

# RNA

FACILITIES MANAGEMENT

*Response to:*

## Janitorial Services RFP Response

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November 30, 2022

*In Partnership With:*



|                               |                      |
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October 30, 2022

**City of Novi**

*Finance Office*

**Accountability - Our Key To Success**

We at RNA Facilities Management would like to thank you for the opportunity to provide you with a proposal for custodial services and management. As a Facilities Company for 30 years, we have the experience needed to manage the cleaning needs of your City buildings, at the exemplary level of service that you have come to expect.

RNA is a nationally-based company who provides affordable, quality facility services and would relish the opportunity to expand our work to the City of Novi. As a medium-sized company, we know we have the capability to clean and maintain your spaces, but we have the ability to do so at a much more affordable price. This difference sets us further apart from the competition and makes us a great fit for this rfp.

During our 30 years we have covered a wide range of facility management accounts including City and Government buildings, school districts, libraries, health clinics, colleges, retail stores and various other businesses. Since our inception in 1991, we have taken pride in providing superior services specifically tailored to meet the individual needs of our clients. We believe this is the primary reason for both our success and longevity.

At RNA we enter into more than just a contract with our clients, instead we look to integrate your philosophies into our own policies. As we continue to grow, we hope to grow in our partnership by continually providing quality cleaning that exceeds your expectations.

Thank you again for the opportunity to present our response. We look forward to working with you in the near future.

Sincerely,



Mike Farha, COO  
**RNA Facilities Management**

*Headquarters:*

**RNA Facilities Management**  
**4130 Varsity Drive, Ste A**  
**Ann Arbor, MI 48108**

*Years in Business:* **30 Years**  
*Number of Employees:* **1050+**

*Entity:* **Partnership**  
*Tax ID:* **85-4018640**

*Bond Firm:*  
**Pacific Diversified**  
**363 Civic Dr, Suite 100**

*Bond Contact:*  
**Terry Baner**  
**tbaner@pdins.com**  
**925-819-2422**

**NATIONWIDE**

- RNA FACILITIES MANAGEMENT is has been in business since 1991.
- We have a 97% retention rate and in the past 5 years have only lost an account due to being underbid.
- RNA has never defaulted in a contract or filed for bankruptcy.

**KEY SITE PERSONNEL**

**Project Manager: Nader Hamad | 877-762-7511 | nhamad@rnafm.com**

*Nader has been with RNA FM for 7 years. As your Project Manager, he will work hard to guarantee your continued satisfaction both before and after the bid process. Nader oversees Cleaning for Health procedures at learning institutions, staffing and helps with quality assurance. His experience with Customer Service and anticipating your needs are what help set the high service expectation levels for your account.*

**Vice President: Alex Farha | 734-260-3395 | afarha@rnafm.com (24 Hr Emergency Contact)**

*Alex has been with RNA FM for 11 years. Since his addition to our team, Alex has become an integral part of managing all our accounts to ensure both quality and on-time completion. At the start of each project, he works closely with our on-site manager and staff, cleaning alongside them if need be, to demonstrate exactly what needs to be done.*

*He has also developed our newest quality assurance model where employees hold themselves accountable for their work before being checked for compliance. This new system has helped drastically reduce any potential issues.*

Since its inception in 1991, RNA has developed its own methodology of cleaning service that has proven to be both efficient and effective.

At RNA, we take a holistic approach to facility cleaning and maintenance that goes above and beyond our clients' expectations. Our solutions focus on the health and safety of our employees and the facilities we care for. The result is a safer and healthier community and a better place to work. We implement this strategy by using only environmentally friendly products and chemicals.

During our 30 years of doing what we love, RNA has covered a wide range of facility management accounts including large educational institutions with enrollment of more than 50,000 students, city buildings, libraries, health clinics and various other businesses. Our service areas of commercial janitorial, janitorial supplies, landscaping and mowing, facilities management, and construction services make us a one-stop shop for the health and growth of your City of Novi location. And over those 30 years, it's the satisfaction of a job well done and the pleasure of working with innovative and conscientious clients like the City of Novi that keep us engaged and thriving to do more as a strategic partner in your success.

As a medium-sized company, we know we have the capability to clean your buildings, but we have the ability to do so at a much more affordable price. This difference sets us further apart from the competition and makes us a great fit for this important and continued opportunity with the City of Novi.

## Highly Trained, Motivated Staff

Today, RNA has 1,050+ employees. Our turnover rate of only 8 percent is well below the industry standard. We understand the reasons for high turnover and have been able to keep our numbers extremely low by following these four best practices.

- *We only hire experienced managers who work alongside their staff to help get the job done.*
- *We interview quality potential employees and hire only the best. As simple as it sounds, your cleaning staff from top-to-bottom must be motivated, responsible and dedicated to their job.*
- *We clearly define expectations, demonstrate how to succeed, and hold individuals accountable. After expectations are set, we continue to help our employees succeed with our daily checklist. The checklist serves to remind employees what needs to be done and that we will hold them personally accountable.*
- *We give out monthly incentives to employees who continuously exceed expectations. Our system rewards employees when no QA issues arise in their designated zone.*

**CEO**

*Chief Executive Officer*



A proven leader and entrepreneur, Bryson first started in the industry at nineteen years old, cleaning medical offices and banks during the evening while attending college in the daytime. Over the past thirteen years, Bryson spearheaded all facets of organizational growth, focusing on various multi-state collaborative services. His ambitious ideas have come to fruition, now overseeing all facility management and janitorial operations, nationwide.

**Bryson Raver**

**COO**

*Chief Operating Officer*

As a self-made facilities management mogul, Mike's imaginative resource management while setting high industry standards over the past 18 years designate him as the main point of contact for bidding, contract negotiation, and service at the City of Novi. As our Chief Operating Officer, he works to guarantee your continued satisfaction both during and after the bid process. Mike oversees new customer setup, staffing, and is strategic in implementing the highest levels of quality assurance (QA). His extensive industry experience is key in anticipating needs, and will ensure the exemplary service expectations for your account.



**Mike Farha**

**CIO**

*Chief Investment Officer*



Josh has spent his entire career advising companies on strategic growth initiatives in a variety of industries. He handles special corporate projects including capital raising, add-on acquisitions, marketing and branding projects, C-level recruiting, ERP implementations, and other value creation initiatives. His entrepreneurial background over the past 19 years is multi-faceted, and his innovative problem solving methods are great assets that are extended to RNA's client base.

**Josh Kuder**

**SVP**

*Senior Vice President of Operations*

Dave is an experienced professional with more than 20 years in janitorial executive & operational management. He spent five years as a property & facility manager at a high-rise office building, during which time he attained both Real Property Administrator (RPA) and Facilities Management Administrator (FMA) certifications. Dave has held various sales and operational roles across the facility service industry.



**Dave Angel**

**VP**

### Vice President of Operations



Alex has been with RNA for 9 years. Since his addition to our team, Alex has become an integral part of managing all our accounts to ensure both quality of service, and on-time completion. At the start of each project, he works closely with our on-site staff, cleaning alongside them to demonstrate exactly what needs to be done. He has also developed our newest quality assurance model where employees hold themselves accountable for their work before being checked for compliance. This new system has helped drastically reduce any potential issues.

**Alex Farha**

### Account Manager

**AM**

Your primary Account Manager, Nader, is a passionate, creative, and energizing senior leader with over 12 years of progressively increased responsibilities in facility management and account management roles. Nader has a proven ability to build and motivate high-performing project teams and deliver quality results in our leading client projects. He will be key to organizing and leading the successful project team that will execute quality results, on time and on budget for City of Novi facilities.

**Nader Hamad**

**TM**

### Transition Manager



Dwight's responsibilities at RNA include operational due diligence, system synergies, project management, and strategy execution. He has led the RNA Team transition strategy for hundreds of transactions in the facility service industry. He holds a bachelor's in Management from The University of Tampa and is a certified Professional in Human Resources (PHR).

**Dwight Tesoro**

### Product Manager

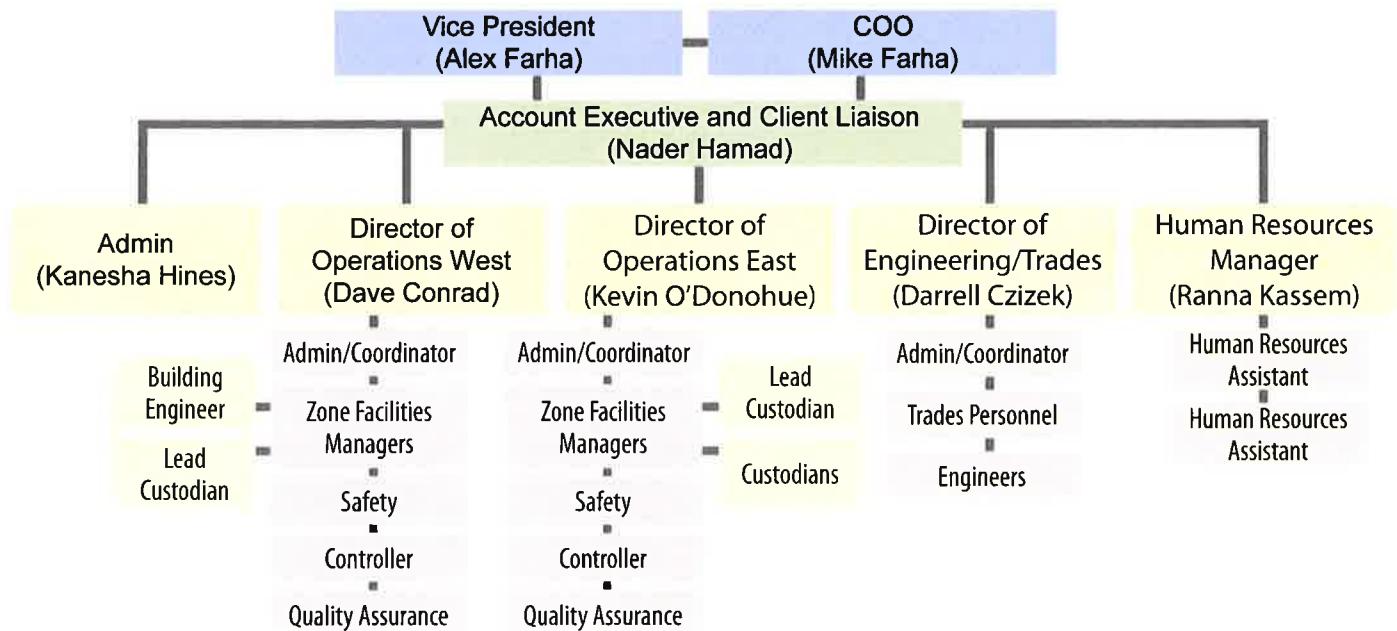
**PM**

With over 25 years of experience and ISSA certifications in cross contamination, blood borne pathogens, floor cleaning, restroom cleaning and school cleaning, Paolo Decina will oversee all equipment and products as the designated supply chain manager. Paolo will train staff on how to properly use equipment and will handle ordering and inventory for each site.



**Paolo Decina**

## City of Novi Organizational Chart



## Key Points

- In compliance with the specifications for this bid, a full-time account manager with several years of janitorial experience will be assigned to your account, and oversee the on-site supervisor for your project.
- RNA has a regional office that will provide support for your account with respect to management, oversight, problem resolution, contract transition, and human resources for both hiring and training.
- Our staffing levels are adequate to sufficiently comply with your cleaning service needs and high standards.
- We offer competitive pay rates and benefits for staff which is likely why we have such a low employee turnover rate. This helps improve our contract performance and ensure 100% satisfaction with our clients.
- RNA's staff is experienced in utilizing available technology to measure and monitor our contract performance. This also enables us to communicate quickly to resolve any issues in a timely manner.
- We are a national vendor, and provide excellent references.

RNA fully understands the importance of hiring qualified employees who possess integrity, honesty, dedication and a great work ethic.

To achieve those goals, RNA conducts extensive background checks of an employment applicant's history, including reference investigation, criminal background checks, fingerprinting, mandatory drug testing, and a LiveScan criminal records check. RNA will adhere to all levels of screening listed in the Specifications and Contract for this RFP. We will ensure that all drug tests come back negative before any employee is cleared to work on the City of Novi contract. In addition, RNA screens each prospective employee for the items listed to the right of this page.



- **Past employment**
- **Professional licenses**
- **Criminal records**
- **Education**
- **Workers Compensation**
- **Driving record**
- **References**
- **Drug Testing**



Key handling procedures will follow the same strict guidelines and hand selected, credible personnel will be chosen with the direct and final approval of the City of Novi staff.

Facility Emergency Protocol: If an RNA employee notices any suspicious behavior on or around the client premises or have any such security concerns relating to protests or for any reason, they will lock all exterior doors to your buildings (or follow RFP protocol specified) immediately followed with a prompt call to the local police department if applicable.

Our janitorial role is crucially important in any energy conservation program for several reasons. Our employees are often the first to enter a building each day and typically the last to leave at night. We have full knowledge of the daily workings of our client's facilities. Our team learns the problem areas. We learn about the existing staff and their energy needs. Custodians usually have access to the building's equipment and controls. Most importantly, our custodians are regularly moving about the buildings each day. This helps solidify the importance of our staff in your energy conservation. Our goal is to set an example for your staff and we're proud to take the lead in this ever so important area by:

- 💡 *Educating others on common misconceptions about energy usage.*
- 💡 *Remaining continuously alert for energy waste at your building.*
- 💡 *Being aware of the energy your facility uses.*
- 💡 *Lighting only the room being cleaned.*
- 💡 *Turning lights off when leaving a room.*
- 💡 *Ensuring all windows are securely closed and close drapes, blinds, shutters, etc.*
- 💡 *Making sure all outside lights are turned off during the day.*
- 💡 *Inspecting weather-stripping and caulking of windows and doors regularly.*
- 💡 *Reporting heating and air conditioning problem to maintenance immediately.*
- 💡 *Turning off lights when possible. Pay particular attention to cafeterias, auditoriums and gymnasiums.*
- 💡 *Working with the supervisors and maintenance staff to determine the most efficient hours of operation for the heating and cooling equipment.  
(Consideration of season and daily weather forecasts is needed.)*
- 💡 *When appropriate, adjusting heating and air conditioning controls to achieve comfort while conserving as much as possible.*

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& NOBLE**

**Burlington**



**FERNDALE PUBLIC SCHOOLS**

Contact: Jamie Stottlemeyer, *Operations and Transportation*

Phone: **248-586-8682**

Type of work: - Facilities / Custodial

Email: James.Stottlemeyer@ferndaleschools.org

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**DETROIT PUBLIC SCHOOL COMMUNITY DISTRICT**

Contact: Latina Kellum, *Compliance Officer*

Phone: **248-835-7202**

Type of work: - Facilities / Custodial

Email: Latina.Kellum@detroitk12.org

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**DETROIT ACADEMY OF ARTS & SCIENCES**

Contact: **Rochelle Robinson**, *Facilities Manager*

Phone: 313-573-6911

Type of Work: Facilities / Custodial

Email: RRobinson@daask12.com

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**WASHTENAW COUNTY**

Address: 16 Facility Addresses in MI

Contact: **Nick Woods**, *Management*

Phone: **734-260-2248**

Email: WoodsN@ewashtenaw.org

October 19, 2020

To Whom It May Concern,

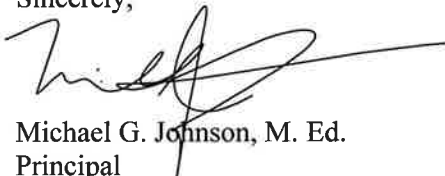
This letter is written on behalf of RNA Facilities Management (RNA) of Ann Arbor. In 2018, RNA became the facility service provider for Fisher Magnet Upper Academy to provide facilities management consisting of custodial, maintenance and engineering services.

As the new school leader that was hired in August of in 2018, I was impressed with the progress that RNA made as the new facility service provider. As we enter the 3<sup>rd</sup> year of our working relationship, I am just as impressed now as I was in 2018. RNA has been able to sustain their systems, routines, policies and procedures as it relates to facilities management.

I recommend RNA be allowed to make a difference within your organization by delivering what has been evident in some its assigned schools as a “fresh and systematic approach” to cleaning and commitment to maintaining schools for students, even during and throughout the COVID-19 pandemic.

If you have questions, I can be reached at the number provided above.

Sincerely,



Michael G. Johnson, M. Ed.  
Principal

DETROIT PUBLIC SCHOOLS COMMUNITY DISTRICT







**Office of Infrastructure Management**

220 E Huron  
P.O. BOX 8645 ANN ARBOR, MICHIGAN 48107-8645  
Phone 734-222-6542 Fax 734-222-6573  
[www.washtenaw.org](http://www.washtenaw.org)

7/26/20

To whom it may Concern,

This letter is in reference to RNA Facilities Management who is contracted with Washtenaw County Office of Infrastructure Management. RNA has been maintaining janitorial services for 22 County facilities since 2012, and have extended their contract twice because of the quality work they provide. They have courteous and professional staff and address issues and concerns in a timely manner. I would definitely recommend the use of their services to other entities in search of a top notch janitorial contractor.

Regards,

Nicholas Woods  
Office of Infrastructure Management  
Maintenance Supervisor  
734-260-2248

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October 22, 2020

Alex,

You had asked me if I would be willing to write you a reference for your company and based on the performance to date, I'd be happy to do that.

Your team has already established a great working relationship with the principals, the facilities staff, and even the instructional staff. Since your kickoff in July, we have been able to meet regularly between our facilities' manager, your team and myself to create a communications forum that we never were able to create with your predecessor. The fact that your team was able to do this in such short order, not only during normal times, but in the midst of a pandemic, speaks highly of your organization's abilities.

We value your systems approach to keeping our school buildings clean, training your staff, and scheduling the work.

In addition to all of the above, the fact that your organization has embraced our Young Adult Program and have hired several of our high-functioning young adults with moderate cognitive impairments to work as day porters during the pandemic to clean the common touch points in our buildings has been a great collaborative partnership. Seeing these "kids" open their paycheck for the first time beaming with pride has been incredibly rewarding for us and life changing for them

Thank you again for our new found relationship. Your implementation has been excellent. We look forward to continued success together and we will certainly look at the other capabilities your team has to offer in the other services we have discussed.



Tom Zahrt

Assistant Superintendent of HR & Operations



**ACADEMY OF DALLAS CHARTER SCHOOL**  
**Dr. Shaunaisea Henderson, Principal**  
Academy of Dallas Charter School



**OAK PARK CAMPUS**  
1030 Oak Park Drive  
Dallas, TX 75232  
(214) 371-9600-Office  
(214) 371-1053 Fax

**VERNON CAMPUS**  
2324 S. Vernon Avenue  
Dallas, TX 75224  
(214) 944-5544-Office  
(214) 948-3964 Fax

August 1, 2020

This letter is to serve as a recommendation for RNA Facilities Management. I've had the opportunity of partnering with RNA Facilities Management. It is with confidence I recommend RNA as your primary facilities management company.

The transition into our facility was organized and efficient. Presented with a proper transition plan and communication at the highest level, our staff and students felt no drop-in service. In fact, the level of service had actually increased exponentially over the first 90 days.

We have also used RNA for special projects and school functions such as graduations, deep cleaning, and floor work, etc. They have been very reasonably priced and always perform to the level that is expected. I am happy to recommend the service of RNA Facilities Management.

If you have any questions please feel free to contact me.

Best Regards,

Phillip Jones,  
Dean of Scholar & School Culture



**Felicia M. Venable**  
Executive Director

**Division of Operations – Special Projects**

Support Services Complex • Building C 1601 Farnsworth • Detroit, MI 48211  
O (313) 578-7358 • C (313) 218-2876 • [Felicia.venable@detroitk12.org](mailto:Felicia.venable@detroitk12.org)

[detroitk12.org](http://detroitk12.org)

July 2019

Dear Evaluation Committee Members,

This letter is written on behalf of RNA Facilities Management (RNA) of Ann Arbor.

In 2018, RNA became one of two facility service providers to provide facilities management consisting of custodial, maintenance and engineering services for 20 of the district's 106 schools equating to slightly over 2M square feet.

I had the pleasure of onboarding RNA in the summer of 2018. It was a grueling process that entailed labor contract negotiations, hiring full teams in every discipline while making certain schools were prepared for opening day for FY2018-2019. RNA worked diligently to ensure we were successful.

I recommend RNA be allowed to make a difference within your organization by delivering what has been evident in some its assigned schools as a "fresh and systematic approach" to cleaning and commitment to maintaining schools for students. If you have questions, I can be reached at the number or email provided above.

