



PERFECTIONPLUS
BUILDING SERVICES

PROFESSIONAL • DEDICATED • EXPERTISE

A JANITORIAL SERVICES PROPOSAL PREPARED FOR
CITY OF WHITE WATER
APRIL 26TH, 2025





The image shows a perspective view of a modern hallway with white walls and ceiling. A yellow mop bucket with a black handle and a red icon of a person slipping is in the foreground on the right. A blue mop head lies on the floor to the left. A white hexagonal graphic with the letters 'PPI' in blue and green is centered in the middle of the image.

PPI



City of Whitewater
312 W Whitewater Street
P.O. Box 178
Whitewater, WI 53190

Dear Evaluation Committee Members,

On behalf of Perfection Plus Inc., I am pleased to submit our proposal in response to the City of Whitewater's Request for Proposal for Janitorial and Cleaning Services. After carefully reviewing your comprehensive RFP and participating in the facility tour on April 25th, we are confident in our ability to exceed your expectations.

Our proposal thoroughly addresses all components outlined in your RFP document, including detailed responses to Technical and Financial Proposal criteria in Section II, comprehensive acknowledgment of the Scope of Services in Section III, full acceptance of Staffing and Training Requirements in Section IV, completion of all required attachments, and confirmation of our financial stability through the requested documentation.

During our facility tour, we identified several opportunities to enhance your cleaning program. We've developed targeted solutions including: implementing consistent quality control protocols with regular supervisor inspections, deploying specialized equipment for high-traffic areas in the Municipal Building and Innovation Center, establishing clear communication channels with facility managers, creating customized cleaning schedules for each facility's unique operating hours, and providing specialized training for staff on the requirements of each distinct building. While this RFP focuses on immediate cleaning needs, we view this opportunity as the beginning of a long-term partnership with the City of Whitewater. Our collaborative approach includes regular meetings with city stakeholders to assess satisfaction, ongoing training for our staff to maintain service excellence, proactive recommendations based on emerging cleaning technologies, flexible staffing adjustments to accommodate special events, and a dedicated relationship manager as your single point of contact.

Our management team brings over 50 years of combined experience in municipal cleaning operations. This expertise, coupled with our advanced quality control systems and staff development programs, enables us to consistently deliver environments that enhance both employee productivity and visitor experiences across your diverse facilities. We are passionate about creating healthy, clean environments that benefit staff and visitors alike. Our team is particularly excited about the opportunity to serve the Whitewater community and contribute to the professional operation of your Municipal Building, Innovation Center, Library, Armory, and Community Buildings.

Thank you for your consideration of our proposal. We look forward to discussing our approach in greater detail during the interview process and demonstrating how our services can add value to the City of Whitewater's operations.

Sincerely,


Ryan Murphree
Business Development Manager

Organizational History



About Us

Perfection Plus Janitorial Services has been a leader in the cleaning industry for 43 years. Founded in 1981, our company has grown from a small one-woman operation to a regional powerhouse in janitorial services with over 300 employees in Minnesota and Wisconsin, specializing in large-scale facilities exceeding 100,000 square feet. Our sustained growth and exceptional client retention rate reflect our unwavering commitment to quality, consistently reliable service, and thorough attention to detail. We understand that exceptional custodial service goes beyond just cleaning – it's about being a trusted partner who contributes to our clients' success through meticulous facility care and proactive facility management. Our experience with complex facilities, including government buildings, airports, educational institutions, and secured locations, has equipped us with the expertise to handle the specific requirements of your facilities with the highest standards of professionalism and care.

Vision

At Perfection Plus Inc., we believe excellence in custodial services goes beyond just maintaining clean spaces. **Our vision** is to be an essential partner in our clients' success by delivering meticulous, reliable cleaning services that enhance workplace productivity and health. Through our dedicated team of professionals, innovative quality control systems, and unwavering commitment to consistency, we transform everyday facilities into environments that employees and visitors can take pride in. We don't just clean spaces - we elevate them to meet the highest standards of cleanliness and professionalism while providing our employees with opportunities for growth and advancement.

Key Company Achievements and Milestones

Our company has established itself as an industry leader through several significant achievements that directly benefit our clients like the City of Whitewater. Our comprehensive specialized training programs ensure staff excellence in critical areas such as healthcare-level sanitation, advanced floor care, and green cleaning practices. These specialized skills directly translate to superior cleaning outcomes in municipal environments with diverse surface types and public health considerations.

Our exceptional client retention with government facilities demonstrates our understanding of public sector needs and ability to maintain consistent service quality over time. Our environmental stewardship initiatives, including our transition to eco-friendly cleaning products and water conservation methods, align perfectly with municipal sustainability goals while maintaining effective cleaning results. Our innovative quality control systems, problem-solving capabilities with challenging cleaning scenarios, and industry-leading safety record all reflect our systematic approach to facility maintenance. Most importantly, our investments in technology integration and staff development have created a stable, experienced workforce with the knowledge and tools to deliver exceptional service from day one of the contract, ensuring the City of Whitewater receives professional, consistent cleaning across all facilities.

Client Retention Milestones

Our company has established an exceptional track record of client satisfaction and long-term partnerships:

- **Municipal Client Retention:** We maintain a 94% retention rate with government clients, with an average relationship duration of 7.3 years—significantly above the industry average of 2.9 years. Some of our current government contracts we serve have been partners for over a decade.
- **Contract Renewal Success:** 89% of our municipal clients have renewed their contracts for multiple terms, demonstrating consistent satisfaction with our services.
- **Service Expansion:** 73% of our initial contracts have expanded in scope over time, with clients choosing to add services or facilities based on our performance.
- **Zero Early Terminations:** We have maintained a perfect record of zero early contract terminations over the past five years, reflecting our commitment to meeting client expectations.
- **Client Referrals:** 40% of our new business comes from direct referrals from existing clients, showcasing their willingness to recommend our services to peers.

