



**Cleaning Solutions for  
Brevard Alzheimer's Foundation-Joe's Club**



**Jani-King of Orlando  
1801 Sandy Creek Lane, Suite 200  
Orlando, FL 32826  
(407) 275-2313**

**December 13, 2021**



# Summary

## What if you never had to change cleaning companies again?

Most companies change cleaning services about every 18 months. That shows a high degree of dissatisfaction, not to mention time wasted getting proposals from other cleaning companies that over-promise and under-deliver. Sound

familiar? Our proposal will show you how partnering with Jani-King will solve your cleaning problems and bring an end to this frustrating cycle once and for all.

## Concerns of Brevard Alzheimer's Foundation-Joe's Club

**Restrooms** Dirty restrooms raise health risks, increase absenteeism, and make a poor impression on customers and visitors. Our franchise owners use the most advanced chemicals, procedures and equipment to eliminate odors and reduce the spread of germs.

**Infection Control** Viruses like COVID-19 make it critical to partner with a company that follows CDC guidelines for infection control and has the right training, chemicals, and equipment to properly disinfect high-touch areas.

**Communication** Poor communication results in frustration and poor service. Our customer service team can be reached 24 hours a day. Our quality control program uses logbooks, email surveys, and on-site inspections to make sure you're completely satisfied with our service.

**Safety and Insurance** A single slip and fall claim can cost millions. All of our franchise owners go through OSHA and bloodborne pathogen training. Plus, you are protected by a comprehensive insurance program.

## The Bottom Line

**Poor training and supervision are the real problems** Inconsistent quality, dust build-up, dirty floors, and odors are often the result of poor training or supervision. In 1969, Jani-King developed a unique franchise system pairing a motivated Jani-King franchise owner with a local regional support team and eliminated these problems.

**Our experience makes a difference** Since introducing our franchise model to the commercial cleaning industry, we've perfected the

concept and become the largest and most respected franchised commercial cleaning company in the world. You will benefit from our national/international expertise and from the dedication of a local franchise owner - the "best of both worlds."

**The value of clean** Proper cleaning, the way Jani-King cleans, impacts your bottom line in the following ways: lower absenteeism, lower "presenteeism," asset preservation, and enhanced image.

## Our Recommendation

We recommend that Brevard Alzheimer's Foundation-Joe's Club choose Jani-King to provide all of its cleaning services. When you do, we'll implement a comprehensive, personalized cleaning program and provide bonded cleaners trained to do the work efficiently, consistently, and to your satisfaction.



# Training & Supervision

## The Problems

Poor training and supervision result in all or some of the following:

Inconsistent quality  
Dust build-up

Dirty floors and grout  
Empty dispensers

Restroom odors  
Poor vacuuming

## The Benefit of Proper Training & Supervision

**A consistently clean facility** Better supervision and training result in a consistently clean facility. This means less frustration for you, less of your valuable time spent chasing down the solutions to your problems, and more of what you want - a facility that reflects your organization's high standards.

## The Jani-King Solution

**Franchise concept** The Jani-King franchise concept is built on the foundation of placing a highly motivated business owner in charge of cleaning your facility. Whether it's performing the work themselves, or closely supervising the work of their employees, our franchise owners have a level of accountability unmatched in our industry. Pride of ownership can be seen in their work and attitude.

**Quality Control Program** Jani-King franchise owners are committed to following a strict quality program which holds them accountable to you and to us.

- Training – classroom instruction, videos, manuals, and hands-on training
- Equipment – state of the art cleaning equipment and processes
- Inspection – conducted by both franchise owners and regional office staff
- Communication – Communication Log, Email Surveys, and Inspection Reports

**Systematic Cleaning** Franchise owners are trained to follow a carefully designed cleaning system so that all tasks are performed at the proper frequency and in the proper manner. They know what, when, and how to clean!

**Accurate bidding** We use proprietary software to determine the staffing levels needed to perform the cleaning tasks that will keep your building always looking its best.

**Regional support** Our Operations Advisors work closely with our franchise owners, ensuring that franchise owners have the best training, equipment, and supplies.

**The Jani-King difference** Instead of minimum-wage part-time cleaners managed by a low-paid supervisor, our franchise owners are directly involved in the operation of their business. This distinction has resulted in Jani-King achieving longer customer retention than our competition.