Sincerely,

*Felicia M. Venable*

**Felicia M. Venable**  
Executive Director  
Division of Operations, Auxiliary Services & Special Projects

**Students Rise. We all Rise**

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Contact Compliance for more information at (313) 240-4377 or [detroitk12.org/admin/compliance](http://detroitk12.org/admin/compliance)



Foreign Language Immersion & Cultratl Studies School • 6501W.Outer Drive • Detroit, MI 48235  
[Zetia.Hogan@detroitk12.org](mailto:Zetia.Hogan@detroitk12.org) (313) 651-2400

[detroitk12.org/FLICS](http://detroitk12.org/FLICS)

October, 2020

Dear Evaluation Committee Members,

This letter is written on behalf of RNA Facilities Management (RNA) of Ann Arbor.

In 2019, I became the Principal of Foreign Language Immersion & Cultural Studies Pre- K– through 8<sup>th</sup> grade. I was pleased to partner with RNA staff as they cleaned and prepared the building for the first day of school/. They are professional and committed to cleaning and maintaining the school.

I had the pleasure of collaborating with RNA in the summer of 2019. We worked through a few glitches to ensure that the building was prepared for opening day. The RNA staff went beyond duty working seven days a week to ensure the building was ready for opening day. They are committed to providing quality service in our school community.

I recommend RNA be allowed to make a difference within your organization by delivering what has been evident in some its assigned schools as a “fresh and systematic approach” to cleaning and commitment to maintaining schools for scholars. If you have questions, I can be reached at the number or email provided above.

Sincerely,

Zetia M. Hogan, M. Ed

Principal

**Students Rise. We all Rise**

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**Office of Operations**  
**Machion Jackson, Assistant Superintendent, Operations**  
Fisher Building • 3011 West Grand Blvd., 14<sup>th</sup> Floor • Detroit, MI 48202  
O (313) 873-6532

[detroitk12.org](http://detroitk12.org)

October 22, 2020

Dear Evaluation Committee Members,

This letter is written on behalf of RNA Facilities Management (RNA) of Ann Arbor.

In 2018, RNA became one of two facility service providers to provide facilities management consisting of custodial, maintenance and engineering services for 20 of the district's 106 schools equating to slightly over 2M square feet.

That year, my team members onboarded RNA during what proved to be a grueling process that entailed labor contract negotiations and hiring full teams in every discipline while making certain schools were prepared for opening day for FY2018-2019. RNA worked diligently to ensure the successful opening of our schools. Since that time, the company's leadership has worked to make indelible mark on the cleanliness standards in the District.

I recommend RNA be allowed to make a difference within your organization by delivering what has been evident in some its assigned schools as a "fresh and systematic approach" to cleaning and commitment to maintaining schools for students. If you have questions, I can be reached at the number or email provided above.

Thank you,

A handwritten signature in black ink, appearing to be "Machion Jackson", written over a horizontal line.

Machion Jackson, M.Ed., COD

**Students Rise. We all Rise**

DPSCD does not discriminate on the basis of race, color, national origin, sex, sexual orientation, transgender identity, disability, age, religion, height, weight, citizenship, marital or family status, military status, ancestry, genetic information, or any other legally protected category, in its educational programs and activities, including employment and admissions. Questions? Concerns? Contact the Civil Rights Coordinator at (313) 240-4377 or [dpscd.compliance@detroitk12.org](mailto:dpscd.compliance@detroitk12.org) or 3011 West Grand Boulevard, 14th Floor, Detroit MI 48202.



E4946 Jackson Road  
Ironwood, Michigan 49938

(906) 932-4231 or (800) 682-5910  
gogebic.edu

June 10, 2019

Lori Baross  
RNA

Dear Lori:

I wanted to take this opportunity to thank you and your staff for the great work you have been doing. Getting the residence hall ready two days after graduation was nothing short of remarkable!

This past week, you all had the entire floor where the Open House was being held in just tip top condition! From the sparkling floors to the clean walls, we truly appreciate your hard work helping us showcase the college.

Also, the day-to-day cleaning has been going very well. Our restrooms are so clean!

I very much appreciate the fact that you are so responsive whenever I call upon you for something. You reply immediately and always, always get the job done.

Thank you very, very much!

Sincerely,

A handwritten signature in black ink that reads 'Jeanne Graham' in a cursive script.

Jeanne Graham  
Vice President of Student Services

## Proposed Methods and Staff Continuity Plan for City of Novi

**T**he City of Novi facilities are charged with providing staff and visitors with a safe, clean and appealing environment through effective management of human, financial and physical resources.

RNA clearly understands this vital role. This point is of critical importance to City of Novi because the success of the is dependent upon being able to meet the overall needs of each and every patron. We have developed a reputation for Quality based on the consistency of public use environments of the municipality buildings where we provide Custodial Services and Maintenance. The management of the City of Novi and RNA are responsible with being effective stewards of your buildings, premises, and infrastructures.

Building administrators are operating in a financially challenged environment that is changing rapidly and they are seeking companies like RNA to manage their service departments. We view custodial management as one of our core focuses with excellent prospects for growth. Therefore, we have committed the financial and managerial resources necessary at a time when some suppliers are moving away from providing sufficient corporate support. We believe the operational challenges that cities face require a specialized approach to providing direct operational support. To meet this challenge, we have dedicated a support team including your direct point of contact, Director of Operations, Vice President of Sales, Head Site Manager and Zone Account Managers who have a singular focus on the operation needs of our educational and wellness clients. This singular focus of this support team allows RNA to provide an exemplary level of expertise unmatched in the field. Our objective is to improve the cleanliness of the various sites and the relationship between the custodial services team and the City of Novi administrators. We will achieve this objective by developing an understanding of the needs of the individual City of Novi structures and by working with the custodial employees to implement the RNA Facilities Management operating system.

*We appreciate your time in reviewing our recommendations and welcome any suggestions you may have in order to improve the effectiveness of our proposed operational plan for your sites. We will focus on the following tasks:*

- 1. Providing the answer team and City of Novi admins with effective support from our specialized support team. In order to provide effective custodial services, we require both staff and management extensive, continuous on-site training (20 hours) including a broad range of methods and skills for each member of our staff.*



We have partnered with SF Strong (provider of our chemical supplies) for two additional training courses. Green Clean, which helps employees clean more efficiently by teaching proper chemical application and specific chemical cleaning techniques. The 2nd additional training course is on the dangers of cross contamination that demonstrates to our employees how to clean and sanitize more effectively. Our concept is to provide the skills and support needed to ensure accountability by our on-site team. Our Zone Account Managers will support the on-site team consistent with the implementation plan and as the needs of each one of your buildings require. Each member has our promise of personal respect and concern.

2. An account manager will be assigned to each zone to implement our program. These individuals are experienced managers who can provide effective leadership by working side by side with employees all the while thoroughly understanding the steps to maintain the premises of the facilities. We, as the service providers, will remain consistent with those specific needs.
3. The facilities will be divided into Zones, each with an account manager assigned who is responsible for providing leadership to the custodial staff assigned to each zone. In addition, the account manager will break these into smaller zones and delegate tasks to on-site managers and custodial workers who will also be appointed.
4. Our RNA Custodial Services Leadership Team will work tirelessly to exceed your expectations for the custodial services in this proposal. RNA employs a fully vaccinated Swarm Team at all times which is a pool of highly trained, versatile, temporary replacement personnel to provide you continued service during any planned or unplanned leave of absence. This always evolving list of employees will be utilized to supplement any necessary staff of the City of Novi.
5. Quality Assurance is a high priority of RNA's and we do everything we can so that you can rest assured that everything is taken care of. We developed our own user-friendly Quality Assurance App compatible with any mobile device. Each of your buildings will be assigned a unique username and password allowing you to make instant requests via the app. Every report goes into a single database with a touch of the screen saving valuable corresponding time and allowing for quick responses.
6. RNA Facilities Management will implement your current 8 step cleaning process into our current program including our color-coded cleaning system to avoid cross contamination. This efficient program will ensure patrons health, improve customer satisfaction, employee turnover and will help maintain the overall consistency of the program.
7. We realize what a challenge it can be to provide adequate funding for maintaining all of your facilities and the competition for funding between academic programs and facilities. In response to this, RNA has worked to develop the following processes:

- Selection and hiring process
- RNA's complete training process
- Reductions in travel time and waste of steps
- Safety program that performs beyond compliance
- Consistent quality of service
- Cost reduction on all cleaning supplies
- Improved employee morale, productivity and overall safety



8. Keeping lines of communication open with all staff members to facilitate an understanding of the needs of each building and the resources necessary to meet those needs.

9. Organizing each zones team so that the needs of our clients are addressed and satisfied in a timely, professional and effective manner while ensuring balanced workloads for all employees.

10. RNA Facilities Management will use brand new custodial equipment throughout each building. RNA's operating system will be implemented during the initial 90 days. Will work closely with City of Novi officials to purchase all custodial cleaning supplies and create an efficient system of procurement and inventory during the contract period.

RNA is committed to quality performance. We welcome the opportunity to implement our programs into your facilities.

The operational plan that we are proposing for implementation is based on our assessment of City of Novi, the specific RFP specifications and observations during our tours along with our more than 30 years of providing custodial service solutions for our clients. This experience we have gained through our partnerships with a plethora of government and city buildings, office complexes, hospital and school campuses which has provided us with significant insight into the operational and cultural needs of your environments.

Our operational plan is specifically designed for each of your buildings with the goal of providing a clean, safe and healthy environment for all community members and staff. We believe in providing a clean and healthy environment as our number one priority. We work side-by-side with your maintenance department for the effective management of human, financial and physical resources to provide the solutions that put the interests of your sites first.

We have conducted a thorough review of all requirements documented in the request for proposal to determine the appropriate approach to providing service solutions for your buildings. After reviewing the plans, we have assessed the specific staffing, equipment and cleaning requirements of each building along with observations of the current cleaning levels witnessed at the time of the tours.

We have developed solutions by taking into account your locations and the proximity of each building to each other and how it relates to the ability of staff to move through these buildings quickly and efficiently while allowing the technicians to move equipment between close proximity buildings which will maximize our mutual investment in new technology and our staff time.



Our managers will be available at all times during the transition period to provide leadership for our team while we are at any of the locations of the buildings. These managers are experienced professionals who will provide effective leadership, ensuring RNA understands the specifications of the RFP and the needs of your schools. During the implementation and transition phase of the contract, RNA's janitorial staff will be regularly evaluated and adjusted as necessary to assure that we are exceeding expectations and all needs of your buildings are met. Any adjustment of staffing requirements will not result in an increase of the proposed contract price. Our plan will enable us to provide a transparent transition and allow for implementation of our programs and systems. Once a contract is awarded, RNA will work with the contract administrator and current custodial employees to finalize a mutual plan. With permission, we will begin the transition and implementation process with a pre-startup team to ensure a smooth start date.

Our start-up team will implement our staff development plan that includes the following:

- *Scheduling individual interviews including existing staff*
- *Selection and confirmation of uniforms*
- *Finalizing of job description specific to each area of each building*
- *Review of employee policies and standards along with procedures*
- *Planning of staff training sessions and vaccinations*
- *Implementation of task list with one on one employee training time*
- *Verification of all RNA safety and technical training programs*
- *Implementation of an employee handbook and employee recognition programs*

We believe that selection and recruitment is key to enhancing and maintaining the quality of custodial service expected at high traffic facilities such as yours. Proper training and retention of quality staff is priority. Each applicant will be interviewed with a series of questions designed to elicit behavioral responses revealing both their work ethic and previous experience.

All current custodial employees will be provided an equal opportunity to interview with RNA Facilities Management for this contract. We have found that this type of interview process reduces turnover of staff and leads to increased consistency of services provided to you.

Quality control procedures will also be implemented by our managerial staff.

RNA Facilities Management has implemented a quality assurance app available for use by our staff along with the contract administrators on all mobile devices that routes through a single database monitored by us which will be utilized during any work done at your City of Novi properties.



RNA FM has realized over the past nearly 3 decades that the best employees come from familiar sources, often by way of other satisfied workers. We strive to retain hard working employees by treating them fairly.

We currently base 65% of our staff recruitment efforts on a focus of community out-reach. Referred employees seem to better understand what the job entails from the start and have a tendency to stay with our company longer. Although our recruiters also actively organize and attend local job fairs and seek out candidates through various reputable agencies, online job postings are still a mainstay in our current recruitment efforts.

Our training program starts with 4 simple steps:



**1. DIRECT** - Verbal introduction to our extensive cleaning processes is the 1st step. Account managers guide new recruits through our written instruction program, explaining each task and the reasoning behind each method used.

Understanding the importance of each step is vital to avoiding the repercussions of attempting future shortcuts. Our custom training videos are a helpful tool at this stage of learning.

**2. DEMONSTRATE** - With basic instruction complete, we physically demonstrate, hands-on, the proper task techniques & sequencing in person, face-to-face. This allows us to utilize our approved methods and to visibly show what happens when our sequence is not followed.

**3. ACT** - Observation commences of the recruit performing each task, under direct supervision. This execution along with constructive feedback during witnessed repetitive practice ensures proper duplication on-site.

**4. REVIEW** - Our final step is to set timelines for a one-on-one review of individual training knowledge with each new recruit. Recap of approved procedures takes place every day for the 1st week of comprehensive training.

These reviews allow us to remain on top of the entire training process while reinforcing the possible recruit's knowledge. Most importantly it ensures RNA FM's standards are being met.

This initial wall-to-wall training program, while under the watchful eye of our Supervisors, prepares each potential employee to thrive in a client site specific environment. We have refined an all-inclusive questionnaire based on each segment of training. This serves as an indication of how well the recruit comprehended the training content and is kept in their personnel file allowing us to add on modules for ongoing training, annually. With a positive conclusion to each of these steps a recruit can then be invited to join our workforce.

New employees complete this training alongside experienced, on-site supervisors: RNA requires both Staff and Management Continuous Training (20 Hours) in these areas:

- Managing Safety Data Sheets (SDS) for Each On-Site Product
- Quality Management Training (QM) using Information ERP Solutions Software
- ADA
- Asbestos Floor Tile Care
- Auto Scrubbing
- Basic Restroom Cleaning
- Blood-borne Pathogens
- Carpet Extraction
- Carpet Spot Removal
- Carpet Vacuuming
- Ceiling / Wall Washing
- Chemical Safety
- Cleaning Standards
- Confined Spaces
- Daily Restroom Cleaning
- Damp / Wet Mopping
- Equipment Checks / Usage
- Ergonomics
- Fabric / Upholstery
- Cleaning
- Lock-Out / Tag-Out
- Procedures
- Job Preparation and Clean-Up
- Ladder Safety
- Lifting Techniques
- Stripping / Refinishing Floors
- Window Washing
- Sexual Harassment
- Vaccinations

We also have partnered with SF Strong (provider of our chemical supplies) for two additional training courses.

1. Green Clean, which helps employees clean more efficiently by teaching proper chemical application and specific chemical cleaning techniques.
2. Training on the dangers of cross contamination that demonstrates to our employees how to clean and sanitize more effectively.

## **BACKGROUND CHECKS**

RNA fully understands the importance of hiring qualified employees who possess integrity, honesty, dedication and a great work ethic.

To achieve those goals, RNA conducts extensive background checks of an employment applicant's history, including criminal background checks, fingerprinting, mandatory drug testing, and a LiveScan criminal records check. RNA will adhere to all levels of screening listed in the Specifications and Contract for this RFP. We will ensure that all drug tests come back negative before any employee is cleared to work on this contract. In addition, RNA screens each prospective employee for the following items:

- Past employment
- Professional licenses
- Criminal records
- Education
- Workers Compensation
- Driving record
- References
- Drug Testing

The RNA turnover rate of only 8 percent is well below the industry standard. We understand the reasons for high turnover and have been able to keep our numbers extremely low by following the best practices outlined in this RFP response.

## **KEY HANDLING**

Key handling procedures will follow the same strict guidelines and hand selected, credible personnel will be chosen with the direct and final approval of the City of Novi staff.

Facility Emergency Protocol: If an RNA employee notices any suspicious behavior on or around the client premises or have any such security concerns relating to protests or for any reason, they will lock all exterior doors to your buildings (or follow RFP protocol specified immediately followed with a prompt call to the local police department if applicable.

RNA has extensive experience managing change processes in a wide variety of businesses. As a result, we are adept in helping organizations cope and even thrive during periods of transition. We ensure a seamless and minimally disruptive transition to our Custodial Services Program using a number of successful tactics and ongoing communication throughout the transition and implementation period.

Before the official start date, an experienced team of RNA support specialists led by a dedicated Facility Services Manager primes the partnership for success by:

- Conducting a thorough inventory of equipment and establishing a database for the maintenance management system
- Recruiting staff, assessing skills and training needs, and providing orientation and initial training
- Developing and implementing an effective communication plan
- The start-up team then ensures the seamless transition of service and responsibility by implementing proven programs that establish and document safety, quality assurance, training, and maintenance management and by providing backup technical and manpower resources.

### **It's All About Execution**

The RNA Custodial Services Program includes seven primary modules that work together to increase efficiency and ensure excellence:

- **Production Scheduling:** Optimizes employee schedules and improves time management
- **Quality Control:** Tracks areas where improvements are being made, areas that need more attention, or employees who need additional training
- **Personnel Management:** Helps to reduce costs related to labor, supplies, equipment, and overtime by reporting where and when dollars are spent according to each building or individual
- **Inventory Management:** Ensures value from supply and equipment expenditures by taking an inventory of all existing supplies and equipment and assisting in a life-cycle analysis of capital equipment
- **Program Evaluation:** Evaluates our training programs, identifies employees who lack training, and tracks training costs and other department expenses
- **Utilities:** Records all maintenance files for the computer system, covering start-up information such as shift differentials.

*RNA also incorporates technology in the day-to-day management and support of our custodial services operations. We deploy a select CMMS system, based on scope of work and client specifications, to help us keep more efficient records and control of available resources, create customized reports, and provide Safety Data Sheets (SDSs) and applicable requirements. What's more, clients can use CMMS to access the latest information on products, equipment, work processes, and codes and regulations.*

## TRANSITIONING TO RNA

The key to successful project implementation begins with a successful transition plan. Our transition plan begins with a management supervised inventory of needed supplies and equipment. RNA has a unique inventory process managed by our Quality Assurance (QA Manager in conjunction with our SF Strong Efficiency Training.

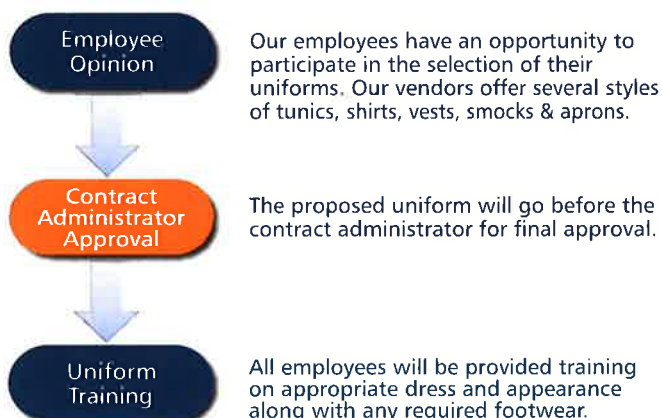
**Nader Hamad**, will then break down your buildings into smaller zones and assign specific tasks to be completed within the zones. This division gives each employee the best opportunity to succeed, as they are involved in the schedule, their designated areas, as well as setting up their specific QA checklist. As the designated point of contact for City of Novi, **Alex Farha** will work to guarantee your continued satisfaction both during and after the bid process.

The QA Manager will inspect our checklist weekly. They will inspect the detail weekly and monthly work thoroughly. We will submit a report within the first month of work regarding any extra services required. This will include any maintenance work, carpet cleaning and tile scrubbing.



| MILESTONE       | CONTRACT AWARD                                         |
|-----------------|--------------------------------------------------------|
| Week 1 - Week 3 | Interview <i>(See hiring process below)</i>            |
| Week 4          | Off -Site Chemical, Equipment, and Procedural Training |
| MILESTONE       | CONTRACT START-UP                                      |
| Week 5 - Week 6 | On-Site Training                                       |
| Week 7          | On-Site Review                                         |
| Week 8          | Final Staffing Established                             |
| MILESTONE       | WORK COMMENCES                                         |

We will provide uniforms for every hourly employee to wear while at all City of Novi locations.





**Bluevine Capital Inc.**  
401 Warren St, Suite 300  
Redwood City, CA 94063  
[www.bluevine.com](http://www.bluevine.com)  
[support@bluevine.com](mailto:support@bluevine.com)  
(888) 452 7805

November 20, 2022

Mike Farha  
RNA FACILITIES MANAGEMENT  
4130 Varsity Dr, Ste A, Ann Arbor, MI 48108

Dear Mike,

For you and your potential vendor's records, as of November 19, 2022, RNA Facilities Management had a \$5 million receivables financing line with approximately \$4.879 million of availability.

Please feel free to let me know if you need any additional information.

Best,

A handwritten signature in black ink, appearing to read "O. LaCour Miller", written over a horizontal line.

O. LaCour Miller  
Head of Enterprise Factoring Underwriting

RNA utilizes **cloud-based time and attendance software** to assist with employee time tracking, and schedule.