Specialized Training Completions

Our company has made substantial investments in staff development through industry-leading training programs that directly benefit our service delivery:

- **Certified Healthcare Environmental Services Technician Program:** 100% of our supervisory staff have completed this rigorous certification, which provides specialized knowledge applicable to sanitizing critical public environments.
- **ISSA Cleaning Management Institute (CMI) Certification:** All regional managers have completed this comprehensive program covering the science of cleaning, operational efficiency, and management best practices.
- **Cross-Contamination Prevention Training:** We've implemented a specialized protocol developed with infectious disease experts, with annual certification for all cleaning personnel.
- **Green Cleaning Professional Certification:** 85% of our staff have completed this environmental stewardship program, ensuring eco-friendly cleaning practices across all facilities.
- **Advanced Floor Care Specialist Program:** We've developed a technical skills career path with 22 certified specialists who have mastered complex floor care challenges including VCT maintenance, terrazzo restoration, and specialty hardwood care.

Environmental Achievements

Our company has established itself as a leader in sustainable cleaning practices through several significant accomplishments:

- **Green Chemical Transition:** We've successfully transitioned 95% of our cleaning chemicals to certified environmentally preferable products, reducing VOC emissions by 78% compared to traditional cleaning methods.
- **Water Conservation Initiative:** Implementation of microfiber cleaning systems and low-moisture equipment has resulted in a documented 64% reduction in water usage across our operations.
- **Sustainable Equipment Program:** Our 3-year equipment replacement schedule prioritizes energy-efficient models, resulting in a 41% reduction in energy consumption compared to industry standards.

Operational Excellence

Our commitment to exceptional service delivery is evidenced by measurable achievements in operational performance:

- **Quality Control Innovation:** We've developed a proprietary digital inspection system that has increased inspection completion rates by 98% and decreased quality issues by 42% across all client facilities.
- **Response Time Efficiency:** Our average emergency response time is 27 minutes, with 99.8% of urgent requests addressed within 60 minutes of notification.
- **Work Order Resolution:** Our tracking system documents a 97% same-day resolution rate for routine maintenance requests, with all remaining issues resolved within 24 hours.
- **Attendance Reliability:** Our workforce management system and strategic staffing redundancies have enabled us to maintain a 99.7% attendance reliability rate, ensuring all scheduled services are completed without interruption. We always will ensure your cleaning is completed.
- **Process Standardization:** We've implemented Standard Operating Procedures across 100% of cleaning tasks, creating consistent results regardless of which staff member performs the work.

Technology Integration

Our operations leverage cutting-edge technology to enhance service quality and efficiency:

- **SWEPT Quality Control System:** Implementation of this mobile inspection platform has digitized 100% of our quality control processes, enabling real-time reporting, photographic documentation, and trend analysis.
- **Workforce Management Software:** Our cloud-based scheduling and attendance verification system ensures accurate deployment of personnel and provides clients with transparent reporting on service delivery.
- **Digital Training Delivery:** Our Learning Management System delivers consistent training content across all locations with interactive modules, competency verification, and automated refresher scheduling.
- **Client Communication Portal:** We've developed a secure online dashboard that provides clients with cleaning schedules, completed inspection reports, and direct channels for service requests.

Problem Resolution Case Studies

Our company has repeatedly demonstrated exceptional capability in transforming challenging cleaning environments:

- **Municipal Building Transformation:** We assumed responsibility for a 35,000 sq. ft. city hall that had received consistent complaints about restroom cleanliness and dust accumulation. Within 60 days, our team implemented specialized protocols that eliminated complaints and received commendation from the city manager.
- **Hard Floor Restoration:** A public library with severely damaged terrazzo flooring contracted our specialized floor care team. Through a staged restoration process, we revitalized 12,000 sq. ft. of flooring to like-new condition without disrupting library operations.
- **Indoor Air Quality Improvement:** We identified and resolved persistent air quality issues in a municipal office building by implementing HEPA vacuum systems, reconfiguring dust control methods, and establishing preventative maintenance schedules for HVAC vents and returns.
- **Post-Construction Cleanup:** Following a major renovation of a community center, we coordinated a rapid-response team that removed construction dust from all surfaces, successfully preparing the facility for a grand reopening event with only 48 hours' notice.

Safety Achievements

Our commitment to workplace safety has resulted in an exemplary record and significant achievements:

- **Safety Training Completion:** 100% of our employees complete mandatory safety training at hiring and participate in monthly safety refresher sessions, with documented competency verification.
- **Hazard Recognition Program:** Our proactive hazard identification system has documented and resolved numerous potential safety issues before incidents occurred, demonstrating our preventative approach.
- **Client Safety Partnership:** We've developed collaborative safety protocols with facilities managers across our portfolio, resulting in integrated emergency response plans and mutual safety audits.

Technology Integration

Our operations leverage cutting-edge technology to enhance service quality and efficiency:

- **SWEPT Quality Control System:** Implementation of this mobile inspection platform has digitized 100% of our quality control processes, enabling real-time reporting, photographic documentation, and trend analysis.
- **Workforce Management Software:** Our cloud-based scheduling and attendance verification system ensures accurate deployment of personnel and provides clients with transparent reporting on service delivery.
- **Client Communication Portal:** We've developed a secure online dashboard that provides clients with access to cleaning schedules, completed inspection reports, and a direct channel for service requests.