# Agreement

**CUSTOMER NAME & ADDRESS**

Brevard Alzheimer's Foundation-Joe's Club  
 Jamie Cool  
 830 South Park Avenue  
 Titusville, FL 32780

**JANI-KING NAME & ADDRESS**

DAZSER-ORL Corporation  
 Jani-King of Orlando  
 1801 Sandy Creek Lane, Suite 200  
 Orlando, FL 32826

FREQUENCY / DESCRIPTION	CONTRACT AMOUNT	INITIAL
2 Services per Week	\$702.00 per Month	
<b>Start Date</b>		

This Agreement has been written in an informal style to make it easier to understand. In this Agreement, we refer to DAZSER-ORL Corporation d/b/a Jani-King of Orlando as "Jani-King", "we", or "us". We refer to **Brevard Alzheimer's Foundation-Joe's Club** as "you" or "Customer."

The term of this Agreement is one (1) year from the date our services begin (the "Start Date"). This Agreement will automatically renew on each anniversary date for an additional one (1) year period under the same terms and conditions unless we receive written notice of your intention to cancel our services at least sixty (60) days before the anniversary date.

Our authorized franchise owner will furnish all labor, equipment, cleaning supplies and supervision necessary to provide the cleaning services described in the attached Cleaning Schedule for the "Contract Amount" shown above. Sales tax is not included in the Contract Amount and is your responsibility.

Consumables (trash can liners, paper towels, toilet paper, hand soap, etc) are not included in the Contract Amount.

We both agree to make the attached Terms and Conditions and Cleaning Schedule a part of this Agreement.

**CUSTOMER**


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 Signature of Authorized Representative

Timothy Timmermann Exec. Dir.

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 Print Name, Title

12/14/2021

---

 Date
**JANI-KING***Joan Sojo*


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 Signature of Authorized Representative

**Joan Sojo**

---

 Print Name

12/13/2021

---

 Date



# Agreement

**CUSTOMER NAME & ADDRESS**

Brevard Alzheimer's Foundation-Joe's Club  
Nikki McGrath  
7951 Ron Beatty Boulevard  
Micco, FL 32976

**JANI-KING NAME & ADDRESS**

DAZSER-ORL Corporation  
Jani-King of Orlando  
1801 Sandy Creek Lane, Suite 200  
Orlando, FL 32826

FREQUENCY / DESCRIPTION	CONTRACT AMOUNT	INITIAL
2 Services per Week	\$743.00 per Month	
<b>Start Date</b>		

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**CUSTOMER**

Signature of Authorized Representative

Timothy Timmermann

Exec. Dir.

Print Name, Title

12/14/2021

Date

**JANI-KING**

*Joan Sojo*

Signature of Authorized Representative

Joan Sojo

Print Name

12/13/2021

Date



# Terms & Conditions

**You have the right to terminate this Agreement for cause if performance is unsatisfactory.** However, you agree that minor deficiencies in performance are not cause for termination of this Agreement. Before termination for cause is effective, you must give written notice stating in detail the nature of any defects in performance. Upon receipt of this notice, there is a 15-day period to cure the defects to your reasonable satisfaction (the "Cure Period"). If the defects are not cured during the Cure Period, you may terminate this agreement with written notice. If we do not receive written notice to the contrary during the Cure Period, all defects shall be deemed cured. You further agree that a service charge equal to the charge for one month of service shall be due if you terminate this Agreement before the end of the contract term for any reason other than cause or not complying with the procedures outlined above.

**You agree to pay no later than the last day of each month (the "Due Date") for services and supplies rendered during the month.** You also agree to pay any sales or use tax due on services and supplies. If payment is not received by the tenth (10th) of the following month, a finance charge equal to the maximum rate allowed by law will accrue from the Due Date. We may declare you in default of this Agreement and immediately suspend services if we fail to receive payment for services or supplies by the Due Date. We may terminate this Agreement with 30-day written notice. If we terminate this Agreement, we are not waiving any other applicable provisions.

**You agree that feedback about our performance is important for us to provide satisfactory service and you agree to respond to regular surveys and participate in periodic inspections.**

You agree to pay any costs we incur to collect any sums due under this Agreement. If legal action becomes necessary (including administrative or appellate proceedings), the prevailing party is entitled to recover reasonable costs and attorneys' fees. You also agree that jurisdiction and venue for any dispute shall be in Orange County, Florida, where our business office is located, and that Florida law shall apply to the resolution of any dispute.

**We and our franchise owners are independent contractors** and are not and will not be an employee or agent of yours during the term of this Agreement. We, our franchise owners, and their employees are not within the protection or coverage of your Workers Compensation Insurance. No withholding of Social Security, Federal or State Income Tax or other deductions will be made from the sums paid to us because they are contract payments and not wages.

The people selected to perform our obligations will be our franchise owners or subcontractors. We may assign or sublet the whole or any part of our interest or obligations under this Agreement to a franchisee, affiliate, or subsidiary.