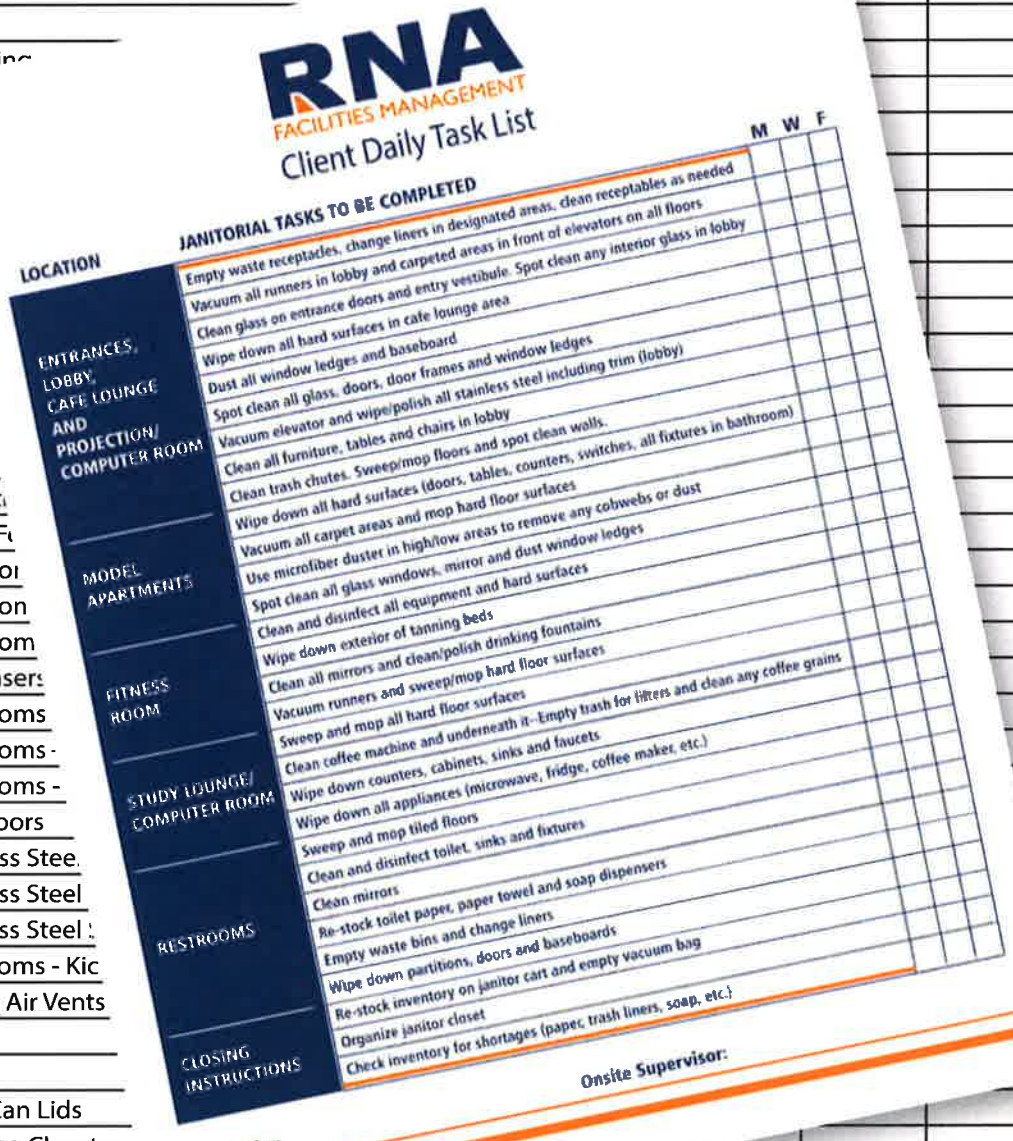
This automated tool is available to each employee to easily allow access from any device while maintaining accuracy. Our supervisors find it greatly improves employee compliance, and enhances productivity on-site.

*Our manual time sheet, if required, is shown below.*

| DAY/DATE: SAT _____ SUN _____ MON _____ TUE _____ WED _____ THU _____ FRI _____ |            |  |  |  |  |  |  |  |
|---------------------------------------------------------------------------------|------------|--|--|--|--|--|--|--|
| EMPLOYEE NAME:                                                                  | Time IN:   |  |  |  |  |  |  |  |
|                                                                                 | Lunch OUT: |  |  |  |  |  |  |  |
|                                                                                 | Lunch IN:  |  |  |  |  |  |  |  |
|                                                                                 | Time OUT:  |  |  |  |  |  |  |  |
| DAILY TOTALS:                                                                   |            |  |  |  |  |  |  |  |
| EMPLOYEE NAME:                                                                  | Time IN:   |  |  |  |  |  |  |  |
|                                                                                 | Lunch OUT: |  |  |  |  |  |  |  |
|                                                                                 | Lunch IN:  |  |  |  |  |  |  |  |
|                                                                                 | Time OUT:  |  |  |  |  |  |  |  |
| DAILY TOTALS:                                                                   |            |  |  |  |  |  |  |  |
| EMPLOYEE NAME:                                                                  | Time IN:   |  |  |  |  |  |  |  |
|                                                                                 | Lunch OUT: |  |  |  |  |  |  |  |
|                                                                                 | Lunch IN:  |  |  |  |  |  |  |  |
|                                                                                 | Time OUT:  |  |  |  |  |  |  |  |
| DAILY TOTALS:                                                                   |            |  |  |  |  |  |  |  |
| EMPLOYEE NAME:                                                                  | Time IN:   |  |  |  |  |  |  |  |
|                                                                                 | Lunch OUT: |  |  |  |  |  |  |  |
|                                                                                 | Lunch IN:  |  |  |  |  |  |  |  |
|                                                                                 | Time OUT:  |  |  |  |  |  |  |  |
| DAILY TOTALS:                                                                   |            |  |  |  |  |  |  |  |
| EMPLOYEE NAME:                                                                  | Time IN:   |  |  |  |  |  |  |  |
|                                                                                 | Lunch OUT: |  |  |  |  |  |  |  |
|                                                                                 | Lunch IN:  |  |  |  |  |  |  |  |
|                                                                                 | Time OUT:  |  |  |  |  |  |  |  |
| DAILY TOTALS:                                                                   |            |  |  |  |  |  |  |  |

| Building: _____            |      |      |           |       |       |  |
|----------------------------|------|------|-----------|-------|-------|--|
| Date : _____               |      |      |           |       |       |  |
|                            | 0%   | 1%   | 1.50%     | 2.25% | 2.95% |  |
| Items                      | Poor | Good | Excellent |       |       |  |
| Vacuum                     |      |      |           |       |       |  |
| Trash                      |      |      |           |       |       |  |
| Recycling                  |      |      |           |       |       |  |
| Entrances                  |      |      |           |       |       |  |
| Lobby                      |      |      |           |       |       |  |
| Cafe Lounge                |      |      |           |       |       |  |
| Projection/Computer Room   |      |      |           |       |       |  |
| Model Apartments           |      |      |           |       |       |  |
| Fitness Room               |      |      |           |       |       |  |
| Study Lounge/Computer Room |      |      |           |       |       |  |
| Restrooms                  |      |      |           |       |       |  |
| Closing Instructions       |      |      |           |       |       |  |
| Stainless Steel            |      |      |           |       |       |  |
| Stainless Steel            |      |      |           |       |       |  |
| Stainless Steel            |      |      |           |       |       |  |
| Bathrooms - Kic            |      |      |           |       |       |  |
| Ceiling Air Vents          |      |      |           |       |       |  |
| Chairs                     |      |      |           |       |       |  |
| Walls                      |      |      |           |       |       |  |
| Trash Can Lids             |      |      |           |       |       |  |
| Cleaning Closets           |      |      |           |       |       |  |
| Main Floors                |      |      |           |       |       |  |



**RNA FACILITIES MANAGEMENT**  
Client Daily Task List

**JANITORIAL TASKS TO BE COMPLETED**

| LOCATION                                                   | Task                                                                                        | M | W | F |
|------------------------------------------------------------|---------------------------------------------------------------------------------------------|---|---|---|
| ENTRANCES, LOBBY, CAFE LOUNGE AND PROJECTION/COMPUTER ROOM | Empty waste receptacles, change liners in designated areas, clean receptacles as needed     |   |   |   |
|                                                            | Vacuum all runners in lobby and carpeted areas in front of elevators on all floors          |   |   |   |
|                                                            | Clean glass on entrance doors and entry vestibule. Spot clean any interior glass in lobby   |   |   |   |
|                                                            | Wipe down all hard surfaces in cafe lounge area                                             |   |   |   |
|                                                            | Dust all window ledges and baseboard                                                        |   |   |   |
|                                                            | Spot clean all glass, doors, door frames and window ledges                                  |   |   |   |
|                                                            | Vacuum elevator and wipe/polish all stainless steel including trim (lobby)                  |   |   |   |
|                                                            | Clean all furniture, tables and chairs in lobby                                             |   |   |   |
|                                                            | Clean trash chutes. Sweep/mop floors and spot clean walls.                                  |   |   |   |
|                                                            | Wipe down all hard surfaces (doors, tables, counters, switches, all fixtures in bathroom)   |   |   |   |
| MODEL APARTMENTS                                           | Vacuum all carpet areas and mop hard floor surfaces                                         |   |   |   |
|                                                            | Use microfiber duster in high/low areas to remove any cobwebs or dust                       |   |   |   |
|                                                            | Spot clean all glass windows, mirror and dust window ledges                                 |   |   |   |
|                                                            | Clean and disinfect all equipment and hard surfaces                                         |   |   |   |
|                                                            | Wipe down exterior of tanning beds                                                          |   |   |   |
| FITNESS ROOM                                               | Clean all mirrors and clean/polish drinking fountains                                       |   |   |   |
|                                                            | Vacuum runners and sweep/mop hard floor surfaces                                            |   |   |   |
|                                                            | Sweep and mop all hard floor surfaces                                                       |   |   |   |
|                                                            | Clean coffee machine and underneath it- Empty trash for filters and clean any coffee grains |   |   |   |
|                                                            | Wipe down counters, cabinets, sinks and faucets                                             |   |   |   |
| STUDY LOUNGE/COMPUTER ROOM                                 | Wipe down all appliances (microwave, fridge, coffee maker, etc.)                            |   |   |   |
|                                                            | Sweep and mop tiled floors                                                                  |   |   |   |
|                                                            | Clean and disinfect toilet, sinks and fixtures                                              |   |   |   |
|                                                            | Clean mirrors                                                                               |   |   |   |
|                                                            | Re-stock toilet paper, paper towel and soap dispensers                                      |   |   |   |
| RESTROOMS                                                  | Empty waste bins and change liners                                                          |   |   |   |
|                                                            | Wipe down partitions, doors and baseboards                                                  |   |   |   |
|                                                            | Re-stock inventory on janitor cart and empty vacuum bag                                     |   |   |   |
|                                                            | Organize janitor closet                                                                     |   |   |   |
|                                                            | Check inventory for shortages (paper, trash liners, soap, etc.)                             |   |   |   |

**Crew Leader:** \_\_\_\_\_

**Onsite Supervisor:** \_\_\_\_\_

Minuteman E20 Walk Behind Floor Scrubbers  
Viper As710r 28" Rider Scrubbers  
Sanitair SC684 Comercial Vacuums Mosquito 10  
Qt. Back Pack Vacuums  
Viper Wolf Carpet Spotter  
44 Gal Trash Barrel / Gondola  
Janitorial Carts  
Divided Mop Buckets  
Mop Sticks  
Micro Fiber DustersMicro Fiber Rags  
Micro Fiber Mops  
Spray Bottles  
Commercial Toilet Brushes  
Brooms  
Wet Floor Signs  
Lobby Dustpan  
Ettore Visa-Versa Squeegee/Strip Washer Combo  
Dust Mops  
Air Movers

*Please see specification sheets on following pgs.*

**Commercial Heavy Duty Upright Vacuum**  
**The Most Popular seller in all commercial upright vacuums!**

- ❖ 7 Amp shows the true power of commercial Vacuums
- ❖ Deep cleans the carpet floor
- ❖ Very Heavy Duty and Durable
- ❖ Easily Inter-Changeable parts
- ❖ Shake out bag system or Zipper bag
- ❖ Keeps carpet looking clean and beautiful
- ❖ Leaves trace marks behind
- ❖ Can be used EVERYDAY!



# 6 & 10 QUART BACKPACK VACUUMS

Vacuum 60% faster with the Mosquito HEPA. Extremely high air-flow speeds your cleaning, increasing productivity, reducing costs and effort. Great for use in schools, office buildings, hospitals and high traffic areas. Highly effective in removing fine dust and particulates embedded deep in the carpet fibers.

**Mosquito's Ultra-Cool HEPA Backpack Just Got Cooler!**

## MOSQUITO 2.0 GOLD HEPA BACKPACK

### Specifications Super HEPA

| 10-Quart                   | 6-Quart                    |
|----------------------------|----------------------------|
| Weight: 10.8 lbs           | Weight: 9.8 lbs            |
| Airflow: 152 CFM           | Airflow: 152 CFM           |
| Static Lift: 101 in        | Static Lift: 101 in        |
| Power: 1328w               | Power: 1328w               |
| Amperage: 11.4amp          | Amperage: 11.4amp          |
| Decibel: 67dB              | Decibel: 67dB              |
| Filtration: Quad with HEPA | Filtration: Quad with HEPA |

### Construction HEPA

| 10-Quart                   | 6-Quart                    |
|----------------------------|----------------------------|
| Weight: 11.5 lbs           | Weight: 10.5 lbs           |
| Airflow: 129 CFM           | Airflow: 129 CFM           |
| Static Lift: 111 in        | Static Lift: 111 in        |
| Power: 1171w               | Power: 1171w               |
| Amperage: 10.7amp          | Amperage: 10.7amp          |
| Decibel: 66dB              | Decibel: 66dB              |
| Filtration: Quad with HEPA | Filtration: Quad with HEPA |

### Aviation / Transportation HEPA

| 10-Quart                   | 6-Quart                    |
|----------------------------|----------------------------|
| Weight: 10.8 lbs           | Weight: 9.8 lbs            |
| Airflow: 150 CFM           | Airflow: 150 CFM           |
| Static Lift: 100 in        | Static Lift: 100 in        |
| Power: 1328w / 400Hz       | Power: 1328w / 400Hz       |
| Amperage: 9.9amp           | Amperage: 9.9amp           |
| Decibel: 66dB              | Decibel: 66dB              |
| Filtration: Quad with HEPA | Filtration: Quad with HEPA |



**NEW & IMPROVED**

**BACKPACK VACUUMS**

**REMOVE 46% MORE DIRT  
IN HALF THE TIME!**

TQM RESEARCH DATA

### Standard Tool Kit



Standard 8-Band Wand 7-Piece Tool Kit  
Includes 54" 8-band aluminum wand, 15" scalloped floor tool, 15" nylon floor tool, 3" natural fiber dusting brush, 5" upholstery tool, 15" crevice tool

### Sidewinder Tool Kit



Sidewinder 7-Piece Tool-Kit  
Includes 54" 2-piece aluminum wand, 15" scalloped floor tool, 15" nylon floor tool, 15" crevice tool, 3" round brush natural fibers, 5" upholstery tool



PO Box 831 | Huntington Beach, CA 92648 | 714-374-1800 Fax 714-374-1822 | [www.mosquito-america.com](http://www.mosquito-america.com)



## 6 & 10 QUART BACKPACK VACUUMS

Mosquito's 2.0 Gold HEPA Backpack Vacuums are simply the finest Back Pack Vacuums available today. Our design team has set a new industry standard with the Mosquito's 2.0 Gold. Our new enhancement to the Mosquito's 2.0 Gold simply eliminated our competitors from the category. Compare Mosquito's features, benefits and warranty to any competitor and the decision is obvious. Designed, manufactured and assembled in the U.S.A.

### 2.0 GOLD HEPA BACKPACKS

**Made in the USA:** 84% **NOW 92%** of the 38 parts in our vacuum are US made

**Warranty:** "BEST IN THE INDUSTRY" Lifetime on body, 7-year on motor, pigtail and switch

**Power:** Exceeds or meets all competitors vacuums

**Quality:** Our warranty says it all. The longest warranty in the industry

**Value:** American quality with offshore pricing

**HEPA:** Mosquito only sells HEPA filtered vacuums. Fine particulates are a carcinogen. Check your filter regularly

**Private Labeling:** Small or large quantities. No charge for special colors

**Sizes:** 6 and 10 quart

**Models:** Super, Construction and Aviation

**Colors:** Available in standard green or red

#### 6 & 10 QUART FILTER BAGS

##### STANDARD

Micro-Lined  
Filter Bags 2-Ply



##### ULTRA

Micro-Lined 2-Ply  
Green With Purple Band



##### ULTIMATE-HEPA

Micro-Lined  
3-Ply Sonic Sealed



Fits Mosquito, Sandia, Proteam (pre 2012), Perfect Vac, Bissel



Mosquito's Ultra-cool HEPA Backpack Just Got Cooler!

## Mosquito 2.0 Gold Backpack



**NEW HEPA Dome Label** Adds awareness to our health features



**NEW Pigtail Cord bulkhead** for added protection



**NEW Exhaust Filter** now quieter with a hard neoprene cover. Stays cleaner and is washable



**NEW Wider, Longer Shoulder Straps** with added cushion for the ultimate in comfort



**NEW Ultra HEPA Micro Ply Bag** stronger, sonic sealed

### WHY BUY MOSQUITO ?



Hello, my name is Montgomery Bisson, founder and president of Mosquito. After 21 years designing and building floor care products, I've watched my competitors and myself succumb to the greed of off-shore manufacturing, often with the result of sub-standard products. Today our country is vulnerable, our talent unemployed and profits empowering foreign competition. If you care, buy American. If you want power, quality and the longest warranty in the industry buy an American-made Mosquito!

# Wolf™ 130

## Portable Carpet Spotter

### Simple

- Easy-to-use controls
- Compact design for increased maneuverability
- Built-in transport wheels
- Removable tank for easy empty and fill
- Clear hand tool to view soil and solution removal

### Rugged

- 5-year parts warranty
- 2-year warranty on labor
- Engineered to withstand heavy, daily use in schools, office buildings, medical facilities, and other commercial applications

### Affordable

- Best value in the industry
- 3.5 inch hand tool and 8 foot vacuum and solution hoses are included
- Backed by the most extensive, hassle-free warranty in the business

## Technical Specifications

| Description                    | Wolf™ 130                                                |
|--------------------------------|----------------------------------------------------------|
| Cleaning Path, Clear Hand Tool | 3.5 in (9 cm)                                            |
| Solution Tank                  | 1 gal (3.8 L)                                            |
| Recovery Tank                  | 1 gal (3.8 L)                                            |
| Solution Pump                  | 30 psi (2.07 bar)                                        |
| Solution and Vacuum Hoses      | 8 ft (2.4 m)                                             |
| Wheels                         | 8 in (25.4 cm)                                           |
| Vacuum Motor                   | 2-stage                                                  |
| Airflow at Orifice             | 95 cfm (161 m³/hr)                                       |
| Waterlift at Sealed Orifice    | 85 in (228.6 cm)                                         |
| Amp Draw, Voltage              | 10.8 amps, 110 Volt                                      |
| Power Cable, Safety Yellow     | 21.5 ft (6.5 m)                                          |
| Sound Level                    | 80 dB A                                                  |
| Weight                         | 19 lbs (8.6 kg)                                          |
| Shipping Weight                | 28 lbs (12.7 kg)                                         |
| Dimensions (L x W x H)         | 21 in x 10.5 in x 16 in<br>(53.3 cm x 26.7 cm x 40.6 cm) |
| Optional Accessories           | 8 in wand, 15 ft solution and vacuum hoses               |
| Model Number                   | WOLF130                                                  |

subject to change



9435 Winnetka Avenue North  
Brooklyn Park, MN 55445  
Phone: 800.989.2235  
Fax: 800.989.6566

240 Superior Boulevard  
Mississauga, Ontario, Canada L5T 2L2  
Phone: 800.668.8400  
Fax: 800.263.5111

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PART OF THE NILFISK GROUP





## Key Features

- Stackable design
- Convenient built-in cable wrap
- Operates at 0, 45, or 90 degree angle

## Markets/Applications

- Institutional
- Industrial
- Flooded areas
- Commercial
- Hospitality
- Carpets after extraction
- Hard floors after stripping
- Flooded areas
- Upholstery/carpeted walls after extraction
- Fresh paint
- Improved facility ventilation
- Advertising Balloons

## General Overview

- Designed to create and channel airflow while maximizing CFM
- 1HP motor generates, cuts drying time in half
- Can be operated at 0 degrees or can be operated at a pitch of 45 or 90 degree angles to circulate airflow

## Productivity

- Three different speeds to meet any need
- 1 HP motor gives optimum performance

## Ease of Use

- Lightweight design for easy transport
- Multiple positions

## Safety

- Protective screens at every opening
- Non-Conductive housing
- 3-Prong 14-gauge grounded cord
- Non-marking rotationally molded housing

## Accessories/Options

- UL approved model available

| Specifications              |                                            |
|-----------------------------|--------------------------------------------|
| <b>Velocity</b>             | 6,200 ft/min (1,889.8 m/min)               |
| <b>Motor</b>                | 1 HP (.75 kw)                              |
| <b>Housing Construction</b> | Rotationally molded polyethylene           |
| <b>Fan Construction</b>     | Non-corrosive polypropylene                |
| <b>Angle Positions</b>      | 0°, 45° and 90°                            |
| <b>Stackable</b>            | Interlocking design                        |
| <b>Speed Settings</b>       | 3-Speed                                    |
| <b>Sound Level</b>          | 72 Db                                      |
| <b>Cable Wrap</b>           | Built-In                                   |
| <b>Cable Length</b>         | 120V - 25 ft (7.6 m) or 240V - 12.2 m      |
| <b>Dimensions (LxWxH)</b>   | 15" x 17" x 20"<br>(38 cm x 43 cm x 51 cm) |
| <b>Shipping Weight</b>      | 33 lbs (15 kg)                             |

Specifications are subject to change without notice.