Staff Development

We've created an exceptional environment for employee growth and advancement:

- **Career Pathway Program:** 95% of our supervisory staff began as entry-level cleaners, advancing through our structured development program that combines hands-on experience with formal training.
- **Technical Certification:** Each employee receives an average of 42 hours of formal training annually, with opportunities to earn specialized certifications in floor care, biohazard cleanup, window cleaning, pressure washing and other technical skills.
- **Leadership Academy:** Our management development program advances cleaners to leadership positions, creating a pipeline of skilled supervisors familiar with our operational standards.
- **Employee Retention:** Our cleaning staff retention rate of 92% significantly exceeds the industry average of 43%, reflecting our commitment to creating a positive work environment and meaningful career opportunities.
- **Performance Recognition:** Our multi-tiered recognition program has awarded 180 plus performance bonuses in the past year, reinforcing our culture of excellence and accountability.



Why Choose Us?

Everyone does not clean the same...

PPI understands your standards are to be followed and has a clear vision and plan of what it will take to exceed these expectations. As a partner with PPI, the service you receive will be consistent with our approach.

We will maintain transparency, accountability, collaboration and high standards of performance. We work directly from the specifications indicated in the scope of work. We create task lists that each team member is assigned to and is responsible for accomplishing; hand-tailored to your cleaning needs.

You'll hear the same promises such as, "We meet the highest standard of cleaning, we regularly inspect our facilities and we are always available for our clients" from us and every other cleaning service company, but with PPI we do more than promise we follow through.

Perfection Plus has over 43 years of experience cleaning buildings similar to your facility. We do not anticipate any unusual challenges or difficulties at this time. If any are to arise, proper communication with the facility manager will be in place to resolve the issue in a timely manner per protocol.



Fiscal Integrity Acknowledgment

In accordance with Section II(1)(b) of the City of Whitewater RFP for Janitorial and Cleaning Services, we acknowledge the requirement to demonstrate financial stability and fiscal integrity.

As requested, we have included our most recent bank statement from Old National Bank dated February 28, 2025, for account number XXXXXX4372. This statement demonstrates our company's solid financial position with a healthy account balance and regular business activity including multiple client deposits throughout the previous month. Our account shows consistent cash flow management, maintaining sufficient reserves while meeting all regular financial obligations.

This documentation confirms that Perfection Plus Inc. possesses the necessary capital resources to:

- Support the specified service requirements outlined in the RFP
- Provide initial inventories, equipment, and labor necessary for contract implementation
- Maintain sufficient cash flow to guarantee consistent performance throughout the contract term




Our financial records demonstrate our ability to successfully manage contracts of similar scope to the City of Whitewater's janitorial services requirements. We authorize the City of Whitewater Evaluation Committee to review this confidential financial information solely for the purpose of evaluating our proposal's fiscal integrity. Should additional financial documentation be required during the evaluation process, we will promptly provide such information upon request.

DATE 02/28/2025
ACCOUNT NUMBER XXXXXX4372

00032928 FP264303012513220900 02 000000000 0085378 005

PERFECTION PLUS INC
NEW OPERATING
7155 COUNTY ROAD 26
MAPLE PLAIN MN 55359-9397

CLIENT CARE CONTACT INFORMATION

 Client Care: 800-731-2265
 Visit us Online: www.oldnational.com
 Written Inquiries: P. O. Box 419
Evansville, IN 47703

ACCOUNT SUMMARY

Previous Statement Balance	01/31/2025	\$44,003.89
Deposits/Credits	21	\$233,293.29
Withdrawals/Debits	33	-\$197,736.62
Total Service Charges		\$0.00
Interest Paid		\$0.00
Current Statement Balance	02/28/2025	\$79,560.56

DEPOSITS AND OTHER CREDITS

DATE	TRACER	TRANSACTION DESCRIPTIONS	AMOUNT
02/03	300000	LOCKBOX DEPOSIT	\$2,453.06
02/03	300000	LOCKBOX DEPOSIT	\$545.13
02/04	400000	LOCKBOX DEPOSIT	\$13,791.66
02/05	500000	LOCKBOX DEPOSIT	\$705.41
02/06	600000	LOCKBOX DEPOSIT	\$19,397.17
02/06	1037	Metropolitan Cou AP 0001PERFECTION PLUS IN	\$10,583.33
02/06	1037	MN State-MMB ACH PERFECTION PLUS INC	\$2,500.00
02/10	1000000	LOCKBOX DEPOSIT	\$923.67
02/10	1041	Slipka Companies Receivable Perfection Plus, Inc	\$457.91
02/12	1200000	LOCKBOX DEPOSIT	\$31,334.22
02/13	1300000	LOCKBOX DEPOSIT	\$55,100.39
02/14	1400000	LOCKBOX DEPOSIT	\$3,783.17
02/18	1049	MOM BRANDS CO, L EXP REIMB PERFECTION PLUS INC	\$32,212.50
02/18	1800000	LOCKBOX DEPOSIT	\$13,746.79
02/18	1800000	LOCKBOX DEPOSIT	\$4,415.53

To Help Balance Your Account

Enter your checkbook balance		
Add Interest credited and other deposits shown on this statement, but not previously entered in your checkbook		
Subtotal		
Subtract service charge and other deductions shown on this statement, but not previously entered in your checkbook		
Subtotal		
A Adjusted checkbook balance		
Enter the current balance from this statement		
Add deposits entered in your checkbook, but not shown on this statement		
Subtotal		
Subtract checks and withdrawals entered in your checkbook, but not shown on this statement	Check No.	Amount
	Subtotal	
B Adjusted statement balance		

Your checkbox is in balance if line A agrees with line B.

If your adjusted checkbook and bank statement balance do not agree:

1. Review last month's statement to make sure any differences were corrected.
2. Check additions and subtractions in your checkbook.
3. Compare the amount of each check and deposit on this statement with the amount recorded in your checkbook.
4. Make sure all outstanding checks have been listed, including those that may not have been paid from the previous statement.
5. Make sure that any electronic fund transfers or automatic payments are recorded in your checkbook.

