with a Mission Control e-mail address, where electronic correspondence is facilitated in a manner similar to phone conversations.
- **Escalation of Urgent Matters**—Mission Control follows an escalation process that involves three levels of support at every site, in addition to our corporate offices. When the Mission Control Dispatch Specialist cannot resolve a customer or employee issue directly, he/she immediately escalates the matter to someone who can.
- **Training on Company Applications**—Mission Control Dispatch Specialists are well-trained and access Arnold's applications, including our payroll database, employee contact listings, electronic document management systems, and more. This access and training provides the Mission Control Dispatch Specialist with the ability to resolve issues immediately, or to pass along information to the designated authority.

- **Toll-Free Numbers**—Mission Control employs a series of toll-free numbers, with caller ID, connecting to our Communications Center. This feature allows the Mission Control Dispatch Specialist to prepare for the call before it is answered.
- **Bilingual Staff**—Our Mission Controls Dispatchers are fluent in English and Spanish.
- **Work Order Tracking**—Our Mission Control staff utilizes the SHARP Work Order system to schedule and track work orders.
- **Labor Management**—Employee work schedules are entered into our timekeeping system, which automatically notifies Mission Control when an employee deviates from his or her assigned schedule. Mission Control then coordinates with the site management team to ensure that your facilities are fully staffed in a timely manner.

SHARP Work Order System

To enhance customer service and quality, Arnold's offers a customized Work Order software program, the SHARP Work Order System, to manage and track communication among our customers, the custodial staff and supervisors, and Arnold's support departments such as the Mission Control Communications Center and our executive leadership team.

Our Work Order system ensures adherence to budgets, quality, safety, and task schedules. This system gives our Supervisors a window through which to see the progress of Work Orders and any associated issues provides the opportunity to correct any quality, budget, safety, or scheduling problem as soon as it occurs. Arnold's customers can also view management reports addressing each of these operational priorities.

The SHARP Work Order System schedules and documents any task that is needed at your facility that is outside of the routine, daily service you receive. With this Work Order system, Lewiston-Altura Intermediate School and Arnold's employees can easily log in to submit and track Work Orders, send messages to employees, and view/track Quality Inspections.

During phase-in and in the first days of our new contract with Lewiston-Altura Intermediate School, Arnold's creates job templates from which data can be input and customer reports generated. We work with Lewiston-Altura Intermediate School during the phase-in process to determine how best to tailor these schedules to best meet your requirements.

Some of the features of the SHARP Work Order system include:

- Customers can submit a request directly to Arnold's from any computer
- Work order request notifies all accountable Arnold's personnel
- Arnold's can send immediate responses to customer's work order requests
- Customers and Arnold's can track requests, response time, and resolution
- Conduct customer surveys
- Perform time tracking
- Keep track of supplies, supply orders, inventory, and purchasing history
- Track custodial assets
- Access the entire message history
- View the services Arnold's is contracted to perform
- Easily compile graphics detailing Arnold's performance

Raise The Flag (RTF)

Our Raise The Flag incident management system is a key system contributing to our Quality Program. It helps to ensure each of our customers receives the best service and customized solutions, along with continuous innovation to meet and solve new challenges as they come about during the duration of the contact.

The RTF program has many advantages to our customers and Arnold's, which include:

- Provides all customers and employees with a mechanism for reporting incidents or complaints
- Allows for timely documentation and storage of incidents, which in turn contributes to timely and thorough follow-up, and improved customer service
- Gives Arnold's executive leadership team a timely visibility of incidents
- Ensures the appropriate Arnold's departments receive timely notification of incidents
- Provides for immediate short-term solutions to incidents, while simultaneously analyzing data to create long-term, permanent solutions
- Tracks and measures the types of incidents that occur, to aid in identifying systemic trends

RTF System Screenshot

Raise the Flag Quality Improvement Report		
RTF # 1538		
Deficiency or incident occurred:	Date:	Time:
Deficiency or incident reported:	Date:	Time:
Reported by:	Area:	Location:
Was there an injury?	<input type="radio"/> Yes <input type="radio"/> No	
Is this in relation to a Standardized Process, or a need for one?		
Brief description of new Standardized Process:		
Category:		
Who was present or involved?		
What happened? What steps have you already taken?		
What are the next steps, and to whom are they assigned?	Action:	Due Date:
	Action:	Due Date:
What is the root cause of this incident?		
Identify any applicable standards, how you have advocated for those standards and how you have realigned your resources to meet those standards:		
How are we going to prevent this from happening again?		