\*Maximum rated CFM

Minuteman International Inc  
14N845 U.S. Route 20  
Pingree Grove, IL 60140  
Phone: (847) 264-5400  
Fax: (847) 683-5207

A Member of the Hako Group

Minuteman is a full line manufacturer of sweepers and scrubbers; as well as critical filter vacuums, industrial and commercial vacuums, floor and carpet machines, and litter vacuums for commercial and institutional facilities, whereas PowerBoss is a full line manufacturer of sweepers and scrubbers for industrial facilities.

Come Visit our Website at  
**[www.minutemanintl.com](http://www.minutemanintl.com)**

987360



***COVERS 20,000 SQ. FT. PER HOUR***

***LOW BRUSH DECK IS IDEAL FOR CLEANING AROUND & UNDERNEATH OBSTACLES***

***SMALL, COMPACT DESIGN FOR TIGHT SPACES***

**E20** | 20" DISC/CYLINDRICAL WALK-BEHIND SCRUBBER

## E20 | PRODUCT FEATURES

The E20 is a compact scrubber with a 20" cleaning path and is available in the disc and cylindrical models. The disc model is offered in brush drive or traction drive and the cylindrical model is traction drive. Advanced technology makes the E20 a part of the innovative walk-behind scrubber line, the E Series. Easy-to-understand controls ensure that the machine is simple to operate. The compact and sleek design results in total operator comfort by focusing on ergonomics and provides an excellent line of sight to the area to be cleaned. The adjustable handle and ergonomic hand bails offer superior handling of the machine and the traction drive models offer ergonomic, adjustable speed regulation with the turn of a dial. The E20 contains an on-board charger that is convenient and allows the machine to be charged anywhere. When the on-board charger is plugged in, the machine is not operable. The brush loading/unloading is as easy as the turn of a switch and the operator never has to manually remove the brushes. A parabolic squeegee is standard on both models. The squeegees are designed so that no operator adjustment is necessary. This vacuum contains 12 gallon solution tank and a easy-to-clean, hygienic, 13 gallon recovery tank.

### SPECIFICATIONS

| MODEL                         | E20 DISC                   | E20 Cylindrical            |
|-------------------------------|----------------------------|----------------------------|
| Cleaning Path Width           | 20"                        | 20"                        |
| Squeegee Width                | 33"                        | 33"                        |
| Theoretical Productivity (BD) | 15,000 ft <sup>2</sup> /hr | N/A                        |
| Theoretical Productivity (TD) | 27,280 ft <sup>2</sup> /hr | 27,280 ft <sup>2</sup> /hr |
| Working Speed (BD)            | 1.7 MPH                    | N/A                        |
| Working Speed (TD)            | 3.1 MPH                    | 3.1 MPH                    |
| Rated Voltage                 | 24 volts                   | 24 volts                   |
| Vacuum Flow                   | 65 cfm                     | 65 cfm                     |
| Vacuum Waterlift              | 45 in                      | 45 in                      |
| Vacuum Power                  | .60 hp                     | .60 hp                     |
| Drive Motor Power (TD)        | 1/5 hp                     | 1/5 hp                     |
| Brush Type                    | Disc                       | Cylindrical                |
| Brush Motor(s) Power          | 3/4 hp                     | 3/4 hp                     |
| Number of Brushes             | 1                          | 1                          |
| Brush RPM                     | 180 RPM                    | 600 RPM                    |
| Solution Capacity             | 12 gallon                  | 12 gallon                  |
| Recovery Capacity             | 13 gallon                  | 13 gallon                  |
| Weight with Batteries (BD)    | 313 lbs                    | N/A                        |
| Weight without Batteries (BD) | 203 lbs                    | N/A                        |
| Weight with Batteries (TD)    | 372 lbs                    | 360 lbs                    |
| Weight without Batteries (TD) | 238 lbs                    | 238 lbs                    |



### GREEN FEATURES

SOUND LEVEL < = 70dBs

TOOL FREE BRUSH REMOVAL

TOOL FREE SQUEEGEE REMOVAL

ONE BUTTON OPERATION

MAINTENANCE FREE GEL  
BATTERIES AVAILABLE

Minuteman is a division of three companies manufacturing a full line of maintenance products, industrial and commercial sweepers, scrubbers and chemicals for industrial, commercial and institutional facilities.

**Minuteman**  
Excellence Meets Clean

**PowerBoss**  
The Power of Clean

**Multi-Clean**  
Your Guide to Clean

**Minuteman**  
Excellence Meets Clean

1.800.323.9420  
minutemanintl.com

50 Ft. heavy duty  
cord with durable  
steel strain relief  
spring

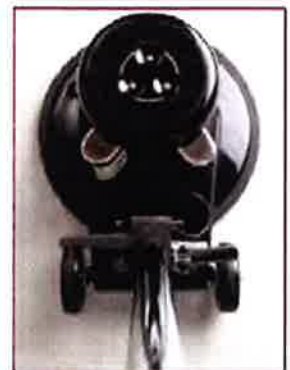
Dual metal switch  
levers, left or right  
hand operation

98 lbs - Optimum weight  
delivers more resistance  
against the floor to get  
the job done better and  
faster

All steel and  
stainless steel construction

Extremely durable & convenient  
handle adjustment mechanism is  
foot operated.

Dual Capacitors



Optional 4 gallon  
shampoo tank



1.5HP 66  
Frame Motor  
with Triple  
Planetary  
Gears

5" non-marking wheels

Non-marking PVC bumper  
prevents marking furniture  
or walls

*"Single speed unit shown here"*

**POWERFUL • DURABLE • RELIABLE**

# FRONTRUNNER SERIES

LOW SPEED & DUAL SPEED FLOOR MACHINES

# Frontrunner Series Features & Specifications

## Specifications:

|                     | Frontrunner 17               | Frontrunner 20               | Frontrunner DS               |
|---------------------|------------------------------|------------------------------|------------------------------|
| Head Size           | 17" Head                     | 20" Head                     | 20" Head                     |
| Head Speed          | 175 RPM                      | 175 RPM                      | 180/320 RPM                  |
| Motor               | 1.5 HP 66 frame Motor        | 1.5 HP 66 frame Motor        | 1.5 HP 66 frame Motor        |
| Gears               | Triple planetary steel gears | Triple planetary steel gears | Triple planetary steel gears |
| Weight              | 95 lbs.                      | 98 lbs.                      | 92 lbs.                      |
| Brush Cover         | Black Powder Coated          | Black Powder Coated          | Black Powder Coated          |
| Shipping Weight     | 112 lbs.                     | 115 lbs.                     | 112 lbs.                     |
| Handle              | Anti-fatigue Handle Grips    | Anti-fatigue Handle Grips    | Anti-fatigue Handle Grips    |
| Power Cord          | 50'                          | 50'                          | 50'                          |
| Amperage Draw       | 14.4 Amps                    | 14.4 Amps                    | 14.4 Amps                    |
| Shipping Dimensions | 48"H x 26.5"L x 23"W         | 48"H x 26.5"L x 23"W         | 48"H x 26.5"L x 23"W         |
| Warranty            | 2 Year                       | 2 Year                       | 2 Year                       |



*"Single speed unit shown here"*



Minuteman is a full line manufacturer of sweepers and scrubbers; as well as critical filter vacuums, industrial and commercial vacuums, floor and carpet machines, and litter vacuums for commercial and institutional facilities, whereas PowerBoss is a full line manufacturer of sweepers and scrubbers for industrial facilities.

# AS710R™

## Rider Scrubber

Reliable, simple and powerful

[www.usviper.com](http://www.usviper.com)



Ease to use, one touch scrubbing and simple dash layout.



Maintenance-free AGM batteries and onboard charger standard.



Large recovery tank opening for easy clean out.

PART OF THE NILFISK GROUP



# AS710R™

## Rider Scrubber

### Simple

- Ease to use, one touch scrubbing and simple dash layout
- Four solution flow rates for a variety of applications
- Large recovery tank opening for easy clean out
- Maintenance-free AGM batteries and onboard charger standard

### Rugged

- Squeegee and scrub deck lower mechanically
- Standard front bumper protects machine on impact
- Integrated squeegee hanging system for easy transport in tight areas

### Affordable

- Ideal "first rider" for daily cleaning in a facility
- 28 inch cleaning path
- 26 gallon tanks
- Comes with 2 pad holders and 2 poly brushes
- Cleans most flooring types: VCT, concrete, and tile

### Technical Specifications

| Description                              | AS710R™                                                         |
|------------------------------------------|-----------------------------------------------------------------|
| Solution Tank                            | 26 gal (98 L)                                                   |
| Recovery Tank                            | 26 gal (98 L)                                                   |
| BrushPad Diameter                        | 14 in (355 mm)                                                  |
| BrushPad Pressure                        | 77 lb (35 kg)                                                   |
| Squeegee Width                           | 37 in (940 mm)                                                  |
| Sound Pressure Level                     | 69 dB A                                                         |
| Brush Speed                              | 204 rpm                                                         |
| Brush Motor                              | 2 x 300 W                                                       |
| Vacuum Motor 3 Stages                    | 500 W                                                           |
| Max Speed                                | 3.7 mph (6 km/h)                                                |
| Cleaning Width                           | 28 in (710 mm)                                                  |
| Battery Type                             | 6 V 245 Ah AGM (4 pcs.)                                         |
| Battery Compartment Size                 | 13.2 in x 19 in x 11.8 in<br>(336 mm x 482 mm x 300 mm)         |
| Net Weight (Empty Tanks, with Batteries) | 771.6 lb (350 kg)                                               |
| Max Loading Weight                       | 959 lb (435 kg)                                                 |
| Packaging Size                           | 68.11 in x 31.89 in x 55.5 in<br>(1,730 mm x 810 mm x 1,410 mm) |
| Dimensions (L x W x H)                   | 62.2 in x 29.9 in x 48.4 in<br>(1,580 mm x 760 mm x 1,230 mm)   |
| Model Number                             | 50000318                                                        |

Specifications are subject to change without notice.



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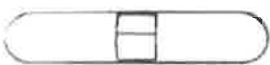
## Floor Cleaning Tools

|                                                                                     |            |                                                                                                              |
|-------------------------------------------------------------------------------------|------------|--------------------------------------------------------------------------------------------------------------|
|    | NFTH40ALEA | Durable, adjustable aluminum telescopic handle for mopping; 60"                                              |
|    | NFTF18BLEA | Tab frame with swivel, collapsible for touch-free operation; 16" x 5"                                        |
|    | NFTM18BLEA | Blue Tab Mop; 18" (Also available in Green, Yellow and Red)                                                  |
|    | NFPF18EA   | Pocket Frame for touch-free operation; 16"x5"                                                                |
|    | NFPM18BLEA | Blue Pocket Mop for general cleaning; 18" (Also available in green, yellow and red for specialized cleaning) |
|    | NFJH40YLEA | Jaw clamp handle for NuFiber tube mops; 60"                                                                  |
|   | NFSMBLEA   | NuFiber large blue tube mop (Available in various colors and sizes to meet any needs)                        |
|  | NFDB05GYEA | Divided Bucket with down press wringer                                                                       |
|  | NFDBT2GYEA | Large capacity double bucket for mopping large areas                                                         |
|  | NFSB06BLEA | Pretreat Bucket for pocket mops and pads                                                                     |
|  | NFMB02BLEA | Chemical Mixing Bucket to properly measure solution for pretreatment                                         |
|  | NFFLFINKIT | Yellow Bucket with lid and tamp tray, 18" pocket frame, telehandle and six each white microfiber pocket mops |

## Above-Floor Cleaning Tools

|                                                                                   |            |                                                                                                                                      |
|-----------------------------------------------------------------------------------|------------|--------------------------------------------------------------------------------------------------------------------------------------|
|  | NFTH40ALEA | Durable, adjustable aluminum telescopic handle for mopping and wall washing; 60"                                                     |
|  | NFWW08BLEA | Wall wash frame with swivel, for NuFiber pads                                                                                        |
|  | NFHT08BLEA | Hand trowel with handle for NuFiber pads                                                                                             |
|  | NFPD10BLEA | NuFiber pad for hand trowel to clean desks, white boards and smart boards, and for wall wash heads; 10", Available in Blue or White  |
|  | NFSB03BLEA | Mini Sealed Bucket for pretreating pads and mops                                                                                     |
|  | NFCL16BUEA | Blue NuFiber cloth for general purpose cleaning; 16" x 16", (Also available in green, yellow and red for specialized cleaning needs) |
|  | NFCL16BLEA | NuFiber Glass Cleaning Cloth for reflective surfaces; 16"x16"                                                                        |

## Tools for Dusting

|                                                                                     |            |                                                                                                      |
|-------------------------------------------------------------------------------------|------------|------------------------------------------------------------------------------------------------------|
|  | NFDUSTKIT  | High Duster Kit with flex frame, extension handle, NuFiber duster sleeve and NuFiber chenille sleeve |
|  | NFXTADEA   | Adapter for 18' High Duster pole extension                                                           |
|  | NFTH18ALEA | High Duster 18' High Duster pole extension                                                           |
|  | NFDMHANDEA | Clip-on Dust Mop handle                                                                              |
|  | NFDM18BLEA | 18" Dust Mop with blue backing                                                                       |
|  | NFDM24RDEA | 24" Dust Mop with red backing                                                                        |
|                                                                                     | NFDM36GREA | 36" Dust Mop with green backing                                                                      |
|                                                                                     | NFDM48YLEA | 48" Dust Mop with yellow backing                                                                     |
|                                                                                     | NFDM60BLEA | 60" Dust Mop with blue backing                                                                       |
|                                                                                     | NFDM72RDEA | 72" Dust Mop with red backing                                                                        |
|  | NFDMFR18EA | 18" Dust Mop frame                                                                                   |
|                                                                                     | NFDMFR24EA | 24" Dust Mop frame                                                                                   |
|                                                                                     | NFDMFR36EA | 36" Dust Mop frame                                                                                   |
|                                                                                     | NFDMFR48EA | 48" Dust Mop frame                                                                                   |
|                                                                                     | NFDMFR60EA | 60" Dust Mop frame                                                                                   |
|                                                                                     | NFDMFR72EA | 72" Dust Mop frame                                                                                   |

## Is your current cleaning contract just words on paper?

How do you know if your facility is clean?

Are the services in your contract being delivered?

Are you getting good value for the price you're paying?

You can't know unless you have **proof**. We don't just promise quality. We **prove** it.

### Proof using RNA:

*Monitor the quality of our service in real-time as inspections are performed.*

- ✓ Photos and GPS are included for additional verification
- ✓ Easily submit requests and complaints online
- ✓ Everything is documented, easily accessible, and you have a complete audit trail for future reference

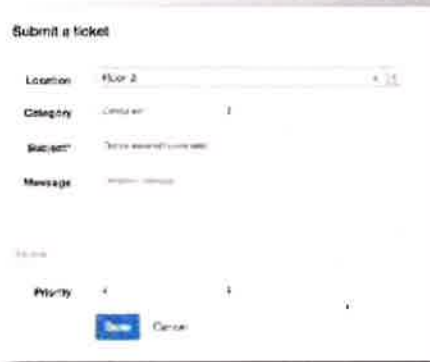
### Benefits to you:

- ✓ Receive our outstanding customer service
- ✓ Consistently improved cleanliness in your facility
- ✓ State of the art reports
- ✓ Free access to all our clients



**Real-time inspections ensure transparency and accountability**

## Easily report issues and track our corrective action.



The screenshot shows a web form titled "Submit a ticket". It includes the following fields and options:

- Location:** A dropdown menu with "Floor 2" selected.
- Category:** A dropdown menu with "Computer" selected.
- Subject:** A text input field containing "Device connected to network".
- Message:** A text area with the placeholder text "Describe the issue".
- Priority:** A dropdown menu with "4" selected.
- Buttons:** "Save" and "Cancel" buttons at the bottom.

- You can report issues by email or directly into OrangeQC
- Our team is instantly notified and management is informed
- Our follow-up action is logged and you are notified when the issue has been resolved

**RNA**  
FACILITIES MANAGEMENT

## Reports quantify our performance and the effectiveness of our service



**RNA**  
FACILITIES MANAGEMENT

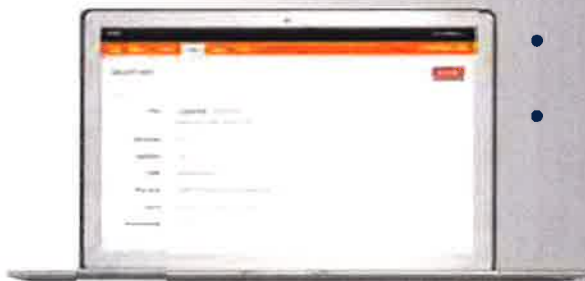
## Our quality control program puts YOU in control

- Know that services are completed as required
- Easily report issues and ensure that they are resolved
- All communication and inspections are logged



## Getting started is easy...

- Nothing to install
- You'll receive a username and password for logging in with your web browser
- Instantly access the program from anywhere, anytime
- All data is secure and encrypted



***We are committed to providing outstanding customer service.***

## **1. Introduction**

RNA Facilities Management is committed to preventing accidents and ensuring the safety and health of our employees. We will comply with all applicable federal and state health and safety rules. Under this program employees are informed of the contents of the OSHA Hazard Communications Standard, the hazardous properties of chemicals with which they work, safe handling procedures and measures to take to protect themselves from these chemicals. These hazards may be physical or health related. This written hazard communication plan will be available at our headquarters for review by all employees.

## **2. Identifying Hazardous Chemicals**

A list is attached to this plan that identifies all hazardous chemicals with a potential for employee exposure at City of Novi. Detailed information about the physical, health, and other hazards of each chemical is included in a Safety Data Sheet (SDS); the product identifier for each chemical on the list matches and can be easily cross-referenced with the product identifier on its label and on its Safety Data Sheet.

## **3. Identifying Containers of Hazardous Chemicals**

The labeling system to be used by RNA Facilities Management follows the requirements in the latest revision of the OSHA Hazard Communication Standard to be consistent with the United Nations Globally Harmonized System (PSDR-1) of Classification of Labeling of Chemicals. The label on the chemical is intended to convey information about the hazards posed by the chemical through standardized label elements, including symbols, signal words and hazard statements.

All hazardous chemical containers used at this workplace will have:

1. The original manufacturer's label that includes a product identifier, an appropriate signal word, hazard statement(s), pictogram(s), precautionary statement(s) and the name, address, and telephone number of the chemical manufacturer, importer, or other responsible party
2. A label with the appropriate label elements just described along with a 24 hour emergency contact number in the event of an emergency.
3. Workplace labeling that includes the product identifier and words,

pictures, symbols, or combination that provides at least general information regarding the hazards of the chemicals.

The on-site supervisor will ensure that all containers are appropriately labeled. No container will be released for use until this information is verified. Workplace labels must be legible and in English. Information in other languages is available at our headquarters.

*Small quantities intended for immediate use may be placed in a container without a label, provided that the individual keeps it in their possession at all times and the product is used up during the work shift or properly disposed of at the end of the work day. However, the container should be marked with its contents.*

#### **4. Keeping Safety Data Sheets (previously known as Material Safety Data Sheets)**

The manufacturer or importer of a chemical is required by OSHA to develop a Safety Data Sheet (SDS) that contains specific, detailed information about the chemical's hazard using a specified format. The distributor or supplier of the chemical is required to provide this SDS to the purchaser.

SDS's are readily available to all employees during their work shifts. Employees can review SDS for all hazardous chemicals used at City of Novi in the appropriate informational binders on site.

The SDS's are updated and managed by the on-site supervisor. If an SDS is not immediately available for a hazardous chemical, employees can obtain the required information by calling the RNA headquarters directly.