How Finance Charge is Calculated If this statement includes billing information regarding a personal line of credit for consumer use, the finance charge for each statement (loan) period is calculated by applying the applicable daily periodic rate(s) to the daily balances. To get daily balances, we take the beginning balance of your account each day, add any new loans or charges and subtract any payments or credits. Then, we multiply the daily balance each day of the statement period by the applicable daily periodic rate(s). We then add up all of these daily finance charges to get your total finance charge. If there is only one (1) daily periodic rate during the statement period, the finance charge may also be verified by multiplying the average daily balance by the number of days in the statement period and multiplying the result by the applicable daily periodic rate. If your line of credit has a variable rate feature, the rate used to calculate your finance charge may vary as described in the disclosure provided to you initially. Payments received during regular hours on business days at all of our full-service offices will be credited on the same business day. Payments received at other locations or after regular business hours will be credited on the next business day.

In Case of Errors or Questions About Your Personal Line of Credit (This is a summary of Your Billing Rights) If you think your statement is wrong, or you need more information about a transaction on your statement, write us at P.O. Box 419, Evansville, IN 47703. We must hear from you no later than 60 days after we sent you the first statement on which the error or problem appeared. You can telephone us but doing so will not preserve your rights.

In your letter, give us the following information:

1. Your name and account number.
2. The dollar amount of the suspected error.
3. Describe the error and explain, if you can, why you believe there is an error. If you need more information, describe the item you are unsure about.

You do not have to pay any amount in question while we are investigating, but you are still obligated to pay the parts of your bill that are not in question. While we investigate your question, we cannot report you as delinquent or take any action to collect the amount you question. However, charge in question may remain on your statement, and we may continue to charge you interest on that amount. But, if we determine that we made a mistake, you will not have to pay the amount in question, or any interest or other fees related to that amount. We can apply any unpaid amount against your credit limit.

If you have authorized us to pay your minimum monthly payment automatically by charging your deposit account with us, you can stop the payment on any amount you think is wrong. To stop the payment, your letter must reach us three business days before the automatic payment is scheduled to occur.

In Case of Errors or Questions About Electronic Transfers Please call 1-800-731-2265 or write us at P.O. Box 419, Evansville, IN 47703 as soon as you can, if you think your statement or receipt is wrong, or if you need more information about a transfer on this statement or on a receipt. We must hear from you no later than 60 days after we sent you the FIRST statement on which the problem or error appeared.

1. Tell us your name and account number.
2. Describe the error and transfer you are unsure about and explain as clearly as you can why you believe there is an error or why you need more information.
3. Tell us the dollar amount of the suspected error.

If you tell us verbally, we may request that you send us your complaint or question in writing within 10 business days. We will investigate your complaint and correct any error promptly. If we take more than 10 business days (20 days for new account transactions) to do this, we will recredit your account for the amount you think is in error, so that you will have use of the money during the time it takes us to complete our investigation. If we ask you to put your complaint or question in writing and we do not receive it within 10 business days, we may not recredit your account. Our investigation will take no longer than 45 business days to complete (90 days for point-of-sale, foreign debit card or new account transactions.)

If we decide that there was no error, we will send you a written explanation within 3 business days after we finish our investigation. You may ask for copies of the documents that we used in our investigation.

In Case of Irregularities Identified on This Statement You are responsible for promptly examining your statement each statement period and reporting any irregularities to us. We will not be liable for any error, any check that is altered or counterfeit, any signature that is forged or unauthorized transaction unless you notify us in writing within thirty (30) calendar days after we make the statement available to you. Also, we will not be liable for any subsequent items paid, in good faith, containing an unauthorized signature or alteration by the same wrongdoer unless you timely notify us in writing.

**OLD NATIONAL BANK®**P. O. Box 718
Evansville, IN 47705**BUSINESS ANALYSIS CHECKING****ACCOUNT INFORMATION**

DATE	02/28/2025
ACCOUNT NUMBER	XXXXXX4372

PAGE 2 OF 4

DEPOSITS AND OTHER CREDITS (continued)

DATE	TRACER	TRANSACTION DESCRIPTIONS	AMOUNT
02/19	1050	CITY OF ELK RIVE ACCTS PAY PERFECTION PLUS, INC.	\$2,550.00
02/20	2000000	LOCKBOX DEPOSIT	\$5,020.60
02/21	2100000	LOCKBOX DEPOSIT	\$1,538.25
02/24	2400000	LOCKBOX DEPOSIT	\$862.77
02/27	2700000	LOCKBOX DEPOSIT	\$16,261.14
02/28	2800000	LOCKBOX DEPOSIT	\$15,110.59

WITHDRAWALS AND OTHER DEBITS

DATE	TRACER	TRANSACTION DESCRIPTIONS	AMOUNT
02/03	73	CRD PUR 877233 5387 10020N SOU 655000 EDINA MN 6401 France Ave S	-\$10.00
02/03	1034	AMERICAN EXPRESS ONLINE PMT CASAUS,SUSAN	-\$164.33
02/03	1034	HEALTHPARTNERS PREMIUM CASAUS,SUSAN E	-\$675.95
02/03	1034	MAINSTREETLEDGER Bookkeepin Perfection Plus	-\$750.00
02/03	1034	SECURA INSURANCE INS.PREM PERFECTION PLUS INC	-\$3,856.92
02/05	70	HERNANDO PEREZ ZELLE REF:503600C06B31	-\$150.00
02/05	70	INT TXFR TO DD XXXXXXXX1328	-\$2,000.00
02/05	1036	MERITAIN HEALTH INS. PREM. SUSAN CASAUS	-\$64.81
02/05	1036	MN DEPT OF REVEN MN Rev pay PERFECTION PLUS INC	-\$8,907.00
02/11	1042	West Bend debitpmt West Bend Payment	-\$7,053.00
02/13	65	JENNIFER PASTRAN ZELLE REF:504400N0IIB	-\$173.00
02/13	65	INT TXFR TO DD XXXXXXXX6854	-\$70,239.00
02/13	65	CRD PUR 253368 5387 TMOBILE*PO 655000 800-937-8997 WA 12920 SE 38TH	-\$600.50
02/14	1045	BANK OZK ONLINE PMT CASAUS,SUSAN	-\$1,000.00