Arnold's Customer Survey

At Arnold's, we are always looking for ways to improve our services to the benefit of our customers. To achieve our commitment to continuous improvement, we actively solicit feedback from each customer on a monthly basis using a

web-based survey. This survey allows our customers to score Arnold's services for the prior month on a 10 to 1 scale and asks our customers to provide feedback on improvements that we can make to get our rating to the next higher score the following month. In addition, we always provide room for additional comments and improvement opportunities.

When we receive survey feedback our teams create Work Orders to address improvement opportunities provided. These Work Orders are one-time or recurring and are reviewed with Operations teams until complete or on a recurring basis as a reminder. When we receive survey feedback with a score of 7 or lower, and/or when the feedback indicates one of our standards is in jeopardy, a Raise the Flag incident report is created. This incident report provides visibility of the issue to the highest levels of our organization and requires that actions are taken to immediately correct the issue, identify the root cause of the issue, and implement measures to prevent issue recurrence. In line with our commitment to transparency, we always close the loop with our customer, so they are aware of the actions we have taken to address their feedback.

This feature has added great value for our customers and our organization, generating lasting, positive change for our customers, our overall level of service, and our processes.

Weekly Leadership Meetings

And finally, our Weekly Leadership Meetings, where insights gained and actions taken through the various systems, processes, and tools we have outlined above all come together through metrics, information, and most importantly actions that are reviewed by Arnold's operations teams on a weekly basis. These meetings provide a regular opportunity for our field employees to converse and collaborate with Operations Leadership and support staff from our corporate office, often resulting in new ideas and Enterprise-wide development, innovation, and improvement. Our people work hard, which means they are always busy, yet each person always has time for their Weekly Leadership Meeting, as it is a valuable tool where we see real, tangible results.

Every Weekly Leadership Meeting is structured around a standard agenda, with minutes taken by an assigned Administrator. This allows our teams to create actions and commitments, which are documented and followed-up on from creation through completion. Topics of discussion in our Weekly Leadership Meetings include customer satisfaction, results of our scheduled Quality Control inspections, completion of scheduled and requested work orders, reviews of employee performance, tracking of employee training, and analysis of other metrics and key performance indicators.

The discussions and data reviews that take place during our Weekly Leadership Meetings allow our teams to monitor our overall performance and ensure we are exceeding customer expectations, as well as meeting the scope of work at our various customer locations. We also work any issues reported through our proprietary Raise the Flag system, ensuring we provide timely solutions that eliminate recurrence of issues.

What does this mean to our Customers? It means they can rest assured we do what we say we'll do, when we say we'll do it. We take accountability very seriously, and our Weekly Leadership Meetings facilitate not only accountability in our daily operations, but they also provide for transparency of all commitments and collaboration across departments.

5. Quality Assurance

Arnold's ensures the quality of our products and services through the implementation of our Quality Program. This program provides the tools and actions necessary to provide confidence that your scope of work requirements are being met and that you are receiving superior performance and cleanliness. The key features of Arnold's Quality Program are:

- Monthly report of Quality Inspection scores provided to Lewiston-Altura Intermediate School
- Sophisticated reporting system facilitates tracking of completed inspections to ensure your facility is inspected according to the identified schedule
- Quality inspections are completed via smartphone app to allow for real-time reporting of results
- Immediate creation of work orders to address any identified deficiencies
- A score of 80% or lower results in the automatic creation of a Raise the Flag incident report
- Arnold's proven Quality Inspection questionnaire is used to perform all inspections