#### **5. Training Employees about Chemical Hazards**

Before they start their jobs or are exposed to new hazardous chemicals, employees must attend a hazard communication training that covers the following topics:

- An overview of the requirements in OSHA's Hazard Communication Standard.
- Hazardous chemicals present in their workplace.
- Any operations in their work area where hazardous chemicals are used.
- The location of the written hazard communication plan and where it may be reviewed.
- How to understand and use the information on labels and in Safety Data Sheets.
- Physical and health hazards of the chemicals in their work areas.
- Methods used to detect the presence or release of hazardous chemicals in

the work area.

- Steps we have taken to prevent or reduce exposure to these chemicals.
- How employees can protect themselves from exposure to these hazardous chemicals through use of engineering controls/work practices and personal protective equipment.
- An explanation of any special labeling present in the workplace.
  - What are pictograms?
  - What are the signal words?
  - What are the hazard statements?
  - What are the precautionary statements?
- Emergency procedures to follow if an employee is exposed to these chemicals.

The site supervisor for each zone at the City of Novi is responsible to ensure that employees receive this training. After attending the training, employees will sign a form verifying that they understand the above topics and how the topics are related to our hazard communication plan.

Prior to introducing a new chemical hazard into any department, each employee in that department will be given information and training as outlined above for the new chemical hazard.

## **6. Informing Employees Who Complete Special Tasks**

Before employees perform special (non-routine) tasks that may expose them to hazardous chemicals, their supervisors will inform them about the chemicals' hazards. Their supervisors also will inform them about how to control exposure and what to do in an emergency. The employer will evaluate the hazards of these tasks and provide appropriate controls including Personal

Protective Equipment all additional training as required.

Examples of special tasks that may expose employees to hazardous chemicals include special requests from the contract administrator.

## **7. Informing contractors and other employers about our hazardous chemicals**

If employees of other employer(s) may be exposed to hazardous chemicals at our workplace (for example, employees of a construction contractor working on-site) It is the responsibility of the site administrator and their employees to provide contractors with all information including the identity of the chemicals, where to find our SDS Sheets and safe work practices to prevent exposure.



# Safety Data Sheet

## Spartan Chemical Company, Inc.

Revision Date: 23-Dec-2019

### 1. PRODUCT AND COMPANY IDENTIFICATION

#### Product Identifier

**Product Name:** M\*95  
**Product Number:** 7115 , 7495, 7105  
**Recommended Use:** Acid cleaner  
**Uses Advised Against:** For Industrial and Institutional Use Only

**Manufacturer/Supplier:** Spartan Chemical Company, Inc.  
1110 Spartan Drive  
Maumee, Ohio 43537 USA  
800-537-8990 (Business hours)  
[www.spartanchemical.com](http://www.spartanchemical.com)

#### **24 Hour Emergency Phone Numbers:**

**Medical Emergency/Information:** 888-314-6171  
**Transportation/Spill/Leak:** CHEMTREC 800-424-9300

### 2. HAZARDS IDENTIFICATION

#### **GHS Classification**

Acute Toxicity - Inhalation (Gases): Category 4  
Skin Corrosion/Irritation: Category 1 Sub-category B  
Serious Eye Damage/Eye Irritation: Category 1  
Corrosive to Metals: Category 1

#### GHS Label Elements

**Signal Word:**

**Symbols:**

**Danger**



#### **Hazard Statements:**

Harmful if inhaled.  
Causes severe skin burns and serious eye damage.  
May be corrosive to metals.

#### Precautionary Statements:

##### **Prevention:**

Use only outdoors or in a well-ventilated area  
Do not breathe mist, vapors or spray.  
Wash hands and any exposed skin thoroughly after handling.  
Wear protective gloves. Wear eye / face protection. Wear protective clothing.  
Keep in original or other corrosion resistant container.

##### **Response:**

**-Eyes**

**IMMEDIATELY CALL A POISON CENTER OR PHYSICIAN.**

IF IN EYES: Rinse cautiously with water for several minutes. Remove contact lenses, if present and easy to do. Continue rinsing.

**-Skin**

IF ON SKIN (or hair): Take off immediately all contaminated clothing. Rinse skin with water or shower. Wash contaminated clothing before reuse.

**-Inhalation:**

IF INHALED: Remove victim to fresh air and keep at rest in a position comfortable for breathing.

**-Ingestion:**

IF SWALLOWED: Rinse mouth. Do NOT induce vomiting.

**-Specific Treatment:** See Safety Data Sheet Section 4: "FIRST AID MEASURES" for additional information.

**Spill:** Absorb spillage to prevent material damage.

**Storage:** Store locked up. Store in corrosion resistant container.

**Disposal:** Dispose of contents and container in accordance with local, state and federal regulations.

**Hazards Not Otherwise Classified:** Not Applicable

**Other Information:**

- Corrosive.
- Harmful if swallowed
- Do not mix with hypochlorite-type bleach or other household chemicals as hazardous vapors or gases may be produced.
- Keep out of reach of children.
- NOTE TO PHYSICIAN: Probable mucosal damage may contraindicate the use of gastric lavage.

### 3. COMPOSITION / INFORMATION ON INGREDIENTS

| Chemical Name     | CAS No      | Weight-% |
|-------------------|-------------|----------|
| Water             | 7732-18-5   | 60-100   |
| Hydrochloric Acid | 7647-01-0   | 5-10     |
| C9-11 Pareth-6    | 68439-46-3  | 0.1-1    |
| Polystyrene       | 9003-53-6   | <0.1     |
| Isobornyl Acetate | 125-12-2    | <0.1     |
| Terpineol         | 98-55-5     | <0.1     |
| Fragrance         | PROPRIETARY | <0.1     |
| Acid Blue 9       | 3844-45-9   | <0.1     |

Specific chemical identity and/or exact percentage of composition has been withheld as a trade secret.

### 4. FIRST AID MEASURES

**-Eye Contact:** Rinse cautiously with water for at least 15 minutes. Remove contact lenses, if present and easy to do. Continue rinsing. IMMEDIATELY CALL A POISON CENTER OR PHYSICIAN.

**-Skin Contact:** Take off immediately all contaminated clothing and shoes. Rinse with water or shower for at least 15 minutes. IMMEDIATELY CALL A POISON CENTER OR PHYSICIAN.

**-Inhalation:** Remove victim to fresh air and keep at rest in a position comfortable for breathing. IMMEDIATELY CALL A POISON CENTER OR PHYSICIAN.

**-Ingestion:** Rinse mouth. Do NOT induce vomiting. IMMEDIATELY CALL A POISON CENTER OR PHYSICIAN. Never give anything by mouth to an unconscious person.

**Note to Physicians:** NOTE TO PHYSICIAN: Probable mucosal damage may contraindicate the use of gastric lavage.

### 5. FIRE-FIGHTING MEASURES

**Suitable Extinguishing Media:** Product does not support combustion, Use extinguishing agent suitable for type of surrounding fire

**Specific Hazards Arising from the Chemical:** Dried product is capable of burning. Combustion products are toxic. Contact with metals may evolve flammable hydrogen gas.

**Hazardous Combustion Products:** May include Carbon monoxide Carbon dioxide and other toxic gases or vapors.

**Protective Equipment and Precautions for Firefighters:** Wear MSHA/NIOSH approved self-contained breathing apparatus (SCBA) and full protective gear. Cool fire-exposed containers with water spray.

### 6. ACCIDENTAL RELEASE MEASURES

**Personal Precautions:** Avoid contact with skin, eyes or clothing. Use personal protective equipment as required.

**Environmental Precautions:**

Do not rinse spill onto the ground, into storm sewers or bodies of water.

**Methods for Clean-Up:**

Prevent further leakage or spillage if safe to do so. Contain and collect spillage with non-combustible absorbent material, (e.g. sand, earth, diatomaceous earth, vermiculite) and place in container for disposal according to local / national regulations (see Section 13).

## 7. HANDLING AND STORAGE

**Advice on Safe Handling:**

Handle in accordance with good industrial hygiene and safety practice. Wash thoroughly after handling.

**Storage Conditions:**

Keep containers tightly closed in a dry, cool and well-ventilated place. Keep out of the reach of children. Keep from freezing.

**Incompatible Materials:**

Sodium hypochlorite (or other hypochlorites). Strong bases. Reactive metals such as aluminum, zinc and tin.

**Suggested Shelf Life:**

Minimum of 2 years from date of manufacture.

## 8. EXPOSURE CONTROLS / PERSONAL PROTECTION

**Occupational Exposure Limits:**

| Chemical Name                  | ACGIH TLV      | OSHA PEL                                                                                                             | NIOSH                                                          |
|--------------------------------|----------------|----------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------|
| Hydrochloric Acid<br>7647-01-0 | Ceiling: 2 ppm | (vacated) Ceiling: 5 ppm<br>(vacated) Ceiling: 7 mg/m <sup>3</sup><br>Ceiling: 5 ppm<br>Ceiling: 7 mg/m <sup>3</sup> | IDLH: 50 ppm<br>Ceiling: 5 ppm<br>Ceiling: 7 mg/m <sup>3</sup> |

**Engineering Controls:**

Provide good general ventilation.

If work practices generate dust, fumes, gas, vapors or mists which expose workers to chemicals above the occupational exposure limits, local exhaust ventilation or other engineering controls should be considered.

Eye wash stations and shower facilities should be readily accessible in areas where the product is handled.

**Personal Protective Equipment****Eye/Face Protection:**

Wear splash goggles.

**Skin and Body Protection:**

Wear rubber or other chemical-resistant gloves. Use of impervious apron, boots and other protective equipment should be considered in order to prevent or minimize contact with this product.

**Respiratory Protection:**

Not required with expected use.

If occupational exposure limits are exceeded or respiratory irritation occurs, use of a NIOSH/MSHA approved respirator suitable for the use-conditions and chemicals in Section 3 should be considered.

**General Hygiene Considerations:**

Wash hands and any exposed skin thoroughly after handling.

See 29 CFR 1910.132-138 for further guidance.

## 9. PHYSICAL AND CHEMICAL PROPERTIES

|                                        |                              |
|----------------------------------------|------------------------------|
| <b>Appearance/Physical State:</b>      | Liquid                       |
| <b>Color:</b>                          | Green                        |
| <b>Odor:</b>                           | Pine fragrance               |
| <b>pH:</b>                             | < 1.0                        |
| <b>Melting Point / Freezing Point:</b> | No information available.    |
| <b>Boiling Point / Boiling Range:</b>  | 100 °C / 212 °F              |
| <b>Flash Point:</b>                    | > 100 °C / > 212 °F ASTM D56 |
| <b>Evaporation Rate:</b>               | < 1 (Butyl acetate = 1)      |
| <b>Flammability (solid, gas)</b>       | No information available.    |
| <b>Upper Flammability Limit:</b>       | No information available.    |
| <b>Lower Flammability Limit:</b>       | No information available.    |
| <b>Vapor Pressure:</b>                 | No information available.    |
| <b>Vapor Density:</b>                  | No information available.    |
| <b>Specific Gravity:</b>               | 1.048                        |
| <b>Solubility(ies):</b>                | Soluble in water             |
| <b>Partition Coefficient:</b>          | No information available.    |
| <b>Autoignition Temperature:</b>       | No information available.    |
| <b>Decomposition Temperature:</b>      | No information available.    |
| <b>Viscosity:</b>                      | No information available.    |

## 10. STABILITY AND REACTIVITY

|                                            |                                                                                                             |
|--------------------------------------------|-------------------------------------------------------------------------------------------------------------|
| <b>Reactivity:</b>                         | This material is considered to be non-reactive under normal conditions of use.                              |
| <b>Chemical Stability:</b>                 | Stable under normal conditions.                                                                             |
| <b>Possibility of Hazardous Reactions:</b> | Contact with sodium hypochlorite (or other hypochlorites) releases chlorine gas.                            |
| <b>Conditions to Avoid:</b>                | Exposure to air or moisture over prolonged periods.                                                         |
| <b>Incompatible Materials:</b>             | Sodium hypochlorite (or other hypochlorites). Strong bases. Reactive metals such as aluminum, zinc and tin. |
| <b>Hazardous Decomposition Products:</b>   | May include carbon monoxide, carbon dioxide (CO <sub>2</sub> ) and other toxic gases or vapors.             |

## 11. TOXICOLOGICAL INFORMATION

|                                                                                        |                                                                                                       |
|----------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------|
| <b>Likely Routes of Exposure:</b>                                                      | Eyes, Skin, Ingestion, Inhalation.                                                                    |
| <b>Symptoms of Exposure:</b>                                                           |                                                                                                       |
| <b>-Eye Contact:</b>                                                                   | Pain, redness, swelling of the conjunctiva and tissue damage. Eye contact may cause permanent damage. |
| <b>-Skin Contact:</b>                                                                  | Pain, redness, blistering and possible chemical burn.                                                 |
| <b>-Inhalation:</b>                                                                    | Irritation or damage to the mucus membranes of the respiratory tract. Nasal discomfort and coughing.  |
| <b>-Ingestion:</b>                                                                     | Damage or chemical burns to mouth, throat and stomach. Pain, nausea, vomiting and diarrhea.           |
| <b>Immediate, Delayed, Chronic Effects</b>                                             |                                                                                                       |
| <b>Product Information:</b>                                                            | Data not available or insufficient for classification.                                                |
| <b>Target Organ Effects:</b>                                                           | -Eyes. Respiratory System. -Skin.                                                                     |
| <b>Numerical Measures of Toxicity</b>                                                  |                                                                                                       |
| The following acute toxicity estimates (ATE) are calculated based on the GHS document. |                                                                                                       |

|                          |             |
|--------------------------|-------------|
| ATEmix (oral):           | 2574 mg/kg  |
| ATEmix (dermal):         | 54181 mg/kg |
| ATEmix (inhalation-gas): | 6092 mg/l   |

### Component Acute Toxicity Information

| Chemical Name                  | Oral LD50               | Dermal LD50             | Inhalation LC50         |
|--------------------------------|-------------------------|-------------------------|-------------------------|
| Water<br>7732-18-5             | > 90 mL/kg ( Rat )      | Not Available           | Not Available           |
| Hydrochloric Acid<br>7647-01-0 | 238 - 277 mg/kg ( Rat ) | > 5010 mg/kg ( Rabbit ) | = 1.68 mg/L ( Rat ) 1 h |

|                               |                      |                          |               |
|-------------------------------|----------------------|--------------------------|---------------|
| C9-11 Pareth-6<br>68439-46-3  | = 1400 mg/kg ( Rat ) | Not Available            | Not Available |
| Isobornyl Acetate<br>125-12-2 | = 9050 mg/kg ( Rat ) | > 20000 mg/kg ( Rabbit ) | Not Available |
| Terpineol<br>98-55-5          | = 5170 mg/kg ( Rat ) | Not Available            | Not Available |

**Carcinogenicity:** No components present at 0.1% or greater are listed as to being carcinogens by ACGIH, IARC, NTP or OSHA.

## 12. ECOLOGICAL INFORMATION

### Ecotoxicity

| Chemical Name                 | Algae/Aquatic Plants | Fish                                                       | Toxicity to Microorganisms | Crustacea     |
|-------------------------------|----------------------|------------------------------------------------------------|----------------------------|---------------|
| Isobornyl Acetate<br>125-12-2 | Not Available        | 10.0 - 18.0: 96 h<br>Brachydanio rerio mg/L<br>LC50 static | Not Available              | Not Available |

**Persistence and Degradability:** No information available.

**Bioaccumulation:** No information available.

**Other Adverse Effects:** No information available.

## 13. DISPOSAL CONSIDERATIONS

**Disposal of Wastes:** This material, as supplied, is a hazardous waste according to federal regulations (40 CFR 261).

**Contaminated Packaging:** Dispose of in accordance with federal, state and local regulations.

## 14. TRANSPORT INFORMATION

### DOT:

**UN/ID No:** UN1760  
**Proper Shipping Name:** Corrosive liquids, n.o.s.,(contains hydrochloric (muriatic) acid)  
**Hazard Class:** 8  
**Packing Group:** II  
**Special Provisions:** Shipping descriptions may vary based on mode of transport, quantities, package size, and/or origin and destination. Check with a trained hazardous materials transportation expert for information specific to your situation.

**UN/ID No:** UN 1760  
**Proper Shipping Name:** Corrosive liquids, n.o.s.,(contains hydrochloric (muriatic) acid)  
**Hazard Class:** 8  
**Packing Group:** II

## 15. REGULATORY INFORMATION

**TSCA Status:** (Toxic Substance Control Act Section 8(b) Inventory)

All chemical substances in this product are included on or exempted from listing on the TSCA Inventory of Chemical Substances.

### SARA 313

This product contains the following listed substances:

#### Hydrochloric Acid

CAS No 7647-01-0 acid aerosols including mists, vapors, gas, fog, and other airborne forms of any particle size

### SARA 311/312 Hazard Categories

|                                           |     |
|-------------------------------------------|-----|
| <b>Acute Health Hazard:</b>               | Yes |
| <b>Chronic Health Hazard:</b>             | No  |
| <b>Fire Hazard:</b>                       | No  |
| <b>Sudden release of pressure hazard:</b> | No  |

---

**Reactive Hazard:**

No

**California Proposition 65**

This product is not subject to warning requirements under California Proposition 65.

**16. OTHER INFORMATION****NFPA****HMIS****Health Hazards: 3****Health Hazards: 3****Flammability: 0****Flammability: 0****Instability: 0****Physical Hazards: 0****Special: N/A****Revision Date:**

23-Dec-2019

**Reasons for Revision:**

Section, 3, 11, 12, 13, and, 14

**Disclaimer:**

The information provided in this Safety Data Sheet is correct to the best of our knowledge, information and belief at the date of its publication. The information given is designed only as a guidance for safe handling, use, processing, storage, transportation, disposal and release and is not to be considered a warranty or quality specification. The information relates only to the specific material designated and may not be valid for such material used in combination with any other materials or in any process, unless specified in the text.

**End of Safety Data Sheet**

On Dec 1, 2021 2:53 PM, "Conzen, Ida (ES)" <[Ida.Conzen@adp.com](mailto:Ida.Conzen@adp.com)> wrote:

As per your insurance carrier, your EMR is 1.00 for your 2021 policy.

Regards,

Automatic Data Processing Insurance Agency, Inc.