OLD NATIONAL BANK

P. O. Box 718
Evansville, IN 47705

BUSINESS ANALYSIS CHECKING

ACCOUNT INFORMATION

DATE 02/28/2025
ACCOUNT NUMBER XXXXXX4372

PAGE 3 OF 4

WITHDRAWALS AND OTHER DEBITS (continued)

DATE	TRACER	TRANSACTION DESCRIPTIONS	AMOUNT
02/18	83	SANDRA CHAVEZ ZELLE REF:504700B0GD0Q	-\$1,250.00
02/18	1049	SBA EIDL LOAN PAYMENT SUSAN CASAUS	-\$5,970.00
02/18	213	MONTHLY SERVICE CHARGE JANUARY 2025	-\$106.31
02/19	1050	MIDCONTINENT WEB_PAY SUSAN CASAUS	-\$49.00
02/25	1056	AMERICAN EXPRESS ONLINE PMT CASAUS,SUSAN	-\$521.78
02/27	83	INT TXFR TO DD XXXXXXXX6854	-\$69,000.00
02/27	83	CRD PUR 913414 5387 RAINMAKER 655000 ST. LOUIS MO 3958 UNION RD	-\$2,155.79

CHECKS

CHECK NUMBER	DATE	AMOUNT	CHECK NUMBER	DATE	AMOUNT
6019	02/24	\$1,000.00	6061 *	02/21	\$6,400.00
6037 *	02/04	\$1,000.00	6063 *	02/10	\$60.00
6043 *	02/03	\$3,571.23	6068 *	02/24	\$1,000.00
6054 *	02/28	\$1,000.00	6069	02/28	\$5,680.00
6057 *	02/10	\$1,450.00	6071 *	02/21	\$3.00
6058	02/10	\$1,000.00	7195 *	02/07	\$875.00

* Denotes check paid out of sequence

DAILY BALANCE SUMMARY

DATE	BALANCE	DATE	BALANCE	DATE	BALANCE
01/31	\$44,003.89	02/03	\$37,973.65	02/04	\$50,765.31
02/05	\$40,348.91	02/06	\$72,829.41	02/07	\$71,954.41
02/10	\$70,825.99	02/11	\$63,772.99	02/12	\$95,107.21
02/13	\$79,195.10	02/14	\$81,978.27	02/18	\$125,026.78
02/19	\$127,527.78	02/20	\$132,548.38	02/21	\$127,683.63
02/24	\$126,546.40	02/25	\$126,024.62	02/27	\$71,129.97
02/28	\$79,560.56				

BUSINESS ANALYSIS CHECKING

XXXXXX4372

Account: 55827068
Period: 01/24/2025
Amount: \$1,000.00
Check Number: 6019
Date: 02/24/2025
Pay to the Order of: CASH
Amount: \$1,000.00
Old National Bank

6019 \$1,000.00 02/24/2025

Account: 55827068
Period: 02/04/2025
Amount: \$1,000.00
Check Number: 6037
Date: 02/04/2025
Pay to the Order of: CASH
Amount: \$1,000.00
Old National Bank

6037 \$1,000.00 02/04/2025

Account: 55827068
Period: 02/03/2025
Amount: \$3,571.23
Check Number: 6043
Date: 02/03/2025
Pay to the Order of: CASH
Amount: \$3,571.23
Old National Bank

6043 \$3,571.23 02/03/2025

Account: 55827068
Period: 02/28/2025
Amount: \$1,000.00
Check Number: 6054
Date: 02/28/2025
Pay to the Order of: CASH
Amount: \$1,000.00
Old National Bank

6054 \$1,000.00 02/28/2025

Account: 55827068
Period: 02/10/2025
Amount: \$1,450.00
Check Number: 6057
Date: 02/10/2025
Pay to the Order of: CASH
Amount: \$1,450.00
Old National Bank

6057 \$1,450.00 02/10/2025

Account: 55827068
Period: 02/10/2025
Amount: \$1,000.00
Check Number: 6058
Date: 02/10/2025
Pay to the Order of: CASH
Amount: \$1,000.00
Old National Bank

6058 \$1,000.00 02/10/2025

Account: 55827068
Period: 02/21/2025
Amount: \$6,400.00
Check Number: 6061
Date: 02/21/2025
Pay to the Order of: CASH
Amount: \$6,400.00
Old National Bank

6061 \$6,400.00 02/21/2025

Account: 55827068
Period: 02/10/2025
Amount: \$60.00
Check Number: 6063
Date: 02/10/2025
Pay to the Order of: CASH
Amount: \$60.00
Old National Bank

6063 \$60.00 02/10/2025

Account: 55827068
Period: 02/24/2025
Amount: \$1,000.00
Check Number: 6068
Date: 02/24/2025
Pay to the Order of: CASH
Amount: \$1,000.00
Old National Bank

6068 \$1,000.00 02/24/2025

Account: 55827068
Period: 02/28/2025
Amount: \$5,680.00
Check Number: 6069
Date: 02/28/2025
Pay to the Order of: CASH
Amount: \$5,680.00
Old National Bank