You agree to pay a \$1,000 penalty per occurrence if you employ or contract with any of our employees, franchise owners and/or their employees/subcontractors during the term of this Agreement or within 180 days after this Agreement ends.

Services for New Year's Day, Memorial Day, 4th of July, Labor Day, Thanksgiving, and Christmas are not included in the Contract Amount. We will attempt to reschedule any service that falls on one of those days.

You agree that the Contract Amount may periodically be adjusted up or down, based on changes in the Consumer Price Index (6% max) and/or Minimum Wage laws, but never more than once a year.

Our rights and duties under this Agreement are personal and may not be assigned, transferred, waived, or otherwise affected in any way by any of our employees, representatives, or franchise owners.

If any part of this Agreement is declared invalid, the remaining portion shall remain in force and effect as if this Agreement had been executed without the invalid portion.

You acknowledge that you have reviewed and have had the opportunity to discuss the terms of this Agreement and the attached Cleaning Schedule with our representative and agree that its terms reflect the entire agreement between us. Any changes or modifications to this Agreement must be in writing and signed by both parties.

Brevard Alzheimer's Foundation-Joe's Club

Customer Initials:



# Cleaning Schedule

AREAS / TASKS	Brevard Alzheimer's Foundation-Joe's Club	DLY	WK	MO	/YR
<b>GENERAL OFFICES</b>					
Trash containers: empty containers and replace liners as needed		X			
Horizontal furniture surfaces (reasonably clear of papers): dust		X			
Desktops: spot clean to remove bottle/cup rings		X			
Carpets: spot vacuum aisles (not responsible for removal of staples/paper clips)		X			
Small carpet stains (2" diameter max): spot clean		X			
Hard floors: dust mop or sweep		X			
Hard floors: spot mop to remove spills and stains		X			
Glass partitions and doors: spot clean to remove fingerprints/smudges		X			
Carpets: thoroughly vacuum (not responsible for removal of staples/paper clips)			X		
Hard floors: damp mop with neutral cleaner			X		
Wall-hung pictures: dust and straighten			X		
Baseboards and low vents: dust			X		
Wall surfaces around light switches: spot clean			X		
Ceiling vents and ledges that can be reached from the floor: dust				X	
Telephones: clean with EPA-registered disinfectant				X	
Upholstered furniture: vacuum				X	
Blinds: dust				X	
<b>RESTROOMS</b>					
Toilets and urinals: clean with an EPA-registered disinfectant		X			
Sinks: clean with a non-abrasive cleaner and EPA-registered disinfectant		X			
Doorknobs/push plates: clean with an EPA-registered disinfectant		X			
Bright metal parts of fixtures: polish		X			
Mirrors: clean and polish		X			
Trash containers: empty containers and replace liners		X			
Hand towel and soap dispensers: clean and replenish		X			
Walls: spot clean to remove soap splashes, fingerprints/smudges		X			
Partition tops: dust		X			
Partition walls: spot clean with an EPA-registered disinfectant		X			
Hard floors: sweep then mop with an EPA-registered disinfectant		X			
Tile walls and partitions: clean with an EPA-registered disinfectant			X		
Ceiling vents and ledges that can be reached from the floor: dust			X		
Hard floors: scrub with an EPA-registered disinfectant and rinse thoroughly				X	
Floor drains: add water and enzymes				X	



# Cleaning Schedule

AREAS / TASKS	Brevard Alzheimer's Foundation-Joe's Club	DLY	WK	MO	/YR
<b>PUBLIC AREAS/DAYCARE</b>					
Trash containers: empty containers and replace liners as needed		X			
Carpets: spot vacuum aisles (not responsible for removal of staples/paper clips)		X			
Small carpet stains (2" diameter max): spot clean		X			
Hard floors: dust mop or sweep		X			
Hard floors: spot mop spills and stains		X			
Glass partitions and doors: spot clean to remove fingerprints/smudges		X			
Entryway metal and glass: spot clean to remove fingerprints/smudges		X			
Entrance mats: vacuum (carpet) or sweep (rubber/vinyl)		X			
Wall surfaces around light switches: spot clean		X			
Water fountains: clean with an EPA-registered disinfectant, then polish		X			
Carpets: thoroughly vacuum (not responsible for removal of staples/paper clips)			X		
Hard floors: damp mop with neutral cleaner			X		
Wall-hung pictures: dust and straighten			X		
Baseboards and low vents: dust			X		
Glass partitions and doors: thoroughly clean on both sides			X		
Entryway metal and glass: thoroughly clean			X		
Ceiling vents and ledges that can be reached from the floor: dust				X	
Upholstered furniture: vacuum				X	
Ledges and handrails: dust				X	
Blinds: dust				X	
<b>KITCHENS / BREAKROOMS</b>					
Trash containers: empty containers and replace liners as needed		X			
Trash containers and adjacent wall surfaces: wipe with EPA-registered disinfectant		X			
Countertops and cabinets: wipe with EPA-registered disinfectant		X			
Sinks: wash with non-abrasive cleaner and EPA-registered disinfectant		X			
Bright metal parts of fixtures: polish		X			
Microwave ovens: clean inside and out		X			
Tables and chairs: wipe with EPA-registered disinfectant		X			
Hard floors: sweep and damp mop with neutral cleaner		X			
Exterior surface of refrigerator/appliances: wipe with EPA-registered disinfectant		X			
Wall surfaces around light switches: spot clean			X		