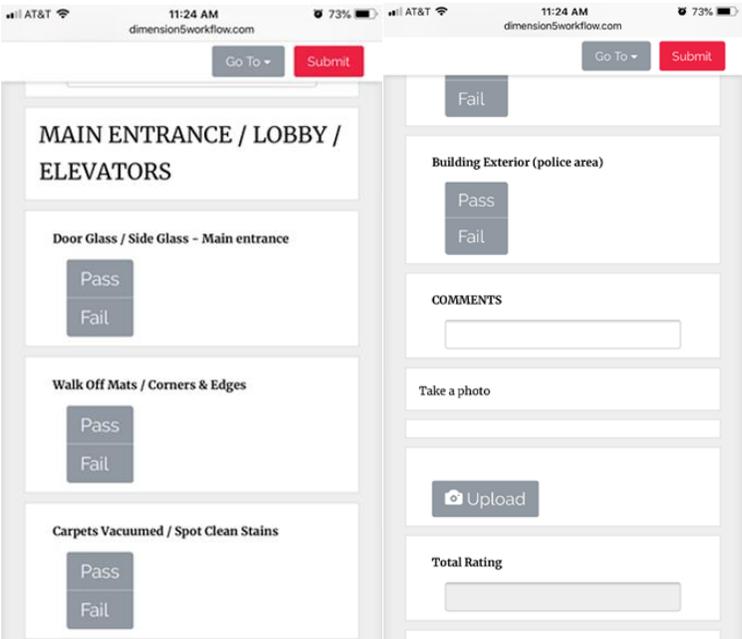
Quality Inspection Process

Quality Inspections are the backbone of Arnold's Quality Program. Our Quality Program establishes one Arnold's employee as the Quality Representative (QR) in each work area and on each shift. Although a crew of several employees may perform differing custodial services within a particular work area, one employee is designated as the QR for each area. This individual is accountable and responsible for the total quality and customer satisfaction of that particular area.

1. Work is completed by Arnold's crew members in their assigned area(s)
2. The QR performs a Quality Inspection in his/her area, documenting results and making corrections during the inspection
3. The Supervisor conducts routine Quality Inspections in each area/building/facility, documents the results, and performs retraining when necessary
4. The Operations Manager conducts regular Quality Inspections in all areas/buildings/facilities, discusses results with Supervisors and crew members, and retrains staff as necessary
5. The Director of Operations and the Quality Manager conduct routine random inspections in those areas where escalated deficiencies have occurred

The screenshots below display portions of Arnold's interactive Quality Inspection questionnaire. The questionnaire requires users to input a score for each area and aspect of the facility they are inspecting, provide comments to detail any identified deficiencies, take a photo of an area or item and upload it to the inspection form, and create a Work Order based on the results of the inspection.

Lewiston-Altura Intermediate School Custodial Services



Reporting

Arnold’s commitment to quality is a vital feature of our operations, and we regularly compile and review Quality inspection results. A Quality Inspection schedule is created for your facility, identifying the required number of inspections to be performed by location or area. This standard is developed using Arnold’s proven methodology. This system is highly adaptable and all aspects of the Quality Program are adjusted to accommodate changes in facility needs.

The Quality report details the required number of inspections for each location, the total number of inspections completed, and the score for each facility by day.

# Req	Done	Building	10/11	10/10	10/9	10/8
1M	2	903				81
1M	1	926				94
1M	1	928			96	
1M	1	929		98		
1M	1	940			84	
1M	1	941		96		
1M	1	942		89		
1M	1	943	100			
1M	1	955	96			
1M	1	956	100			

Quality inspection results are used along with customer feedback to determine:

- When a process is continuing to work and therefore needs no action
- When further employee training is required to ensure adherence to the process

- Which action(s) should be taken to correct a process that is not working

Our system tracks the location, user, date, and time the inspection started, how long the inspection took, and percentage of the review that is complete. Since the Quality review process is being tracked and uploaded in real-time, Arnold's Supervisors have immediate visibility of low scores and incomplete inspections. This system also allows us to pick up on trends and correct issues proactively.