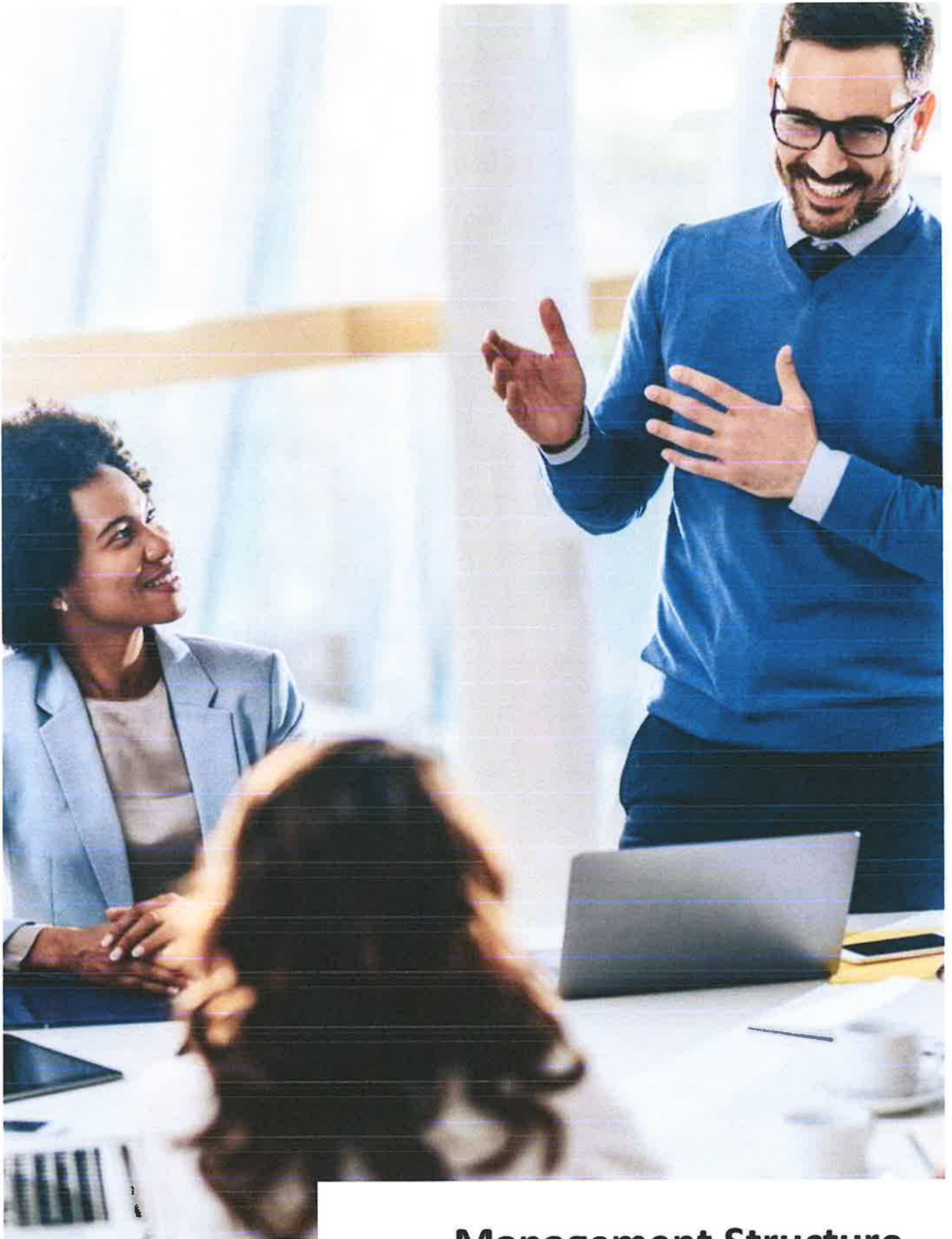
6069 \$5,680.00 02/28/2025

Account: 55827068
Period: 02/21/2025
Amount: \$3.00
Check Number: 6071
Date: 02/21/2025
Pay to the Order of: CASH
Amount: \$3.00
Old National Bank

6071 \$3.00 02/21/2025

Account: 55827068
Period: 02/07/2025
Amount: \$875.00
Check Number: 7195
Date: 02/07/2025
Pay to the Order of: CASH
Amount: \$875.00
Old National Bank