# Special Services

TASKS	Brevard Alzheimer's Foundation-Joe's Club	AMOUNT
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**DISINFECT HIGH FREQUENCY TOUCH AREAS**

In addition to our standard Cleaning Schedule, we will use an EPA-registered disinfectant to wipe down high frequency touch points throughout your office. This includes all offices, workspaces, common areas, public areas, restrooms, conference rooms, and kitchen/breakrooms. Personal/private phones and keyboards are not included.

\$

**FULL OFFICE DISINFECTION (per service)**

We will use an electrostatic sprayer (or comparable fogger/mister plus disposable wipes) and an EPA-registered disinfectant with a 99.99% kill rate to disinfect all horizontal and vertical surfaces in your facility. This includes all offices, workspaces, common areas, public areas, restrooms, conference rooms, and kitchen/breakrooms. For maximum effectiveness, you should have desks cleared of papers. When the work is completed, we will display a sign validating that the facility has been disinfected following CDC guidelines and provide a disinfection certification.

\$/SF

**EXAMPLES OF HIGH FREQUENCY TOUCH AREAS**

- Lobby/Public Elevator buttons, public phones/chairs/armrests/tables
- Offices Phones/keyboards/mice (shared), armrest
- Restrooms Countertops, sinks, faucets, toilets, dispensers, partitions
- Breakrooms Chairs, tabletops, appliances, sinks, faucets
- Everywhere Doorknobs, light switches, filing cabinet handles, public phones, printer tray, railings



# Communication

## The Problem

**Poor communication** Not communicating effectively with your cleaner results in frustration and a diminished quality of service.

- “When I have a cleaning emergency, I don’t know who to call or what phone number to use.”

- “If I have a question or have a need, I don’t know how to communicate with my cleaner.”
- “I spend too much of my valuable time having to manage the cleaners!”

## The Benefit of Proper Communication

**Better communication = fewer problems**

An effective communication plan ensures a smooth transfer of information, fewer disruptions

to your cleaning service, and less frustration for you.

## The Jani-King Solution

**Quality Control Program** We use proven proactive communication tools and highly skilled personnel to implement this program. Your total satisfaction is our goal.

**Answers are only one phone call away!** In the event you ever have a question, concern or emergency, we have a dedicated customer service team ready to provide assistance. We can coordinate a response to any concern, regardless of its seriousness or level of urgency.

**Proactive customer service** Our program closely monitors your satisfaction and ensures that you consistently receive a quality cleaning service through a carefully managed program of:

- On-site inspections
- Phone or email/online surveys

Communication tools

- **Communication Log Book** It’s important for you to be able to relay day-to-day requests quickly and efficiently to the cleaning supervisor. We provide a Jani-King Communication Log Book so you can leave us a note if you need special attention in a particular area.

**Email Evaluations** Regular feedback is critical to meeting your needs. Using online surveys, we make it easy for you to grade our performance each month and make suggestions on how we can improve.


- **Inspections** Our Operations team routinely inspects your building to make sure all areas are being cleaned to your satisfaction.





# E-mail Surveys

## E-mail Survey Reminder




### How are we doing?

Every Jani-King business owner takes pride in their work and strives to provide top-quality service, but they need your feedback! That's why we developed this quick and easy [online survey](#).

It will take less than 30 seconds to complete our [Cleaning Evaluation](#) - just click the link below.


CLICK HERE TO TAKE OUR SURVEY



To thank you for your response, we'll enter you into a drawing for a \$25 gift card!

There are 4 winners every month.