**Ida Conzen** | Licensed Agent in 50 States

CA License: 0H69217

[800-524-7024](tel:800-524-7024) office

[855-557-1317](tel:855-557-1317) fax

[ida.conzen@adp.com](mailto:ida.conzen@adp.com)



## 1.0 HEALTH, SAFETY & ENVIRONMENT

### 2019 ANNUAL HSE REPORT

*Monthly PPE Inspections Performed, Monthly Safety Training Refresh Performed at each client site.*

**HOURS:**  
**685,211 Approx. Man Hours**

**ANNUAL INCIDENTS:**  
**000001**

**TOTAL  
CLAIMS:**

**1**

### 2020 ANNUAL HSE REPORT

*Monthly PPE Inspections Performed, Monthly Safety Training Refresh Performed at each client site.*

**HOURS:**  
**906,759 Approx. Man Hours**

**ANNUAL INCIDENTS:**  
**000001**

**TOTAL  
CLAIMS:**

**1**

### 2021 ANNUAL HSE REPORT

*Monthly PPE Inspections Performed, Monthly Safety Training Refresh Performed at each client site.*

**HOURS:**  
**1,503,085 Approx. Man Hours**

**ANNUAL INCIDENTS:**  
**000000**

**TOTAL  
CLAIMS:**

**0**

*RNA's Safety Handbook available upon request.*

ACORD™

## CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)  
2022

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 any rights to the certificate holder in lieu of such endorsement(s).

| <b>PRODUCER</b><br><b>Marsh &amp; McLennan (CLW)</b><br><b>101 N Starcrest Dr.</b><br><b>Clearwater, FL 33765</b><br><b>727 447-6481</b> |        | <b>CONTACT NAME:</b><br><b>PHONE (A/C, No, Ext): 727 447-6481</b><br><b>FAX (A/C, No): 727 449-1267</b><br><b>E-MAIL ADDRESS: clcerts@bouchardinsurance.com</b>                                                                                                                                                                                                                                                                                                                                                                 |  |                               |        |                                      |       |                                     |       |                                                 |       |                                        |       |             |  |             |  |
|------------------------------------------------------------------------------------------------------------------------------------------|--------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|-------------------------------|--------|--------------------------------------|-------|-------------------------------------|-------|-------------------------------------------------|-------|----------------------------------------|-------|-------------|--|-------------|--|
| <b>INSURED</b><br><b>RNA Facilities Management</b><br><b>4130 Varsity Rd, Ste A</b><br><b>Ann Arbor, MI 48108-3320</b>                   |        | <table border="1"> <thead> <tr> <th>INSURER(S) AFFORDING COVERAGE</th> <th>NAIC #</th> </tr> </thead> <tbody> <tr> <td>INSURER A : Landmark American Ins Co</td> <td>33138</td> </tr> <tr> <td>INSURER B : Burlington Insurance Co</td> <td>23620</td> </tr> <tr> <td>INSURER C : Berkshire Hathaway Homestate Ins Co</td> <td>20044</td> </tr> <tr> <td>INSURER D : Ohio Security Insurance Co</td> <td>24082</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 : Landmark American Ins Co | 33138 | INSURER B : Burlington Insurance Co | 23620 | INSURER C : Berkshire Hathaway Homestate Ins Co | 20044 | INSURER D : Ohio Security Insurance Co | 24082 | INSURER E : |  | INSURER F : |  |
| INSURER(S) AFFORDING COVERAGE                                                                                                            | NAIC # |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |  |                               |        |                                      |       |                                     |       |                                                 |       |                                        |       |             |  |             |  |
| INSURER A : Landmark American Ins Co                                                                                                     | 33138  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |  |                               |        |                                      |       |                                     |       |                                                 |       |                                        |       |             |  |             |  |
| INSURER B : Burlington Insurance Co                                                                                                      | 23620  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |  |                               |        |                                      |       |                                     |       |                                                 |       |                                        |       |             |  |             |  |
| INSURER C : Berkshire Hathaway Homestate Ins Co                                                                                          | 20044  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |  |                               |        |                                      |       |                                     |       |                                                 |       |                                        |       |             |  |             |  |
| INSURER D : Ohio Security Insurance Co                                                                                                   | 24082  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |  |                               |        |                                      |       |                                     |       |                                                 |       |                                        |       |             |  |             |  |
| INSURER E :                                                                                                                              |        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |  |                               |        |                                      |       |                                     |       |                                                 |       |                                        |       |             |  |             |  |
| INSURER F :                                                                                                                              |        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |  |                               |        |                                      |       |                                     |       |                                                 |       |                                        |       |             |  |             |  |

| COVERAGES                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                                                                                                                                                                                                                                                                                                    | CERTIFICATE NUMBER: |          | REVISION NUMBER: |                         |                         |                                                                                                                                                                                                                                         |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|----------|------------------|-------------------------|-------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS. |                                                                                                                                                                                                                                                                                                                    |                     |          |                  |                         |                         |                                                                                                                                                                                                                                         |
| INSR LTR                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | TYPE OF INSURANCE                                                                                                                                                                                                                                                                                                  | ADDL INSR           | SUBR WVD | POLICY NUMBER    | POLICY EFF (MM/DD/YYYY) | POLICY EXP (MM/DD/YYYY) | LIMITS                                                                                                                                                                                                                                  |
| A                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | <input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY<br><input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR<br><br>GEN'L AGGREGATE LIMIT APPLIES PER:<br><input type="checkbox"/> POLICY <input checked="" type="checkbox"/> PROJECT <input type="checkbox"/> LOC<br>OTHER: | X                   | X        | LHA112766        | 12/21/2021              | 12/21/2022              | EACH OCCURRENCE \$1,000,000<br>DAMAGE TO RENTED PREMISES (Ea occurrence) \$100,000<br>MED EXP (Any one person) \$5,000<br>PERSONAL & ADV INJURY \$1,000,000<br>GENERAL AGGREGATE \$2,000,000<br>PRODUCTS - COM/OP AGG \$2,000,000<br>\$ |
| D                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | AUTOMOBILE LIABILITY<br><input checked="" type="checkbox"/> ANY AUTO OWNED AUTOS ONLY<br><input checked="" type="checkbox"/> HIRED AUTOS ONLY<br><input type="checkbox"/> SCHEDULED AUTOS NON-OWNED AUTOS ONLY                                                                                                     | X                   | X        | 62431245BAS1Q8   | 12/21/2021              | 12/21/2022              | COMBINED SINGLE LIMIT (Ea accident) \$1,000,000<br>BODILY INJURY (Per person) \$<br>BODILY INJURY (Per accident) \$<br>PROPERTY DAMAGE (Per accident) \$<br>\$                                                                          |
| B                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | UMBRELLA LIAB <input checked="" type="checkbox"/> OCCUR<br>EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE<br>DED RETENTION \$                                                                                                                                                                                    |                     |          | 387BE00318       | 12/21/2021              | 12/21/2022              | EACH OCCURRENCE \$5,000,000<br>AGGREGATE \$5,000,000<br>\$                                                                                                                                                                              |
| C                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | WORKERS COMPENSATION AND EMPLOYERS' LIABILITY<br>ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? <input type="checkbox"/> Y/N<br>(Mandatory in NH)<br>If yes, describe under DESCRIPTION OF OPERATIONS below                                                                                             |                     | N/A      | RNWC125372       | 12/21/2021              | 12/21/2022              | PER STATUTE <input type="checkbox"/> OTH-ER <input type="checkbox"/><br>E.L. EACH ACCIDENT \$1,000,000<br>E.L. DISEASE - EA EMPLOYEE \$1,000,000<br>E.L. DISEASE - POLICY LIMIT \$1,000,000                                             |

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

|                                                |                                                                                                                                                                                                                                                                                                               |
|------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>CERTIFICATE HOLDER</b><br><br><b>SAMPLE</b> | <b>CANCELLATION</b><br>SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.<br><br>AUTHORIZED REPRESENTATIVE<br> |
|------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|



**RNA Facilities Management  
Summary Audited Financial Statements**

**For the years ended December 31, 2021, 2020 and 2019**

**CONFIDENTIAL**

## RNA Facilities Management Audited Income Statements

|                                   | For the year ended December 31, |                   |                   |
|-----------------------------------|---------------------------------|-------------------|-------------------|
|                                   | 2021                            | 2020              | 2019              |
| Revenues                          | \$ 36,954,663                   | \$ 37,646,787     | \$ 43,402,260     |
| Cost of services                  | <u>28,249,954</u>               | <u>29,115,269</u> | <u>34,089,625</u> |
| Gross Profit                      | 8,704,709                       | 8,531,518         | 9,312,635         |
| Gross Margin                      | 23.6%                           | 22.7%             | 21.5%             |
| General and Administrative        | <u>5,964,812</u>                | <u>6,149,011</u>  | <u>6,129,100</u>  |
| Income from Operations            | 2,739,897                       | 2,382,507         | 3,183,535         |
| Operating Margin                  | 7.4%                            | 6.3%              | 7.3%              |
| Other Expense                     |                                 |                   |                   |
| Interest expense                  | 1,294,932                       | 1,725,129         | 1,624,520         |
| Gain / Loss on sale of assets     | (3,000)                         | -                 | 5,996             |
| Litigation                        | -                               | -                 | (934,021)         |
| Other income, net                 | <u>(15,411)</u>                 | <u>(16,047)</u>   | <u>(7,218)</u>    |
| Total Other Expense               | 1,276,521                       | 1,709,082         | 689,277           |
| Net Income (Loss)                 | <u>1,463,376</u>                | <u>673,425</u>    | <u>2,494,258</u>  |
| <b>EBITDA</b>                     |                                 |                   |                   |
| Depreciation                      | 153,037                         | 198,018           | 196,588           |
| Interest and amortization expense | 1,294,932                       | 1,725,129         | 1,624,520         |
| Legal costs                       | 30,995                          | 40,592            | (833,563)         |
| Taxes                             | 20,310                          | 21,255            | 21,346            |
| Restructuring costs               | -                               | -                 | -                 |
| <b>EBITDA</b>                     | <b>2,962,650</b>                | <b>2,658,419</b>  | <b>3,503,149</b>  |

# RNA Facilities Management

## Audited Balance Sheets

|                                        | As of December 31, |               |               |
|----------------------------------------|--------------------|---------------|---------------|
|                                        | 2021               | 2020          | 2019          |
| Current Assets                         |                    |               |               |
| Cash                                   | \$ 1,276,186       | \$ 1,143,368  | \$ 2,083,825  |
| Accounts receivable                    | 4,938,527          | 3,338,631     | 3,954,362     |
| Due from officer, net                  | 13,992             | 13,992        | 13,992        |
| Inventory, net                         | -                  | -             | -             |
| Prepaid expenses and other assets      | 229,133            | 142,987       | 139,630       |
| Total current assets                   | 6,457,838          | 4,638,978     | 6,191,809     |
| Property & equipment, net              | 329,401            | 397,591       | 435,182       |
| Goodwill                               | 13,843,205         | 13,843,205    | 13,843,205    |
| Total Assets                           | \$ 20,630,444      | \$ 18,879,774 | \$ 20,470,196 |
| Current Liabilities                    |                    |               |               |
| Accounts payable                       | 4,341,967          | 3,247,735     | 4,575,064     |
| Accrued expenses                       | 2,325,013          | 2,102,130     | 2,543,173     |
| Deferred revenue                       | 23,132             | 23,132        | 23,132        |
| Litigation reserve                     | -                  | -             | -             |
| Total current liabilities              | 6,690,112          | 5,372,997     | 7,141,369     |
| Notes Payable                          | 9,908,928          | 10,938,749    | 11,434,223    |
| Total Liabilities                      | 16,599,040         | 16,311,746    | 18,575,592    |
| Members' capital                       | 4,031,404          | 2,568,028     | 1,894,604     |
| Total Liabilities and Members' Capital | \$ 20,630,444      | \$ 18,879,774 | \$ 20,470,196 |

**RNA Facilities Management**  
**Audited Statement of Cash Flows**

|                                                                         | For the year ended December 31, |                |                |
|-------------------------------------------------------------------------|---------------------------------|----------------|----------------|
|                                                                         | 2021                            | 2020           | 2019           |
| Cash Flows from Operating Activities                                    |                                 |                |                |
| Net Income (loss)                                                       | 1,463,376                       | 673,425        | 2,494,258      |
| Adjustments to net income to net cash provided by operating activities: |                                 |                |                |
| Provision for (recovery of) bad debts                                   | -                               | -              | -              |
| Provision for (recovery of) obsolete inventory                          | -                               | -              | -              |
| Depreciation of property and equipment                                  | 153,037                         | 198,018        | 196,588        |
| Loss (gain) on disposal of assets                                       | -                               | -              | 5,996          |
| Amortization of deferred financing fees                                 | -                               | 300,000        | 193,216        |
| Accretion of interest on notes payable                                  | -                               | -              | 18,155         |
| Payment in kind interest                                                | -                               | 286,776        | 76,930         |
| Changes in assets and liabilities:                                      |                                 |                |                |
| Accounts receivable                                                     | (1,599,896)                     | 615,731        | (1,182,399)    |
| Inventory                                                               | -                               | -              | 46,739         |
| Prepaid expenses and other assets                                       | (86,146)                        | (3,357)        | 7,348          |
| Accounts payable                                                        | 1,094,232                       | (1,327,330)    | 1,027,291      |
| Accrued expenses                                                        | 222,883                         | (81,043)       | 254,295        |
| Deferred revenue                                                        | -                               | -              | -              |
| Litigation reserve                                                      | -                               | -              | (1,740,000)    |
| Net Cash Provided by Operating Activities                               | \$ 1,247,486                    | \$ 662,220     | \$ 1,398,417   |
| Cash Flows from Investing Activities                                    |                                 |                |                |
| Purchases of property & equipment                                       | (84,849)                        | (160,427)      | (171,148)      |
| Proceeds from sale of assets                                            | -                               | -              | 12,600         |
| Net Cash Flows from Investing Activities                                | \$ (84,849)                     | \$ (160,427)   | \$ (158,548)   |
| Cash Flows from Financing Activities                                    |                                 |                |                |
| Payment of debt issuance costs                                          | -                               | (360,000)      | (90,000)       |
| Principal repayments of notes payable                                   | (1,029,819)                     | (1,082,250)    | (2,100,000)    |
| Net Cash Flows from Financing Activities                                | \$ (1,029,819)                  | \$ (1,442,250) | \$ (2,190,000) |
| Net Increase/(Decrease) in Cash                                         | \$ 132,818                      | \$ (940,457)   | \$ (950,131)   |



## DISINFECTING CLEANING PROCESS

We ask that each facility be empty of all nonessential employees

**10  
MIN**

The disinfecting process includes a 10 min. dwell time once chemical is applied to said area

### CLEANING STEPS

Team will begin and finalize disinfecting cleaning process of the interior office areas.

Cleaning Process Steps:

- 1 Pre-Cleaning of all identified areas to remove dirt, focusing on all touchpoints including, but not limited to: desktops, tabletops, high-touch edges, ledges, chair backs, desk legs, table legs, chair legs, door handles, door knobs, push-plates, trash can lids, drawers, drawer pulls, lids, controls, appliances, phones, grips, light switches, light switch plates, cupboard doors, knobs, etc.
- 2 Spray EPA Approved Disinfectant on above mentioned surfaces.
- 3 Let Chemical sit for 10 min. dwell time.
- 4 Wipe down / dry
- 5 Upon completion, we will repeat steps 2-4 for a second time.

Pre-Clean Surface

Apply Dilluted Disinfectant  
(2 OZ PER GAL)

Let Disinfectant Dwell for 10 min.

Wipe Down / Dry



Advanced Focus on  
High Traffic Areas &  
All Touch Points

### IDENTIFY/PREP

Trained members of the RNA Team will arrive, suit-up with the recommended Personal Protective Equipment (PPE), and begin inspection of premises to identify areas that need cleaning and disinfecting.

PPE Needed:

- Hazmat Suits
- Goggles / Masks
- Gloves

### READY SUPPLIES

The RNA Team will begin prepping the supplies needed to perform disinfecting cleaning on-site.

Supply Inventory / Prep:

- Task Checklist
- Buckets
- Multiple Spray Bottles
- Multiple Labels
- SDS Sheets
- Microfiber Rags
- Proper Dillution of EPA Approved Disinfectant
- Fill/Prep Buckets
- Fill/Prep Bottles
- Labeling



## Disinfectants Used Are Proven Effective Against Human Coronaviruses

The Scientific community believes, based on its knowledge of the structure of Coronaviruses, that when an EPA protocol is established the results will show that if your surface disinfectant is effective for other Coronavirus's, it will be effective against the 2019 Novel Coronavirus (2019-nCoV).

## **1. BUILDING ACCESS QUESTIONNAIRE MUST BE COMPLETED BY ALL WORKERS DAILY**

## **2. COVID-19 EMPLOYEE HEALTH PROTECTION GUIDELINES AND PREVENTION**

- Workers should follow the general on the job guidance to prevent exposure and limit transmission of the virus of the Covid-19 employee health protection guidance and prevention guide.
- In addition, Supervisors should advise workers of best practice for limit exposures off the custodial site.
- When leaving a custodial site for breaks, lunch, or other reasons, workers are required to wash hands with soap for at least 20 seconds or use an alcohol base hand sanitizer with at least 60% ethanol or 70% isopropanol before leaving the site. And must maintain social distancing if traveling to other locations off the custodial site.
- Frequent use of hand washing, or alcohol-based hand sanitizers should be encouraged, and handwashing sites should be made readily at client sites.

## **3. WORKER INFECTION PROTOCOL**

- Zero tolerance for sick workers reporting to work.
- Employees should be instructed that even those with mild symptoms of respiratory infection (Cough, shortness of breath, sore throat) or fever should stay off work for 14 days.
- Supervisors shall take immediate steps to limit infection at the job site in the event a worker discovers to have tested positive for Covid-19 or has Covid-19 related symptoms.
- Prompt identification and isolation of potentially infectious individuals, workers, vendors, visitors, and others at work site.

## **4. IDENTIFICATION OF EXPOSURE**

- The Supervisor shall direct workers with Covid-19 related symptoms to leave job site immediately and contact their healthcare provider.
- The Supervisor shall work with identifying site exposures including: Other workers, vendors, Inspectors, or visitors to the work site with close contact to the individuals.
- RNA will sanitize all work areas, common break rooms, tables, and equipment.

## 5.

### NOTIFICATION AND QUARANTINE REQUIREMENTS

- As provided by law the identity of custodial workers **MUST** be kept confidential.

## 6.

### RETURNING TO WORK

- All impacted workers should follow CDC and Michigan recommended guidelines concerning return to work.
- Workers should not return to work for 14 days after Covid-19 symptoms appear.
- Workers who leave during the work day due to Covid-19 symptoms, and develop Covid-19 as confirmed by a laboratory testing or diagnosis by a healthcare provider, shall not return to the site until either release from isolation by health care provider, or public health and 2 positive tests have been provided.

**STOP!** DO NOT Enter this worksite until these responses are reviewed and your entry has been approved.

## BUILDING ACCESS QUESTIONNAIRE

The safety of everyone on this site is our overriding priority. As the coronavirus (COVID-19) pandemic continues, we are monitoring the situation closely and following the guidance from the Centers for Disease Control and Prevention, and local health authorities. In order to prevent the spread of the coronavirus and reduce the potential risk of exposure to our workforce, contractors and patrons here we are requiring everyone to complete and submit this questionnaire prior to entering the building.

**PLEASE RESPOND TO EACH OF THE FOLLOWING QUESTIONS TRUTHFULLY AND TO THE BEST OF YOUR ABILITY.**

Your participation is important to help us take precautionary measures to protect you and others.

**1**

What is your current temperature?

**2**

Are you currently experiencing, or have you experienced in the past 14 days, any of the following symptoms?

☐ YES ☐ NO

Fever (100.4° F / 37.8° C or greater as measured by an oral thermometer)

☐ YES ☐ NO

Cough

☐ YES ☐ NO

Shortness of breath or difficulty breathing

☐ YES ☐ NO

Sore throat

☐ YES ☐ NO

New loss of taste or smell

☐ YES ☐ NO

Chills

☐ YES ☐ NO

Head or muscle aches

☐ YES ☐ NO

Nausea, diarrhea, vomiting



**3**

In the past 14 days:

☐ YES ☐ NO

Have you had contact with anyone that tested positive for Covid-19?

☐ YES ☐ NO

Have you traveled by airplane (domestic or internationally)?

**If you answered YES to any of the questions in sec. 2 or 3, you are NOT ALLOWED TO WORK.  
Please notify your Supervisor to discuss your future work plan.**

Circle One:



APPROVED



DENIED

Date:

Supervisor:

## **1. SECURING THE SITE IN RESPONSE TO A POSSIBLE THREAT OF INFECTION**

- Building(s) are locked down, Health Dept. is notified by client, RNA's Coronavirus Response Team arrives
- Verify badge records of employees to identify what buildings/areas that person came in contact with
- Have our trained Coronavirus Response Team on-site, ready to go
- Product used: For disinfecting an outbreak Clorox Germicidal Bleach Wipes are used or equivalent
- Safety PPE gear prepped and properly worn: Gloves, goggles, gowns, masks, booties
- Gowning: All gowns are 1x use. If an employee needs to take a break or get lunch and must un-gown, they will need to put a new gown on
- All employees are to thoroughly wash their hands before and after entering site
- All employees are to carefully disinfect their shoes by wiping down with disinfectant after working
- All high touchpoint surfaces are to be cleaned and verified after cleaning is done with a QA audit

## **2. DESK, TABLE, COUNTERTOP PROCEDURES**

- Remove any items from desks or clean around/underneath
- Ensure all keyboards, mouse, edges/sides of computer monitors, stands, desk cabinets, desks, knobs, pulls, handles, buttons, control panels, etc. are all wiped down
- All desk chair arms, hard backs, and legs are disinfected
- All horizontal surfaces of desks, tables, credenzas, countertops will be wiped clean using disinfectant
- All phones will be wiped clean using disinfectant
- Any open food/drinks/snacks will be tossed out

### **3. RESTROOM CLEANING PROCEDURES**

- In preparation of cleaning, ensure door remains open for ventilation
- Remove any TP, paper towels, seat covers, feminine products, specialty products
- Prep fogger by filling for spraying (\*\*\*Do not spray fire alarm area or into any vents)
- Start from back of restroom moving top down and forward towards door and fog all stalls, urinals, toilets, partitions, fixtures, handles, brightwork, sinks, walls, mirrors, dispensers
- Let Disinfectant sit for the recommended 10 minute dwell time
- Put back TP, paper towels, seat covers, feminine products, and specialty products
- Wipe clean: Partition walls, mirrors, stainless steel/brightwork

### **4. BREAK ROOM / KITCHEN / CAFETERIA AREAS**

- All counters, faucets, sinks, fridge handles, appliance control panels, cabinets, knobs, and exterior of appliances should be wiped using disinfectant (\*\*\*Be sure to keep away from any food products)
- All dishware, cups, utensils should be rinsed through dishwasher and put back on disinfected shelf
- All tables, chairs should be disinfected
- Disinfect all light switches/plates/push plates/door knobs
- Remove all trash bags and Disinfect all trash cans
- All open items that would be used in future food items should be tossed out (ie: coffee stirs, etc)

### **5. COMMON / OFFICE / SITTING AREA CLEANING PROCEDURES**

- Wipe clean all office/seating area furniture arms, hard backs, legs, and tabletops using Clorox wipes
- Disinfect all light switches/plates/push plates/door knobs using Clorox wipes
- Remove all trash bags and Disinfect all trash cans

## **6. CONFERENCE ROOM CLEANING PROCEDURES**

- Disinfect all conference room tables and credenzas utilizing disinfectant
- Disinfect all doors, door handles, push plates, door knobs using disinfectant
- Disinfect all chair arms, hard chair backs using disinfectant
- Disinfect all TV monitor edges/sides only utilizing disinfectant
- Disinfect all iPad screens/edges/sides only utilizing disinfectant
- Disinfect all light switches/plates and using disinfectant
- All phones will be wiped clean using disinfectant
- Wipe clean all white board markers, pens, trays using disinfectant
- Remove all trash bags and disinfect all trash cans

## **7. SPECIAL "CLEAN ROOM" CLEANING PROCEDURES**

- Ensure a full gown is worn including booties, beard/hair cover, gloves, goggles
- Clean room area(s) affected will be disinfected using approved clean room disinfectant product
- Clean room will be disinfected using a "Super Clean" method –including walls, floors, horizontal and vertical surfaces
- Sign off on appropriate cleaning log

## **8. GENERAL - ALL AREA CLEANING PROCEDURES**

- All doors and door handles, stairwell railings in facility should be cleaned using disinfectant
- All elevator related control panel / buttons should be cleaned using disinfectant
- All lobby and seating area furniture should be disinfected
- All phones, tables, posts and any other high touch use areas should be disinfected

**9. INFECTION CONTROL CLEANING QUALITY ASSURANCE**

- After all disinfecting is completed, remove Clorox residue using PH7Q neutral disinfectant, hydrogen peroxide wipes/cleaner, peroxide cleaner
- After all disinfecting is completed, remove Clorox residue for monitors, screens use #19 Betco green earth glass cleaner
- After completion of full disinfecting processes throughout facility, conduct QA walk to review Clorox residue, inspect for any areas that may have been missed, and re-clean with same process





## JANITORIAL SERVICES

Website [www.rnafm.com](http://www.rnafm.com)

- In addition to our extensive standard employee training, we have mandatory monthly training sessions that revisit all relevant safety and standard cleaning topics to regularly refresh our standards and practices throughout a 12-month period such as high touch areas, restrooms, flooring, chemicals, frequency and seasonal hazards. Operating costs are well documented and compared each quarter to ensure energy efficiency practices, streamlined and standardized cleaning processes, tools, and frequencies are appropriate per site. Please see previous pages noting more details on hiring and training procedures.