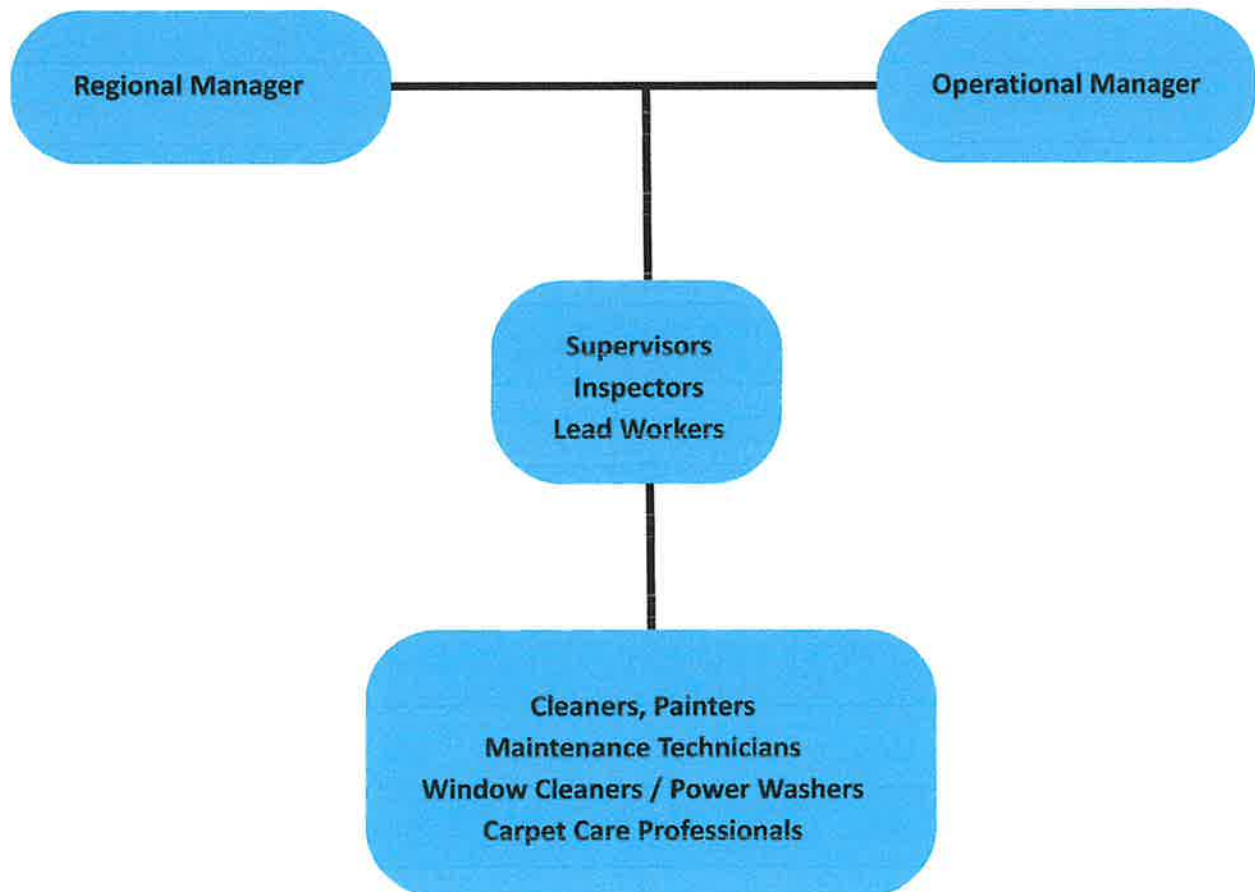
7195 \$875.00 02/07/2025



Management Structure

Wisconsin Management Chart

This organizational chart represents our management structure for assigned cleaning territories. At the top, the Regional Manager and Operational Manager provide strategic oversight, ensuring consistency, quality, and responsiveness across all service areas. They coordinate with our Supervisors and Inspectors, who are responsible for day-to-day operations, staff scheduling, performance monitoring, and quality control within their assigned territories. The front-line team consists of specialized personnel—Cleaners, Painters, Maintenance Technicians, Window Cleaners/Power Washers, and Carpet Care Professionals—each trained to deliver expert services tailored to the unique needs of each facility. This structure ensures accountability, clear communication, and operational efficiency across all service levels.



Assigned Key Personnel:

Perfection Plus, established in 1981, has grown into a leading facility services provider with over 300 dedicated employees. Our organizational structure promotes stability and career growth, evidenced by numerous staff members who have been with us for more than two decades. The company is led by our executive team, including operations directors who average 15+ years of industry experience. Regional supervisors oversee geographical territories, supported by site-specific lead workers who ensure consistent service delivery. Our field operations are structured into specialized teams focusing on specific service areas, allowing for efficient communication and rapid response to client needs. All supervisory staff/key management personnel/cleaners will be located within the White-Water city area.

Susan Casaus

ACCOUNT MANAGER

- **43 YEARS OF EXPERIENCE**
- Oversees day-to-day operations, ensuring all cleaning services meet company standards and client expectations.
- Responsible for developing cleaning protocols and ensuring compliance with quality control.
- Providing leadership in safety and quality assurance.

Elizabeth Gutierrez

LEAD WORKER/SUPERVISOR

- **11 YEARS OF CLEANING AND SUPERVISION EXPERIENCE**
- Manages cleaning crews, coordinates schedules, and ensures timely service delivery with high-quality results.
- Implements staff training programs and ensures all teams adhere to safety and cleaning protocols.
- Certified in carpet cleaning, with expertise in hazard knowledge and compliance, ensuring safe practices across all jobs.

Kadishe Avdiu

SUPERVISOR

- **18 YEARS OF CLEANING, TRAINING, SUPERVISION, AND SPECIAL SERVICE EXPERIENCE**
- Leads specialized cleaning operations, focusing on intricate and high-sensitivity tasks, including detailed cleaning of unique surfaces and challenging environments.
- Works closely with cleaners to understand specific needs and tailors cleaning methods accordingly.
- Certified in carpet cleaning and hazardous materials management, applying advanced techniques to ensure thorough and safe cleaning.

Corporate Support Services

Internal Systems Support

Our company provides robust internal systems support to ensure the seamless execution of the City of Whitewater contract. Our centralized administrative infrastructure includes:

- **Advanced Scheduling System:** Proprietary cloud-based scheduling software that manages staff assignments, tracks time and attendance, and provides real-time visibility into service delivery.
- **Integrated HR Management:** Comprehensive human resources platform handling recruitment, onboarding, training tracking, and performance management to ensure properly qualified staff are assigned to your facilities.
- **Digital Reporting System:** Our SWEPT quality control application enables immediate documentation and resolution tracking of any cleaning issues, with automated escalation protocols for unresolved concerns.
- **Inventory Management System:** Centralized tracking of all cleaning supplies and equipment, ensuring proper stocking levels and timely replacement of consumables across all City facilities.

Corporate Programs

- Our commitment to excellence is supported by several company-wide initiatives that directly benefit the City of Whitewater contract:
- **Quality Assurance Program:** Our three-tier inspection protocol includes
 - self-inspections, supervisor reviews, and independent audits by our Quality Assurance team, ensuring consistent adherence to cleaning standards.
- **Safety Compliance Program:** Comprehensive safety training, regular safety meetings, and continuous monitoring of workplace practices to maintain our industry-leading safety record and protect both our employees and your facilities.
- **Continuous Improvement Initiative:** Quarterly analysis of service metrics and client feedback to identify opportunities for enhancing cleaning effectiveness and operational efficiency.
- **Sustainability Program:** Implementation of green cleaning practices, including water conservation measures, energy-efficient equipment, and environmentally-friendly product selection to align with the City's environmental goals.