The screenshot below, taken from Arnold's Quality app, shows recent inspections with the facility name, name of the employee that completed the inspection, the time used to complete the inspection, and the percentage of the inspection form that was completed.

All Submissions

Location	User	Time Started	Time to Complete	% Complete	View Answers
956	livermorelead	Oct. 11, 2018, 1:05 p.m.	0:01:48	91%	
9611	livermorelead	Oct. 11, 2018, 1 p.m.	0:03:51	91%	
955	livermorelead	Oct. 11, 2018, 12:12 p.m.	0:08:39	96%	
943	livermorelead	Oct. 11, 2018, 11:59 a.m.	0:02:38	92%	
942	livermorelead	Oct. 10, 2018, 1:41 p.m.	0:14:59	91%	

Quality Inspection Work Orders

This system interacts seamlessly with Arnold's SHARP Work Order System. The identification of a deficiency within a facility automatically triggers the creation of a Work Order using Arnold's SHARP Work Order system (refer to section 4 for more information on the SHARP Work Order System). The Work Order is reviewed in the facility Lead's next Daily Call with Arnold's Mission Control and may only be closed upon notification that the deficiency has been resolved.

Quality Inspection Raise the Flag (RTF) Reports

When a Quality inspection score is 80% or lower, the system automatically triggers the creation of a Raise the Flag incident report. Once this report has been triggered, a notification is sent to Arnold's Leadership Team as well as the operational supervisors responsible for services at Lewiston-Altura Intermediate School providing visibility of the low score to all stakeholders. This report requires that we identify and implement an immediate fix (our short-term solution designed to prevent deficiencies from affecting current work performance).

The Operations Leader then facilitates a Quality Escalation Meeting with stakeholders where a root cause analysis is conducted, and long-term preventive measures and an aggressive and realistic corrective action plan are documented. Sufficient resources are assembled to complete the job satisfactorily, and actions are documented via the RTF system and are taken according to established schedules and plans. The Corrective Action Plan is executed and reviewed until all actions are completed and quality service is fully to standard. Preventive action involves determining the exact cause of the deficiency (e.g., lack of training, inadequate tools/materials, improper procedures/processes, etc.) and making a positive change to correct and prevent the issue from recurring.

Please refer to section 4 to learn more about Arnold's innovative Raise the Flag system.

Achieving and Maintaining Quality

Arnold's achieves and maintains quality through these proven systems, all of which are designed to ensure our customers are satisfied with the cleaning service they are receiving. Our quality program has been developed, refined, and evolved throughout our 90+ year history of successful business operations during which our managers and employees have developed and refined best practices that work for our customers.

6. Scope of Work

Evening Shift: Monday – Friday (Hours TBD)

Public & Staff Restrooms (Daily Tasks):

- ✓ Empty all waste, recycling, and feminine hygiene product disposal containers and replace liners
- ✓ Clean/Sanitize all sinks, fixtures, dispensers, and countertops
- ✓ Clean/Disinfect all toilets and urinals
- ✓ Clean/Disinfect all high touch surfaces, i.e. light switches, door handles, faucets, etc.
- ✓ Clean/Polish all chrome and mirrored surfaces
- ✓ Spot clean stall partitions, walls, doors, and waste containers
- ✓ Restock all paper supplies and hand care products
- ✓ Sweep and wet-mop/auto-scrub all hard surface floors using disinfectant cleaner

Public & Staff Restrooms (Monthly Tasks):

- ✓ Vacuum/dust HVAC inlet and outlet vents
- ✓ Buff all VCT flooring

Offices (Daily Tasks):

- ✓ Empty waste and recycling containers and replace liners
- ✓ Detail vacuum all carpeted areas, including rugs/mats
- ✓ Detail dust and damp-wipe all horizontal surfaces, i.e. desk tops, shelves, window ledges, pictures, etc.
- ✓ Sweep and wet-mop/auto-scrub all hard surface floors
- ✓ Spot clean all walls, doors, windows, blinds, and waste containers
- ✓ Clean/Disinfect all high touch surfaces, i.e. light switches, door handles, phone headsets, etc.