## Cleaning Evaluation / Comment Form



### Cleaning Evaluation

<b>Customer</b>	<input style="width: 100%;" type="text"/>				
<b>Franchise</b>	<input style="width: 100%;" type="text"/>				
<b>Service</b>	Excellent	Above Avg	Average	Below Avg	Poor
Overall	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Trash	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Dusting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Floors	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Restrooms	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Comments</b>	<input style="width: 100%; height: 30px;" type="text"/>				
<b>Your Name</b>	<input style="width: 100%;" type="text"/>			<b>Date</b>	<input style="width: 100%;" type="text"/>
<span style="background-color: #FFD700; padding: 5px 20px; border: 1px solid #000; font-weight: bold;">Click to Submit Scores</span>					

## The Problems

**Poor appearance** Poor dusting makes your building and workspace look dirty.

**Poor air quality** Poor dusting impacts indoor air quality. Dust, dander, pollen, and other airborne particulates eventually come to rest on surfaces throughout your facility. If these contaminants aren't removed properly, they'll be reintroduced into the air and can aggravate allergies and create other respiratory problems.

**Dust build-up** Traditional dusters don't remove the dust – they just spread it around.

**Cross-contamination** Using the same rag to dust your desk or phone that was used to wipe restroom surfaces is unsanitary and will spread germs throughout your building, causing higher absenteeism.

## The Benefits of Proper Dusting

**Higher productivity & lower absenteeism**  
A healthier work environment results in higher employee productivity and lower absenteeism.

**A positive image** A clean building conveys an image of quality and professionalism.

## The Jani-King Solution

**Systematic Cleaning** Jani-King franchise owners are trained to follow a carefully designed system of cleaning so that all dusting tasks are performed at the proper frequency and in the proper manner. This systematic approach to handling dusting ensures the effective removal of these contaminants.

**Using the right equipment (microfiber)**  
Microfiber has proven to be 25% more effective at removing dust and other containments than traditional dusters, cotton rags, and dust mops. Rather than just moving the dust around, microfiber tools allow us to remove dust from your building more effectively, improving overall appearance and indoor air quality.

**Red** Restrooms/infectious areas

**Blue** Offices and general purpose

**Green** Food preparation areas

**Yellow** Sinks and countertops

**Color-coded microfiber** That white cotton rag being used to clean the phones looks just like the one that was used to clean the bathroom toilets. How do you know for sure it's not? A color-coded microfiber system takes away the guesswork and prevents cross-contamination.





# Infection Control

## The Problems

**Serious health risks** Viruses like COVID-19 are often airborne and passed from person to person. However, many viruses can remain active on a surface for several days. This puts the health and safety of you, your business, your employees, and

their families at risk. According to the CDC, cleaning of dirty surfaces followed by disinfection with an EPA-registered disinfectant is the best way to prevent the spread of viruses like COVID-19.

## The Benefits of Proper Infection Control

**A safer workplace** Proper disinfection of high-touch surfaces and equipment reduces the transmission of bacteria and viruses and creates a safer work environment.

**Lower absenteeism** Workdays lost due to a virus like COVID-19 are a substantial cost that can be reduced through proper infection control.

## The Jani-King Solution

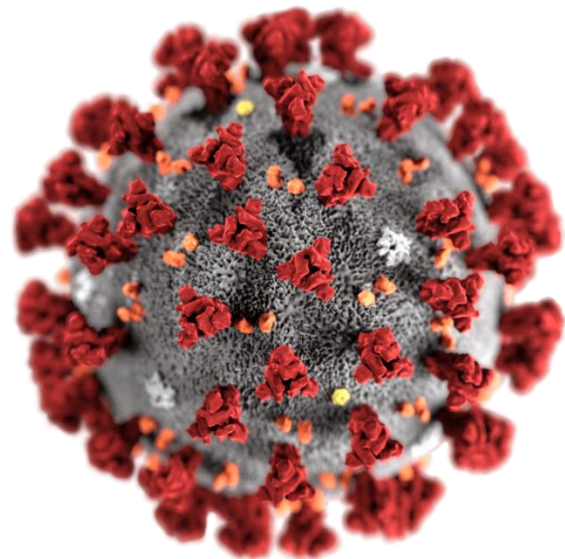
**Follow CDC guidelines** The CDC recommends that frequently touched surfaces be cleaned and disinfected daily using an EPA-registered disinfectant. We take into consideration the microorganisms being targeted, dwell/kill times, safety, and surface compatibility.

**The 3 R's** To disinfect properly, it's important that 3 things be done "Right." First, our franchisees receive the right training on the use of disinfectants, disposable wipes, and color-coded microfiber. Next, they use the right EPA-registered disinfectants. Finally, they use the right equipment to reduce risk and provide proper disinfection.

**Eliminate cross-contamination** We use tools such as reusable microfiber or single-use disposable mops, wipes, and pads. This prevents the transmission of bacteria and viruses from one surface to another.

**Disinfect high touch areas** Cleaning and disinfecting high-touch areas such as doorknobs, light switches, elevator buttons, faucets etc. protects your staff and customers, just like washing hands frequently. According to the CDC, disinfecting these surfaces is one of the best ways to prevent the spread of viruses like COVID-19.