- RNA Facilities Management | Page 73

also the hiring and qualifications information on the previous pages. Our HR department is trained to pay close attention when reviewing applications and during interviews, looking for tell tale signs that the person they are meeting is in fact the person they are claiming to be on their resume.

8. Please describe your background check procedures on current employees.

RNA performs mandatory background and drug testing at random intervals on all current employees to ensure we continue to provide the safest and most engaged workforce possible.

9. Address of facility that will service this account. Include office and any equipment/storage locations.

4130 Varsity Dr, Ste A, Ann Arbor, MI 48108

10. Distance of this facility from Novi Civic Center. 29 Miles

11. Are you able to provide insurance coverage as required by this RFP? Yes

12. Provide information relative to the experience your company has had working with municipalities. Please provide the names of municipalities where service was provided, whether all available contract renewals were awarded, and if you are still continuing services for that agency. Include additional sheet, if necessary.

Please see references on previous pages. Thank you.

13. Provide information relative to the experience your company has had working with Police Departments. Please provide the names of sites where service was provided.

RNA has locally serviced the Southfield Police Department, along with a long-term contract with Washtenaw County. Further details available upon request.

14. Provide information relative to the experience and financial capability of your company to carry out the terms of this contract.

RNA is well established, financially sound, and carries a revolving credit line of \$5,000,000 of which approximately \$4,879,000 is available for use.

15. Identify the number of employees in your firm who would be assigned to clean each facility during a scheduled cleaning shift for each of the facilities below. All shift supervisors/managers should be specially noted.

| Location                    | Number of employees to be assigned to <b>clean</b> each building each night |   | Number of hours to be worked by <b>each</b> employee <b>each</b> night |   | Total number of "cleaning" hours each night | Are any of the cleaning people considered supervisors or managers? If so, how many? | Will there be any additional managers on site each night? If so, how many hours per night? |
|-----------------------------|-----------------------------------------------------------------------------|---|------------------------------------------------------------------------|---|---------------------------------------------|-------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------|
| City Hall                   | 2                                                                           | X | 4                                                                      | = | 8                                           | 0                                                                                   | 1                                                                                          |
| Community Center/<br>Atrium | 2                                                                           | X | 4                                                                      | = | 8                                           | 0                                                                                   | 1                                                                                          |
| Police Department           | 1                                                                           | X | 6                                                                      | = | 6                                           | 0                                                                                   | 1                                                                                          |
| DPW                         | 1                                                                           | X | 5                                                                      | = | 5                                           | 0                                                                                   | 1                                                                                          |
| Indoor Gun Range            | 1                                                                           | X | 2                                                                      | = | 2                                           | 0                                                                                   | 1                                                                                          |

|                |   |   |   |   |   |   |   |
|----------------|---|---|---|---|---|---|---|
| Township Hall  | 1 | X | 1 | = | 1 | 0 | 1 |
| Lakeshore Park | 2 | X | 4 | = | 8 | 0 | 1 |

Describe the assignment of managers here, if necessary, to clarify the table above:

RNA's Manager is responsible for participating in and management of the cleaning process on site as well as supervision of staff in the routine cleaning of all areas of the building and policing of grounds. They also plan, participate in and oversee work, by maintaining a high standard of safety, cleanliness, and efficiency. Managers provide training for employees assigned locations and ensure compliance of laws and procedures of RNA. Management of equipment reports for proper operation, any necessary inventory or repair work needed, while modeling non-discriminatory practices in all activities. Quality Assurance inspections with periodic walk-throughs are another large part of their duties, along with direct follow-up with key client administrators.

16. How many clients does your company currently serve with the type of services described? Provide a list.

RNA currently services 1,000+ clients with over 1 billion sq. ft. cleaned daily.  
Please see also references.

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17. Provide a list of equipment that will be on site and available for use by the crew performing the cleaning (including vacuums, scrubbers, buffers, etc). Provide an additional sheet if necessary.

Equipment to be kept on site A ride on for the Civic Center, a walk-behind for the Police Department and DPW. All other sites require the standard equipment included on the equipment list previously noted. Thank you.

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Equipment available Please see the equipment information on the previous pages. Thank you.

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18. Based on your company resources, are you able to perform all janitorial expectations outlined in this contract within the timeframe allocated?

Yes.

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19. Provide the company's method of approach or work plan to meet the City's needs for the scope of work specified, **including start-up timeline** and start-up procedures. Use an additional sheet if necessary.

Please see proposed methods, transition, and implementation pages included.

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20. Provide a description of your company's philosophy relative to customer satisfaction (handling complaints, offering suggestions, etc) and the implementation of environmentally friendly cleaning solutions.

RNA utilizes quantitative measurement tools to monitor performance, amongst other tools. These support RNA's ability to deliver agreed-upon objectives. These performance measurements ultimately fall within four basic categories: labor productivity, service responsiveness and customer satisfaction, budget integrity and benchmarking / comparative indices. RNA will provide a monthly operational report that will grade employee performance and provide an accurate reading of that employee's job performance for that period with an emphasis on customer satisfaction. See also our Sustainability pages included.

21. As part of your proposal, your company is requested to provide a Quality Assurance Plan. Please explain how similar plans offered through your company have been effective with other clients.

We know regular communication is key. Quality Assurance is a high priority of RNA's, and we do everything we can so that you can rest assured that everything is taken care of. We developed our own user-friendly Quality Assurance App, compatible with any mobile device. Each of your zones will be assigned a unique username and password allowing you to make instant requests via the app. Every report goes into a single database with a touch of the screen saving valuable corresponding time and allowing for RNA's quick responses. This process has been proven successful for several years.

22. **References:** Provide at least three (3) references for projects that are comparable in scope to this RFP. Several references from municipalities would be desirable.

Company Please see references on the previous pages.

Address \_\_\_\_\_

Phone \_\_\_\_\_ Contact name \_\_\_\_\_

Scope of work \_\_\_\_\_

Contract dates \_\_\_\_\_

Company \_\_\_\_\_

Address \_\_\_\_\_

Phone \_\_\_\_\_ Contact name \_\_\_\_\_

Scope of work \_\_\_\_\_

Contract dates \_\_\_\_\_

Company \_\_\_\_\_

Address \_\_\_\_\_

Phone \_\_\_\_\_ Contact name \_\_\_\_\_

Scope of work \_\_\_\_\_

Contract dates \_\_\_\_\_

23. **Claims & Suits:** Does your firm have any litigation pending or outstanding against your organization or its officers? If yes, please provide details.

No X Yes \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

24. Provide any additional information you would like to include which may not be included within this Questionnaire. You may attach additional sheets.

**THE FOREGOING QUESTIONNAIRE IS A TRUE STATEMENT OF FACTS:**

Signature of Authorized Company Representative: Mike Farha

Representative's Name (please print) Mike Farha, CEO

Date November 20, 2022



**BID BOND**

**Argonaut Insurance Company**  
Deliveries Only: 225 W. Washington, 24<sup>th</sup> Floor, Chicago, IL 60606  
United States Postal Service: P.O. Box 469011, San Antonio, TX 78246

KNOW ALL MEN BY THESE PRESENTS: That we RNA Michigan Holdings,  
called the Principal, and Argonaut Insurance Company, an Illinois corporation, called the  
Surety, are held and firmly bound unto City of Novi,  
called the Obligee, in the sum of Seventeen Thousand Ninety One Dollars and 00/100  
U.S. Dollars (\$ \$17,091.00 ), for the payment of which we bind ourselves, and our  
successors and assigns, jointly and severally, as provided herein.

WHEREAS, Principal has submitted or is about to submit a bid to the Obligee on a contract  
for Janitorial Services ("Project").

NOW, THEREFORE, the condition of this bond is that if Obligee accepts Principal's bid, and  
Principal enters into a contract with Obligee in conformance with the terms of the bid and  
provides such bond or bonds as may be specified in the bidding or contract documents, then  
this obligation shall be void; otherwise Principal and Surety will pay to Obligee the difference  
between the amount of Principal's bid and the amount for which Obligee shall in good faith  
contract with another person or entity to perform the work covered by Principal's bid, but in no  
event shall Surety's and Principal's liability exceed the penal sum of this bond.

Signed this 22nd day of November, 2022.

RNA Michigan Holdings

**PRINCIPAL**

By: Mike Farha

COO

, Title

**ARGONAUT INSURANCE COMPANY**

By: Kayla Plowman

Kayla Plowman

, Attorney-in-Fact



**Argonaut Insurance Company**  
**Deliveries Only: 225 W. Washington, 24th Floor**  
**Chicago, IL 60606**

**United States Postal Service: P.O. Box 469011, San Antonio, TX 78246**  
**POWER OF ATTORNEY**

KNOW ALL MEN BY THESE PRESENTS: That the Argonaut Insurance Company, a Corporation duly organized and existing under the laws of the State of Illinois and having its principal office in the County of Cook, Illinois does hereby nominate, constitute and appoint: **Kayla Plowman**

Surety Bond No.: Bid Bond  
Principal: RNA Michigan Holdings  
Obligee: City of Novi

Their true and lawful agent(s) and attorney(s)-in-fact, each in their separate capacity if more than one is named above, to make, execute, seal and deliver for and on its behalf as surety, and as its act and deed any and all bonds, contracts, agreements of indemnity and other undertakings in suretyship provided, however, that the penal sum of any one such instrument executed hereunder shall not exceed the sum of:

\$97,550,000.00

This Power of Attorney is granted and is signed and sealed under and by the authority of the following Resolution adopted by the Board of Directors of Argonaut Insurance Company:

"RESOLVED, That the President, Senior Vice President, Vice President, Assistant Vice President, Secretary, Treasurer and each of them hereby is authorized to execute powers of attorney, and such authority can be executed by use of facsimile signature, which may be attested or acknowledged by any officer or attorney, of the Company, qualifying the attorney or attorneys named in the given power of attorney, to execute in behalf of, and acknowledge as the act and deed of the Argonaut Insurance Company, all bond undertakings and contracts of suretyship, and to affix the corporate seal thereto."

IN WITNESS WHEREOF, Argonaut Insurance Company has caused its official seal to be hereunto affixed and these presents to be signed by its duly authorized officer on the 19th day of November, 2021.

Argonaut Insurance Company



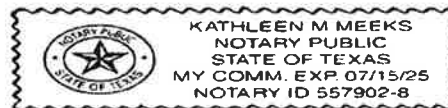
by:

Gary E. Grose, President

STATE OF TEXAS  
COUNTY OF HARRIS SS:

On this 19th day of November, 2021 A.D., before me, a Notary Public of the State of Texas, in and for the County of Harris, duly commissioned and qualified, came THE ABOVE OFFICER OF THE COMPANY, to me personally known to be the individual and officer described in, and who executed the preceding instrument, and he acknowledged the execution of same, and being by me duly sworn, deposed and said that he is the officer of the said Company aforesaid, and that the seal affixed to the preceding instrument is the Corporate Seal of said Company, and the said Corporate Seal and his signature as officer were duly affixed and subscribed to the said instrument by the authority and direction of the said corporation, and that Resolution adopted by the Board of Directors of said Company, referred to in the preceding instrument is now in force.

IN TESTIMONY WHEREOF, I have hereunto set my hand, and affixed my Official Seal at the County of Harris, the day and year first above written.



(Notary Public)

I, the undersigned Officer of the Argonaut Insurance Company, Illinois Corporation, do hereby certify that the original POWER OF ATTORNEY of which the foregoing is a full, true and correct copy is still in full force and effect and has not been revoked.

IN WITNESS WHEREOF, I have hereunto set my hand, and affixed the Seal of said Company, on the 22nd day of November, 2022.



Austin W. King, Secretary

November 29, 2022

Re: RNA Michigan Holdings, LLC

To Whom It May Concern:

We understand that RNA Michigan Holdings, LLC is being considered for a project with your company. Please be advised that Ironwood Insurance Services, LLC and Argonaut Insurance Company have supported RNA Michigan Holdings, LLC in their surety bond needs since 2021. RNA Michigan Holdings, LLC is an excellent contractor and held in high regard. We feel extremely confident in their ability.

At the present time, Argonaut provides \$5,000,000 single project / \$10,000,000 aggregate surety program for RNA Michigan Holdings, LLC. Argonaut reserves the right to perform normal underwriting at the time of any bond request, including, without limitation, prior review and approval of relevant contract documents, bond forms, and project financing.

Argonaut Insurance Company is listed on the U.S. Treasury Department's Listing of Approved Sureties (Department Circular 570), and it is rated A-, XIV by A.M. Best Company.

If you should have any further questions, please contact me at 404-503-9145.

Sincerely,  
Argonaut Insurance Company



Kayla Plowman, Attorney-in-Fact

# SUSTAINABILITY MADE SIMPLE™

Because your  
world is busy  
enough.





## BioRenewables® Glass Cleaner pH 8.0-9.0

This versatile and easy-to-use product contains 84% bio-based material. It removes tough soils such as grease, smoke, oils, tape residue, food stains, dust and dirt from window glass and sills, mirrors, countertops, chrome, fluorescent lights and tubing, and any other glass or mirror finish.



## BioRenewables® Glass Cleaner RTU pH 7.5-8.5

A convenient, ready-to-use version of BioRenewables Glass Cleaner. Ideal for work environments where dispensers are not readily available or an RTU product is desired.



## BioRenewables® Restroom Cleaner pH 1.5-2.5

A citric acid-based, toilet, urinal and shower room cleaner/deodorizer that contains 83% bio-based material. It removes soap scum, water spots, light rust, and is safe to use in urinals, shower rooms, and other similar hard, non-porous restroom surfaces.



## BioRenewables® Industrial Degreaser pH N/A

Formulated with soybean oil technology and boosted with d-Limonene, it contains 57% bio-based material. Removes grease, dirt, cosmoline, tar, many inks, most adhesives, and industrial oils. Safe to use on ferrous and non-ferrous metal, concrete, and ceramic.



## BioRenewables® Waterless & Waterless Plus Hand Cleaners pH 7.0-8.0

These hand cleaners are made with a soybean-solvent base to remove heavy-duty soils safely and easily. Produced with 80% bio-based material, they also contain a unique blend of surfactants to emulsify soils. Waterless Plus has pumice to life away ground-in grime.



In the six categories of RNA's Approved Sustainable Products, we offer many environmentally preferable options that enable you to clean for health.

Contrary to the myths of the past, these products work just as well as traditional cleaning products. Using sustainable products is not more expensive than a traditional cleaning program either, that is just another misconception.

Keeping facilities clean without negatively affecting the health of its occupants and custodial staff is the primary goal of a "green" or sustainable program.



# GENERAL HOUSEKEEPING SOLUTIONS



## **TriBase® Multi Purpose Cleaner** pH 8.0–9.0

A 74% bio-based product, formulated with corn, coconut and palm kernel surfactants. TriBase cleans with a multitude of soils with no VOCs. It is biodegradable and works on glass, mirrors, floors, walls, restroom and kitchen surfaces and tile; almost any surface not harmed by water.



## **Graffiti Remover SAC®** pH N/A

A ready-to-use product of soybean and corn esters. A safer solvent alternative to petroleum-based solvents, such as toluene. Removes graffiti as well as scuff marks, wax residue, and adhesive. Safe to use on glazed tile, stainless steel, fiberglass, metal, marble, chrome, aluminum, glass, Formica®, Lexan®, and porcelain.



## **Xcelenté™** pH 7.0–8.0

Enjoy the fresh, clean fragrance of lavender while you clean with Xcelenté multi-purpose, hard surface cleaner. The phosphate-free formula is great for floors, and other surfaces where a bright, shiny, streak free finish is desired. With a long-lasting, fragrant bloom of lavender, Xcelenté will delight building residents and visitors throughout the day.



## **Clean by Peroxy®** pH 2.0–3.0

Clean by Peroxy is a proprietary surfactant blend combined with hydrogen peroxide. This all-purpose cleaner is formulated to quickly remove everyday soils, including greasy residues.



## **FloorFront™** pH 7.5–8.5

FloorFront is a high-gloss, low-maintenance floor finish that is also environmentally responsible. It needs half the burnishing, re-coating, and stripping necessary with other zinc-free finishes.



## SUSTAINABILITY INITIATIVES

### BRIDGING THE GAP BETWEEN CHEMISTRY & SUSTAINABILITY

RNA is focused on continuing our leadership role within the sustainability movement. While we continue to make advancements in sustainable products, we are making adjustments in our operations to reduce our carbon footprint as well. At RNA, we are active sustainability participants, not just a facilities management corporation. Below are some of the steps we are taking to decrease our environmental impact and enhance our corporate responsibility.

### RESOURCE & MATERIAL USAGE

- Supplier utilizes on-site ponds to supply automated irrigation management
- 75% of RNA's supplier property remains naturally vegetated on supplier site
- 71 acres agriculturally farmed on supplier site
- Landscape debris is composted at supplier site
- Facility-wide Green Cleaning Program with Green Solutions and BioRenewables
- All literature contains 10–30% recycled paper



## **Consume® pH 8.0-9.0**

Multi-functional at its best! Consume is a cleaner, odor eliminator, stain remover, and drain maintainer. It naturally removes difficult organic soils from many surfaces including tile, concrete, steel and carpet. Regular use of Consume eliminates organic build-up in drains, keeping them clear and odor-free. Cleans and eliminates odors on floors, in dumpsters, recycling containers, and portable toilets. Ideal for cleaning and odor control in many areas, such as carpets, drains, dumpsters, and more!



## **Consume Eco-Lyzer® pH 6.0-7.0**

All-in-one, Consume Eco-Lyzer is a neutral disinfectant cleaner with residual odor control. EPA Reg. No. 5741-24. Patented cleaning technology (US Patent #6,165,965 & #6,180,585) that reduces janitorial labor by cleaning, disinfecting, and digesting residual organic soils with one product. Multi-surface safe with a neutral pH, Eco-Lyzer is safe to use on most floors, including concrete, ceramic, terrazzo, marble, slate, rubber, VCT, and painted surfaces. Use in bathrooms, stadiums, zoos, kennels, dumpsters, trash bins, loading docks, and portable toilets.



## **Consume Bio-Bowl® pH 1.5-2.5**

A natural acid toilet, urinal, and shower room cleaner with organic digesters and bio-based cleaning agents to effectively remove hard water, urine deposits, and related odors. The unique blend of digesters and bio-based acid controls foul odors, digesting urine build-up in pipes to keep them free-flowing and odor-free. Consume Bio-Bowl is a ready-to-use products, so there is no mixing necessary. Bio-Bowl can be used in urinals, toilets, and drains.