Offices (Monthly Tasks):

- ✓ Vacuum/dust HVAC inlet and outlet vents

Hallways (Daily Tasks):

- ✓ Empty all waste and recycling containers and replace liners
- ✓ Detail vacuum all carpeted areas, including rugs/mats
- ✓ Sweep and wet-mop/auto-scrub all hard surface floors
- ✓ Clean/Polish all chrome and mirrored surfaces, including kick plates
- ✓ Spot clean walls, doors, floors, and waste containers
- ✓ Detail dust all horizontal surfaces, i.e. window ledges, shelves, etc.
- ✓ Spot clean all glass

East & West Hallways (Weekly Tasks):

- ✓ Buff all VCT flooring

Classrooms (Daily Tasks):

- ✓ Empty all waste and recycling containers and replace liners
- ✓ Detail vacuum all carpeted areas, including rugs/mats
- ✓ Sweep and wet-mop/auto-scrub all hard surface floors
- ✓ Clean/Disinfect all high touch surfaces, i.e. door handles, light switches, tables, etc.
- ✓ Clean/Polish all chrome and mirrored surfaces
- ✓ Spot clean walls, doors, floors, and waste containers

- ✓ Detail dust all furniture and horizontal surfaces, i.e. window ledges, shelves, etc.
- ✓ Spot clean all glass

Craft Room (Monthly Tasks):

- ✓ Vacuum/dust HVAC inlet and outlet vents

Main & Second Entryway (Daily Tasks):

- ✓ Empty all waste and recycling containers and replace liners
- ✓ Detail vacuum all carpeted areas, including rugs/mats
- ✓ Sweep and wet-mop/auto-scrub all hard surface floors
- ✓ Clean/Disinfect all high touch surfaces, i.e. door handles, light switches, tables, etc.
- ✓ Clean/Polish all chrome and mirrored surfaces
- ✓ Spot clean walls, doors, floors, and waste containers
- ✓ Detail dust all furniture and horizontal surfaces, i.e. window ledges, shelves, etc.
- ✓ Spot clean all glass

Lewiston-Altura Intermediate School Custodial Services

7. Cost Summary

Arnold's is pleased to offer our pricing for the custodial services outlined in the Scope of Work. The monthly fee includes all labor, supervision, cleaning chemicals, equipment, and insurance. It is understood Lewiston-Altura Intermediate School provides consumable supplies. Arnold's is happy to provide consumable supplies at discounted rates.

Custodial Services		
Monthly Fee	\$3,085	
Annual Total	\$37,020	based on current pricing

8. Why Choose Arnold's?

- ✓ **Custom Cost Control:** Arnold's adjusts services, frequency, and other aspects to meet **YOUR** changing needs and budgets
- ✓ **Centralized Command and Control:** Mission Control – our in-house, round-the-clock, bilingual call center. **YOUR** direct line to Arnold's
- ✓ **Green Offerings** Healthier environment for **YOUR** building's occupants. Improve **YOUR** facility's image. Help in earning **YOUR** LEED® certification. Reducing **YOUR** facility's carbon footprint
- ✓ **In-House, Custom Work Order System:** SHARP ensures orders are handled and tracked to **YOUR** satisfaction
- ✓ **Financial Stability:** Over 90 years in business serving all **YOUR** janitorial and custodial needs
- ✓ **Employee Stability:** Training in safety, quality, and more for our employees translates to low turnover and **YOUR** security
- ✓ **Proven Past Performance:** Multiple contract extensions, years of continued services, and better than average customer retention rates. Arnold's is **YOUR** choice for janitorial and custodial services