**Training** Our franchise owners are trained to follow a carefully designed cleaning and disinfecting process, so all tasks are performed at the right frequency, using the right chemicals, and in the right manner. Our training program has been recognized by the Association for the Healthcare Environment (AHE) as well as the Association for Professionals in Infection Control and Epidemiology (APIC) for technical soundness, as well as clinical and scientific accuracy.





# Restrooms

## The Problems

**Health risks** Poor restroom care raises health risks. The spread of germs and cross-contamination increases absenteeism and lowers employee morale and productivity.

**Odors** Restrooms reflect your company's standards, and few things can make a worse impression on customers and visitors than foul restroom odors.

**Lost business** Restroom cleanliness can impact your bottom line. Surveys show that 55% of consumers gave a more negative review of a business based on restroom cleanliness and 39% of consumers have left a place of business because the restroom smelled like urine.

## The Benefits of Proper Restroom Care

**Higher productivity & lower absenteeism** A healthier work environment produces higher employee productivity and lower absenteeism.

**A positive image** Clean restrooms convey an image of quality and professionalism.

## The Jani-King Solution

**Cleaning for your health** Our training program educates franchise owners about advanced cleaning techniques, equipment, and chemicals.

**Prevent urine odors** Urine smells come from the walls and flooring around urinals and toilets. We clean the walls and partitions around the toilets and urinals, disinfect each restroom fixture, and mop the entire restroom floor. When we're done, your restroom will have a clean fresh smell.

**Eliminate chemical smells** Some cleaning companies use strong chemicals to mask odors rather than eliminating the source of the odors. The advanced cleaning products we use don't leave an over-powering odor, because once we're done cleaning, there's nothing to cover-up! Clean has no smell.

**Disinfect high touchpoints** We use an EPA registered disinfectant to wipe down countertops, doorknobs, faucets, sinks, toilets, and dispensers.

**Clean floor grout** Floor grout holds dirt, bacteria, and urine that create odors and cause health risks. In addition to regular sweeping and mopping, we also scrub the grout lines monthly to remove odor-causing urine and debris.

**Maintain floor drains** Floor drains are another overlooked source of odors. We add water and live enzymes to floor drains to prevent sewer gases from entering your building and to keep the drains clean and clear of organic matter.





# Safety & Insurance

## The Problems

**Unsafe conditions** Trusting a company to clean your facility without proper safety training is a big risk. Wet floors, chemicals, and the use of equipment are daily challenges. A single slip-and-fall claim or an injury to a worker could cost your company millions of dollars if you're not insured properly.

**Inadequate insurance** Many cleaning companies are either under-insured or not insured at all. This exposes you to costly claims and legal liability. If your cleaner doesn't carry adequate levels of insurance, you could be held liable for any injury or property damage, regardless of fault or negligence.

## The Benefits of Proper Safety and Insurance

**Reduced risk** Injuries and liability claims can be extremely costly to your business. Having a Safety Plan and proper insurance coverage takes that worry off your shoulders.

**A safer environment** This provides security and peace of mind for you and your employees.

## The Jani-King Solution

We strive every day to demonstrate that we take the care of your facility very seriously. After all, our slogan since 1969 has been, "**Trust your keys to the company that cares.**"

**Safety** Jani-King's safety program is designed to increase attention to and responsibility for on-the-job safety and to stress the importance of attitude and overall safety awareness. Jani-King franchise owners have been certified through the corporate office in all facets of safety including:

- OSHA Training
- Bloodborne Pathogen Training
- Hazard Communication (e.g. slip and fall hazards)
- Personal Protective Equipment
- Safety Data Sheets (SDS)

We provide a safety program that enables all of our franchise owners to work safely, for their sake and yours. We prepare for the unexpected.

**Insurance** We protect you through one of the most comprehensive insurance programs in our industry. We maintain some of the highest coverage limits available, taking worry off your shoulders and putting it on ours:

- Workers Compensation (State limits)
- General Liability (\$1,000,000)
- Commercial Crime (\$300,000)
- Umbrella (\$20,000,000)





# CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)

8/1/2022

7/30/2021

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).