## **Consume® FWD pH N/A**

Consume FWD is a farm waste digester that effectively controls foul odors at their source, reduces sludge build-up, and breaks down manure in lagoons. FWD is ideal for use in poultry, swine, dairy, and equine farms. The unique digesters efficiently control odor-causing materials such as ammonia, hydrogen sulfide, and volatile fatty acids. Consume FWD provides digesting activity even in cold weather, maintaining the waste system year-round. Use of Consume FWD speeds up the composting process, making fertilizer more readily available.

## **SUSTAINABILITY INITIATIVES**

- Save 60 tons of virgin plastic resin annually through use of a lower weight plastic container
- 100% recyclable corrugated containers
- 2/3 corrugated containers made from sustainable sources
- Recycled office paper creates white cartons—NOT bleach



## **Consume® LIQ** pH 8.0-9.0

Liquid wastewater treatment naturally digests organic soils (sugars, carbohydrates, proteins, and fats) in drains, grease interceptors, septic tanks, lift stations, and wastewater systems. It maximizes efficiency of grease interceptors and septic tanks to minimize operating costs.



## **Consume® POW** pH N/A

A powdered wastewater treatment that naturally cleans by assisting in the removal of organic soils in grease interceptors, septic tanks, drain fields, lift stations, and wastewater systems. Consume POW digesters speed up the natural digestion process of organic soils and difficult compounds including phenols and cellulose, saving time.



## **Consume Micro-Muscle®** pH 8.5-9.5

Featuring organic digesters for odor control, Consume Micro-Muscle quickly penetrates and digests petroleum-based soils such as motor oil, hydraulic fluid, stamping oils, and lubricants.



## **Consume Drop-in-a-Drain®** pH 6.5-8.5

A convenient, single-dose natural drain treatment, Drop-in-a-Drain naturally digests drain line build-up and blockage. Its unique single dose comes in water soluble dosing packets. Drop-in-a-Drain is easy to use and great for showers, sinks, septic systems, and floor, beer, and soda tap drains.



## **CX3 Bio-Assist®** pH 8.0-9.0

A heavy-duty soil extraction carpet cleaner with Consume® digestive power, CX3 has organic digesters that stay behind for residual odor control and waste removal. It is low-foaming, non-corrosive, phosphate-free, biodegradable, and non-flammable. Ideal for nursing homes, day cares, schools, restaurants, casinos, food handling areas, pet facilities, or anywhere carpet odor problems may be a nuisance.



## **ESTIMATED ENVIRONMENTAL SAVINGS BASED ON ONE YEAR FOR CORRUGATED CARDBOARD PRODUCTION:**

-  Trees conserved: 14,185
-  GHG conserved: 1087 metric tons
-  Energy conserved: 7444 million BTUs
-  Water conserved: 5,840,800 gallons
-  Wastewater creation avoided: 7,429,929 gallons
-  Landfill space saved: 2754 cubic yards

# GREEN SOLUTIONS®

**RNA**  
FACILITIES MANAGEMENT



## **Green Solutions® All Purpose Cleaner** pH 7.0-8.0

Quickly penetrates and emulsifies soils. Removes light to medium soils. No fragrance, dye or VOCs. Versatile—use on any surface not harmed by water. Spray, wipe, or mop.



## **Green Solutions® Floor Seal & Finish** pH 7.8-8.2

Superior leveling for faster re-coat and fewer errors. Exceptional clarity, depth of gloss, and superior durability without yellowing. No heavy metals, no unpleasant odors. Save time with this easy-to-maintain finish.



## **Green Solutions® Carpet Cleaner** pH 8.0-9.0

Penetrates quickly for fast and easy soil removal. Use in all types of extraction equipment. Dries to a crystal for easy vacuum removal. Non-residual formula prevents re-soiling. No fragrance, dye, VOCs, or solvents. Safe to use on stain-resistant, untreated, and wool carpets.



## **Green Solutions® Glass Cleaner** pH 7.5-8.5

Penetrates soil for fast and easy removal. Dries quickly without streaking. No fragrance, no dye, no VOCs, no ammonia. Ideal for use on glass, windows, mirrors, countertops, chrome trim, display cases, fluorescent lights, and salad bar/deli/fast food sneeze guards.



## **Green Solutions® Floor Finish Remover** pH 10.5-11.5

Use 24 hours a day—anytime and anywhere. Low VOCs and low odor—ideal for confined areas and where strong odors are a problem. Easily removes Green Solutions Floor Seal & Finish and other cross-linked finishes.



## **Green Solutions® Industrial Cleaner** pH 9.0-10.0

Quickly penetrates and removes petroleum-based soils. No fragrance, dye or VOCs. Works effectively to clean up motor oil, hydraulic fluid, stamping oils, and lubricant. Ideal for use in manufacturing plants, printing houses, auto repair shops, dumpsters, loading docks, and mass transit systems.



## SUSTAINABILITY INITIATIVES

### ENERGY USE & GREENHOUSE GAS (GHG) EMISSIONS

- > 25% reduction in energy usage
- > 20% reduction in annual Greenhouse Gas (GHG) Emissions:
  - GHG emissions of 144 passenger cars
  - CO<sup>2</sup> emissions of 1753 barrels of oil
  - Annual energy usage of 91.5 homes
- 18-21% reduction in the GHG Emissions embedded in each gallon of product
- 54% reduction in vending machine energy usage

### WASTE DISPOSAL

- Over 65% of our waste is recycled, rather than landfilled
- Over 250 tons of materials recycled annually
- Recycling Program for production, office and employee waste

# LITE'N FOAMY®

**RNA**  
FACILITIES MANAGEMENT



## Lite'n Foamy® Sunflower Fresh pH 5.5-6.5

Lite'n Foamy Sunflower Fresh is a biobased foaming hand wash, formulated with ingredients made from renewable resources. The biobased raw materials used in Lite'n Foamy Sunflower Fresh produce a luxurious foam that leaves the skin clean and soft after each use. Lite'n Foamy Sunflower Fresh contains Aloe Vera to prevent the skin from drying out.



## Lite'n Foamy® Citrus Fresh pH 5.5-6.5

Lite'n Foamy Citrus Fresh is a biobased foaming hand wash, formulated with ingredients made from renewable resources. With a refreshing citrus fragrance, Lite'n Foamy Citrus Fresh produces luxurious foam and leaves the skin clean and soft after each use.



## Lite'n Foamy® Fruit Burst pH 5.0-7.0

Formulated with environmentally-preferred components, Lite'n Foamy Fruit Burst is a great choice for LEED buildings or green cleaning programs. Combined with its fantastic fruity mandarin fragrance, Fruit Burst is guaranteed to be a crowd favorite. The Lite'n Foamy system is the economical choice for end-users. With reduced packaging, it is also the sustainable choice to reduce landfill waste.



## REDUCE WASTE AND SAVE MONEY

Bulk packaging means less waste in the landfill and more savings in your pocket. One Lite'n Foamy® gallon is equal to 3 refill cartridges from competitive systems, and the gallon is 100% recyclable, while cartridge refills are not.

**66% REDUCTION**  
in plastic<sup>1</sup>

**75% REDUCTION**  
in corrugate<sup>2</sup>

**OR**

1 gallon =  
7,500 washes

**1 X 4 CASE OF GALLONS**

**12 REFILL CARTRIDGES**

<sup>1</sup> 4 PCR gallons is equivalent to 12 cartridge refills, requiring 1/3 of the plastic packaging content, or 66% reduction.

<sup>2</sup> Refills packed 3 per carton is equivalent to 4 cartons for every 1 case of gallons, requiring only 25% corrugate or 75% reduction.

# SUSTAINABLE

## DESIGNED AND FORMULATED WITH SUSTAINABILITY IN MIND

RNA sought to identify **suppliers who offer** ingredients that fit environmentally preferable profiles established for green cleaning applications. We utilized them in our laundry care products, without compromising product performance.

### SUSTAINABLE CHARACTERISTICS OF CLOTHESLINE FRESH

- All surfactants are on EPA's Safer Choice CleanGredients® list
- Readily biodegradable
- Bio-based surfactants are used whenever possible and when petroleum-derived surfactants are used; they are readily biodegradable as well
- Bio-based surfactants are derived from soy, corn, and coconut oil
- Formulated with the EPA's Presidential Green Chemistry Challenge award winning chelants
- Polymeric chelant and anti-encrustation aide entirely derived from chicory root
- Natural bio-based acids as neutralization aides (citric acid)

## CLOTHESLINE FRESH®



### Clothesline Fresh® Color Safe Bleach 5 pH 12.5-13.5

Formulated in partnership with the Environmental Protection Agency's Safer Choice Program, Clothesline Fresh Color Safe Bleach brightens colors and whitens whites using the environmentally-preferred power of active oxygen.



### Clothesline Fresh® Softener EP 19 pH 4.0-5.0

Furthering your sustainable laundry efforts with a product formulated in partnership with the Environmental Protection Agency's Safer Choice Program. Clothesline Fresh Softener EP is a readily biodegradable, liquid fabric softener that teams a Fresh April Air scent with superior softness.



### Clothesline Fresh® Oxygen Bleach EP 20 pH 4.0-5.0

An environmentally preferable oxygen-based bleach. Keeps whites white and colors bright. 85% more active than Clothesline Fresh Color Safe Bleach.



# LAUNDRY

## CLOTHESLINE FRESH PRODUCTS CONTAIN

- No or low VOCs
- No Phosphates
- No Silicates
- No Harsh Solvents
- No Alkylphenol Ethoxylates
- No Nitrilotriacetic Acid (NTA)
- No Toxic/Persistent Components or By-products
- No Ozone-Depleting Chemicals

## HIGH EFFICIENCY FORMULATIONS

- Use high efficiency equipment
- Automatic dispensing
- Cool and cold-water temperatures
- Decreased wash cycle time
- Increase use of ozone injection systems

## CLOTHESLINE FRESH®

### Clothesline Fresh® No Dye-No Fragrance

#### Laundry Detergent 13 pH 8.0-9.0

Formulated in partnership with the Environmental Protection Agency's Safer Choice Program, Clothesline Fresh No Dye - No Fragrance Laundry Detergent contains no phosphates or nonylphenol ethoxylates, both of which can have a negative environmental impact. Formulated with zero dye or fragrance components, this product is ideal for customers who may be sensitive or allergic to dyes or fragrances.



### Clothesline Fresh® Detergent EP 18 pH 7.0-8.0

An Environmentally Preferable detergent option that will help you meet your sustainability goals. Clothesline Fresh Detergent EP was formulated in partnership with the Environmental Protection Agency's Safer Choice Program. Clothesline Fresh Detergent EP does not contain phosphates, silicates, solvents or nonylphenol ethoxylates, all of which can have a negative environmental impact.



# What Do These Symbols Mean?



## GREEN SEAL CERTIFIED

The Green Seal mark represents compliance with a rigorous set of criteria designed to achieve leadership levels in sustainability. Certified products have met the same performance and quality requirements you would expect from a traditional, non-green counterpart based on performance criteria. While having reduced toxicity to people and the environment.



## SAFER CHOICE

Products with the Safer Choice label help consumers and commercial buyers identify and select products with safer chemical ingredients, without sacrificing quality or performance.



## CERTIFIED BIOBASED

This symbol indicates that a product has earned USDA certification and approval to display the USDA Certified Biobased Product label. Biobased products are derived from plants and other renewable agricultural, marine, and forestry materials and provide an alternative to conventional petroleum-derived products.



## KOSHER

Kosher Certification means the highest standard of kosher, built on a deep level of trust between manufacturers, producers and consumers.



## WOOL SAFE APPROVED

This product has been independently tested for use on wool and meets the highest standards for performance and safety.



## HIGH EFFICIENCY

Detergents bearing the HE logo are formulated to be used in high efficiency washing machines that use less water, less energy, and less detergent.



# SUSTAINABILITY AT A GLANCE

## BIORENEWABLES®

|                                                 |      |
|-------------------------------------------------|------|
| ○ BioRenewables® Glass Cleaner                  | 3835 |
| ○ Clean on the Go® BioRenewables® Glass Cleaner | 4835 |
| ○ BioRenewables® Glass Cleaner RTU              | 3239 |
| ○ BioRenewables® Restroom Cleaner               | 3530 |
| ○ BioRenewables® Industrial Degreaser           | 2310 |
| ○ BioRenewables® Waterless Hand Cleaner         | 2960 |
| ○ BioRenewables® Waterless Plus Hand Cleaner    | 2974 |

## GENERAL HOUSEKEEPING SOLUTIONS

|                                                   |      |
|---------------------------------------------------|------|
| ○ Tribase® Multi Purpose Cleaner                  | 3830 |
| ○ Clean on the Go® Tribase® Multi Purpose Cleaner | 4830 |
| ○ Graffiti Remover SAC®                           | 3071 |
| ○ Xcelenté™                                       | 0019 |
| ○ Clean on the Go® Xcelenté™                      | 4803 |
| ○ Clean by Peroxy®                                | 0035 |
| ○ Clean on the Go® Clean by Peroxy®               | 4820 |
| ○ FloorFront™                                     | 4047 |

## CONSUME® NATURE'S WAY

|                            |      |
|----------------------------|------|
| ○ Consume®                 | 3097 |
| ○ Consume Eco-Lyzer®       | 3297 |
| ○ Consume Bio-Bowl®        | 3397 |
| ○ Consume® FWD             | 3106 |
| ○ Consume® LIQ             | 3102 |
| ○ Consume® POW             | 3104 |
| ○ Consume Micro-Muscle®    | 3497 |
| ○ Consume Drop-in-a-Drain® | 3205 |
| ○ CX3 Bio-Assist®          | 3110 |

## GREEN SOLUTIONS®

|                                                  |      |
|--------------------------------------------------|------|
| ○ Green Solutions® All Purpose Cleaner           | 3501 |
| ○ Green Solutions® All Purpose Cleaner (2 Liter) | 3511 |
| ○ Green Solutions® Floor Seal & Finish           | 3504 |
| ○ Green Solutions® Carpet Cleaner                | 3509 |
| ○ Green Solutions® Carpet Cleaner (2 Liter)      | 3514 |
| ○ Green Solutions® Glass Cleaner                 | 3507 |
| ○ Green Solutions® Glass Cleaner (2 Liter)       | 3512 |
| ○ Green Solutions® Floor Finish Remover          | 3505 |
| ○ Green Solutions® Industrial Cleaner            | 3506 |
| ○ Green Solutions® Industrial Cleaner (2 Liter)  | 3515 |

## LITE'N FOAMY®

|                                 |      |
|---------------------------------|------|
| ○ Lite'n Foamy® Sunflower Fresh | 3305 |
| ○ Lite'n Foamy® Citrus Fresh    | 3308 |
| ○ Lite'n Foamy® Fruit Burst     | 3342 |

## CLOTHESLINE FRESH®

|                                                               |      |
|---------------------------------------------------------------|------|
| ○ Clothesline Fresh® Color Safe Bleach 5                      | 7005 |
| ○ Clothesline Fresh® No Dye-No Fragrance Laundry Detergent 13 | 7013 |
| ○ Clothesline Fresh® Detergent EP 18                          | 7018 |
| ○ Clothesline Fresh® Softener EP 19                           | 7019 |
| ○ Clothesline Fresh® Oxygen Bleach 20                         | 7020 |

# SUSTAINABILITY MADE SIMPLE™

**Renewable**  
Resources

**Environmentally  
Preferred**  
Chemistry

**Concentrated**  
Formulas

**Recycled**  
Materials

**Reduced**  
Packaging



**RNA**  
FACILITIES MANAGEMENT

# Clean + Inspect

RNA's Clean + Inspect is a mobile tool used to manage custodial activity and measure performance – delivering effective, efficient, and sustainable results.



Improving operational efficiency and guest experiences through the power of data analytics

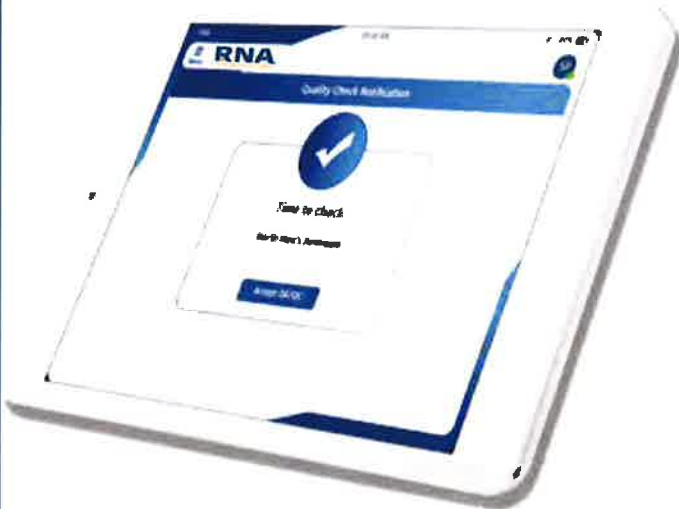
**RNA**  
FACILITIES MANAGEMENT

## Clean+

- ✓ No sign-in sheets – passively monitor arrivals and departures and clean time
- ✓ Input tasks performed
- ✓ Input the quantity of replenished consumables
- ✓ Provide real-time restroom feedback
- ✓ Receive real-time cleaning alerts for areas in need of service
- ✓ View schedules of locations in need of service and monitor activities on task logs



## Inspect



- ✓ Quality inspection reports based on custodian tasks and environment
- ✓ Schedule inspections
- ✓ Snap photos and provide feedback to staff
- ✓ Receive real-time cleaning alerts based on inspection results
- ✓ Assign tasks and work orders to custodians
- ✓ Pull reports and analytics – weighted reports
- ✓ Integrated with work order management systems

### About RNA Analytics

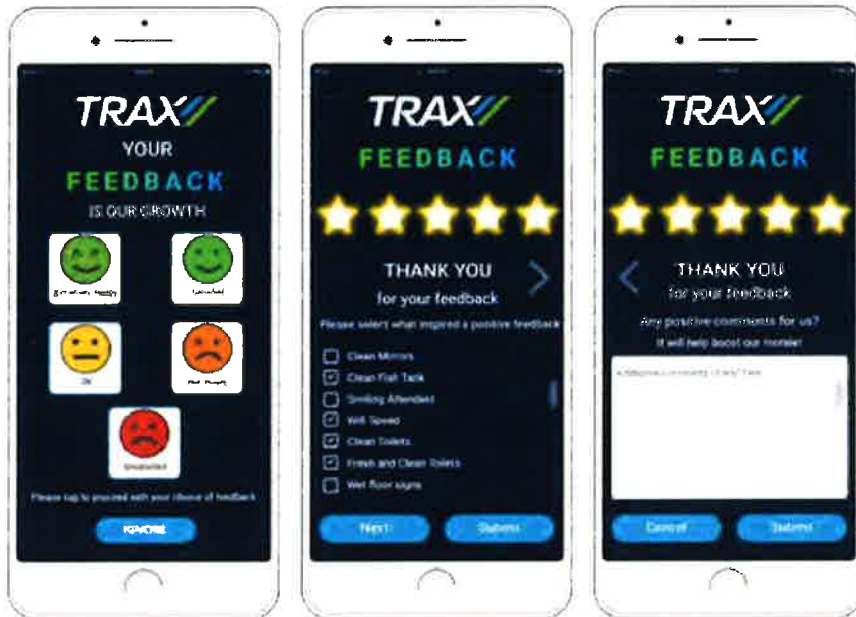
RNA offers a facility analytics platform with a unique blend of data analysis and technology that monitors the movement of people and assets. Dedicated to helping facilities improve operations and the overall customer experience, the areas of application for Analytics solutions are pivotal points in a patron's experience and their experience at each of these points can influence whether they choose to return in the future. Equipped with a state-of-the-art technology, and a business intelligence platform, our Analytics app is changing the way clients manage their facilities and how customers feel about facilities.

# RNA Touchless Feedback

**RNA**  
FACILITIES MANAGEMENT

A customizable solution created to gather important information about facility performance from guests to improve operations, return rate, and overall guest experience.

Retrieve real-time feedback while engaging your customers to improve customer experience.



Thank your guests for their contribution to improving their future experience.



## Configuration Options

Custom QR codes decals and/or NFC tags will be placed in key points of a facility to prompt opening the application for guest feedback.



OR



**RNA**  
FACILITIES MANAGEMENT

# **RNA**

**FACILITIES MANAGEMENT**

**Top Rated Local Janitorial Service**  
**We are your Experts.**



**RNA Facilities Management**  
4130 Varsity Dr, Ste A, Ann Arbor, MI 48108  
[www.rnafm.com](http://www.rnafm.com)



4130 VARSITY DR, STE A  
ANN ARBOR, MI 48108  
734-260-3395

# SEALED BID RESPONSE

11-30-20  
11:13 am  
Rec'd by [signature]

*Deliver to:*

**CITY OF NOVI**  
**FINANCE DEPARTMENT – SECOND FLOOR**  
45175 Ten Mile Rd.  
Novi, MI 48375-3024

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## JANITORIAL SERVICES

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