<b>PRODUCER</b> LOCKTON COMPANIES 2100 ROSS AVENUE, SUITE 1400 DALLAS TX 75201 214-969-6700	<b>CONTACT NAME:</b> <b>PHONE (A/C, No. Ext):</b> <b>E-MAIL ADDRESS:</b>	<b>FAX (A/C, No):</b>													
	<table border="1"> <thead> <tr> <th>INSURER(S) AFFORDING COVERAGE</th> <th>NAIC #</th> </tr> </thead> <tbody> <tr> <td>INSURER A : Liberty Mutual Insurance Company</td> <td>23043</td> </tr> <tr> <td>INSURER B : The North River Insurance Company</td> <td>21105</td> </tr> <tr> <td>INSURER C : Great American Insurance Company</td> <td>16691</td> </tr> <tr> <td>INSURER D : Fireman's Fund Insurance Company</td> <td>21873</td> </tr> <tr> <td>INSURER E :</td> <td></td> </tr> <tr> <td>INSURER F :</td> <td></td> </tr> </tbody> </table>		INSURER(S) AFFORDING COVERAGE	NAIC #	INSURER A : Liberty Mutual Insurance Company	23043	INSURER B : The North River Insurance Company	21105	INSURER C : Great American Insurance Company	16691	INSURER D : Fireman's Fund Insurance Company	21873	INSURER E :		INSURER F :
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<b>INSURED</b> 1496955 Dazser-ORL Corporation dba Jani-King of Orlando 2469 SUNSET POINT ROAD CLEARWATER FL 33765															

**COVERAGES** DAZCO01 **CERTIFICATE NUMBER:** 13065811 **REVISION NUMBER:** XXXXXXXX

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  GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC OTHER:	N	N	TB5-691-447003-021	8/1/2021	8/1/2022	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 300,000 MED EXP (Any one person) \$ 5,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 2,000,000 PRODUCTS - COMP/OP AGG \$ 2,000,000 \$
A	<b>AUTOMOBILE LIABILITY</b> <input type="checkbox"/> ANY AUTO <input checked="" type="checkbox"/> OWNED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS <input checked="" type="checkbox"/> HIRED AUTOS ONLY <input checked="" type="checkbox"/> NON-OWNED AUTOS ONLY	N	N	AS5-691-450832-901.	8/1/2021	8/1/2022	COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000 BODILY INJURY (Per person) \$ XXXXXXXX BODILY INJURY (Per accident) \$ XXXXXXXX PROPERTY DAMAGE (Per accident) \$ XXXXXXXX \$ XXXXXXXX
B	<input type="checkbox"/> UMBRELLA LIAB <input checked="" type="checkbox"/> OCCUR <input checked="" type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE DED RETENTION \$	N	N	582-117197-4	8/1/2021	8/1/2022	EACH OCCURRENCE \$ 10,000,000 AGGREGATE \$ 10,000,000 \$ XXXXXXXX
A	<b>WORKERS COMPENSATION AND EMPLOYERS' LIABILITY</b> ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N	N/A	WCC-691-447003-031	8/1/2021	8/1/2022	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTH-ER E.L. EACH ACCIDENT \$ 1,000,000 E.L. DISEASE - EA EMPLOYEE \$ 1,000,000 E.L. DISEASE - POLICY LIMIT \$ 1,000,000
A C D	EMPLOYEE THEFT EMPLOYEE THEFT EXCESS COVERAGE	N	N	TB5-691-447003-021 SAA 099-39-79-06-00 USL007518212	8/1/2021 8/1/2021 8/1/2021	8/1/2022 8/1/2024 8/1/2022	\$300,000 \$700,000 LIMIT \$10,000,000

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

**CERTIFICATE HOLDER**

13065811  
For Information Only

**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

*Frank S. Scuderi*

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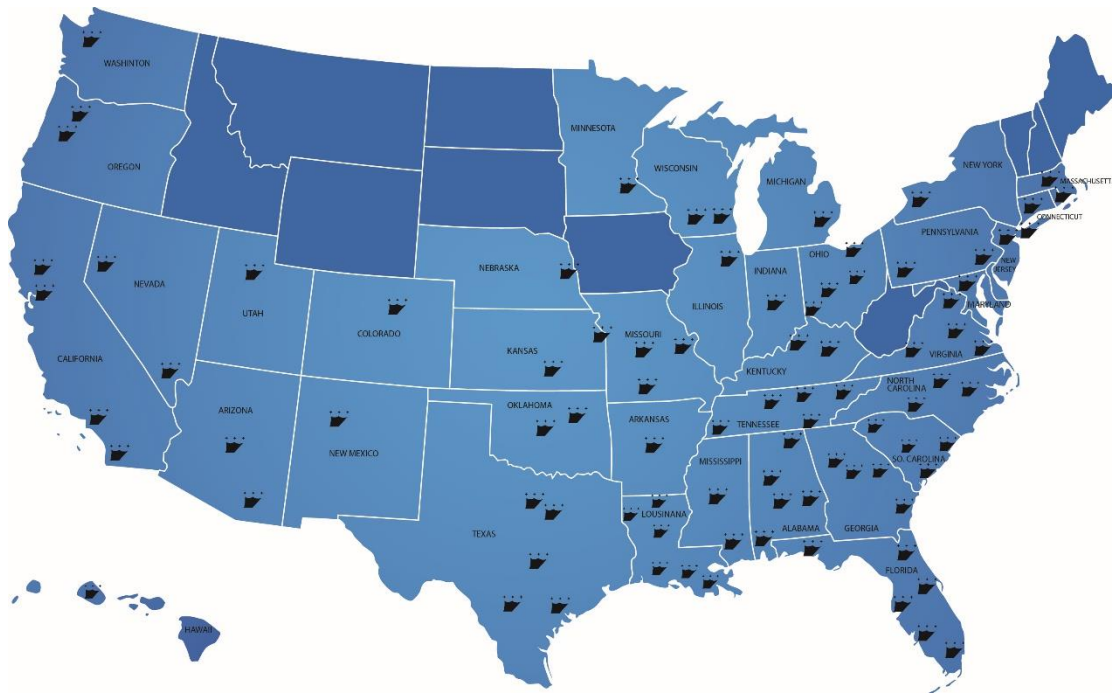
# How We're Different

## Experience

- Jani-King introduced its franchise concept to the commercial cleaning industry in 1969.
- With over 6,000 franchise owners and 60,000 customers, Jani-King is the largest and most respected franchised commercial cleaning company in the world.

## The Jani-King Franchise Concept

- We bring your organization the "best of both worlds." You benefit from Jani-King's national/international expertise paired with the pride and dedication of a local franchise owner.
- At Jani-King, we know that the quality of service you receive depends on the motivation of the custodian on the job site. That's why we operate through a network of authorized and trained franchise owners – independent entrepreneurs whose success is directly tied to your satisfaction.
- A financial investment in a business of their own ensures that Jani-King franchise owners have a genuine concern for a job well done.



## Regional Office Support

- Help is always just a phone call away!
- Although our franchise owners are motivated, flexible, and responsive to your needs, you may require additional support from time to time. A highly qualified staff of experts at our local Regional Office is available to support our franchise owners whenever necessary.
- Regional personnel make certain that our franchise owners have the training, equipment, insurance, and support necessary to provide you with consistent, quality janitorial services.



# How We're Different

## Professional Certifications

Our entire operations team is required to earn and maintain their RBSM certification (Registered Building Service Manager) through the Building Service Contractors Association International. As industry experts, they periodically inspect your facility and provide on-site training for the franchise owner to keep your facility looking its best at all times, ensuring the cleaning specifications and your expectations are consistently met or exceeded.

## Communication

We understand the importance of good communication. Jani-King utilizes proactive communication tools to implement a continuous Quality Control Program that ensures your satisfaction.

- **Daily Communication** If you need special attention in a particular area, just leave us a note in the Customer Communication Log Book we provide. This log book is the first thing checked each night. Also, we'll report any maintenance or repair problem to you in this log book.
- **Inspections** To make sure that all areas are being cleaned as specified in your Maintenance Agreement, we'll routinely inspect your facility.
- **Feedback** We contact you regularly, via phone or email/online surveys, to get feedback on our performance. No matter how small the concern, a Customer Service Representative from our local Regional Office will contact you and coordinate any corrective actions with the franchise owner.

## Risk Management

Jani-King and our customers are protected by one of the most comprehensive insurance programs in the commercial cleaning industry.

## Supporting our Community

Our caring and commitment goes beyond our customers and into the local community. We contribute 10% of our profits to charities and understand that giving back to where we live and work creates stronger communities. It's just another way in which Jani-King is taking the lead and making a difference.

## Supporting our Veterans

Veterans are graduates of one of the best business schools in the world - the military. They've learned intangible skills even the best colleges and universities can't teach - leadership, teamwork, discipline, and a never-quit attitude. Jani-King recognizes the value of these intangibles and we offer discounts to encourage veterans to join our team.



# National Customers

## We are the Industry Leader

Having achieved numerous successes and built relationships with many of the world's most trusted organizations over the last four decades, **Jani-King is considered a leading expert in the commercial cleaning industry.**

- *Entrepreneur* magazine has rated Jani-King the #1 Commercial Cleaning Franchise more than 20 times and also ranks Jani-King as one of the top-10 Best Performing Franchises of all-time!
- Jani-King has been recognized as an "Inc. 500" member 4 times.
- Because of our reputation, Jani-King attracts quality franchise owners and has gained the trust of some of the world's most prestigious companies and organizations.

## Some of Our Customers & Sponsorships



TIFFANY & CO.