Staff Development Support

We invest heavily in our personnel to ensure they have the skills and knowledge necessary to deliver exceptional service:

- **Structured Training Pathway:** Every employee receives 40 hours of initial training plus ongoing skill development through our Learning Management System, which tracks certification in specialized cleaning techniques.
- **Mentorship Program:** New staff are paired with experienced team members for hands-on guidance during their first 90 days of employment.
- **Career Advancement Opportunities:** Clear advancement pathways from entry-level positions to supervisory roles, with targeted training to develop leadership capabilities.
- **Performance Recognition:** Monthly and quarterly awards programs that celebrate exceptional service, reinforcing our culture of excellence and attention to detail.

Through these corporate support systems, we ensure that our on-site teams have the resources, training, and oversight necessary to deliver consistent, high-quality cleaning services to the City of Whitewater facilities.

Staffing

The staffing recommendations provided represent our initial assessment based on industry standards for facilities of similar size, usage patterns, and cleaning frequencies. We understand that each facility has unique characteristics that may require adjustments to these preliminary staffing estimates. Upon contract award, we will carefully monitor cleaning performance, time requirements, and quality outcomes during the first 30-60 days to determine the optimal staffing configuration for the City of Whitewater's specific needs. Our flexible staffing approach allows us to add additional personnel where challenges are identified or reduce staffing where efficiencies can be achieved without compromising quality. We prioritize results over rigid staffing formulas, and will collaborate closely with City facility managers to ensure we're allocating resources in a manner that delivers exceptional cleanliness while maintaining cost efficiency. This data-driven approach to staffing optimization ensures the City receives maximum value throughout the contract term.

All of the below cleaners would report to assigned key personnel/management in previous pages

Whitewater Municipal Building(27,000 sq ft, 5x per week)

2-3 cleaners (approximately 3-4 hours per shift)

Whitewater Innovation Center(37,500 sq ft, 5x per week)

3-4 cleaners (approximately 3-4 hours per shift)

Irvin L. Young Public Library(11,000 sq ft expanding to 18,000 sq ft, 5x per week)

Current: 1-2 cleaners (approximately 3 hours per shift)

After expansion: 2 cleaners (approximately 4 hours per shift)

Downtown Armory(11,000 sq ft, 3x per week)

1-2 cleaners (approximately 3-4 hours per shift)

Additional considerations: Gymnasium requires specialized floor care

Starin Park Community Building(4,000 sq ft, 5x per week)

1 cleaner (approximately 2-3 hours per shift)

Additional considerations: Outdoor restrooms and kitchen facility

Cravath Lakefront Community Center(size not specified, 2x per week)

1 cleaner (approximately 2-3 hours per shift)

Additional considerations: Variable occupancy based on events

Acknowledgments for Staffing and Training Requirements

1. STAFFING

We acknowledge and accept all staffing requirements as outlined in Section IV of the RFP. Perfection Plus will:

- Maintain adequate staffing of competent and reliable employees to ensure efficient service delivery
- Ensure services are performed by carefully selected and efficient employees in conformity with accepted janitorial standards and practices
- Remove any employee from City assignment upon request if they engage in improper conduct or are unqualified
- Provide a steady and dependable workforce with minimal turnover
- Prohibit employees from disturbing papers, opening drawers/cabinets, or using City office equipment
- Require employees to wear photo ID and name tags with Company and Employee names at all times
- Submit updated employee listings whenever staff changes occur

Recruitment and Hiring Practices: Perfection Plus prioritizes continuity of service and recognizes the value of experienced personnel. We offer incumbent cleaners positions when the client is satisfied with their performance. For the City of Whitewater, we have already pre-screened and designated cleaners and supervisors specifically for this contract. Additionally, we maintain a pre-screened list of qualified cleaners ready to start work immediately to ensure consistent coverage.

2. MANAGEMENT AND SUPERVISION

We acknowledge and accept all management and supervision requirements. Perfection Plus will:

- Provide a reliable, qualified, and experienced supervisor to direct our staff in completing all contracted tasks

3. INSPECTIONS

We acknowledge and accept all inspection requirements. Perfection Plus will:

- Participate in joint inspections with the City's Facilities Manager to identify any variations from standards
- Correct any identified variations according to specifications
- Prepare written summary reports of inspections with specific schedules for corrective actions
- Conduct at least one monthly inspection of all work areas by our supervisor
- Correct any deficiencies identified during scheduled inspections by the next work shift or at a mutually agreed time
- Accept appropriate deductions for uncorrected deficiencies based on hourly rates
- Understand that repeated instances of non-performance may result in contract termination

3. TRAINING

We acknowledge and accept all training requirements. Perfection Plus will:

- Provide adequate training to guarantee specifications are met and contracted services are delivered
- Offer regularly scheduled training and development programs for employees at all levels
- Cover all expenses associated with employee training
- Ensure all staff assigned to City facilities receive training in: a) Proper Janitorial and Cleaning Methods b) Cleaning Product Use and Care c) Hazardous Communication d) Blood borne Pathogens e) Equipment Operation and Safety f) Personal Conduct and Habits g) Positive Customer Relations h) Lead Abatement Training
- Train employees to be polite and diplomatic in all dealings with City staff, students, and guests
- Instruct and enforce proper personal hygiene practices
- Ensure employees are aware of City service standards

4. COMPLIANCE WITH POLICIES AND REGULATIONS

We acknowledge and accept that our personnel will observe all regulations and policies of the City, and understand that failure to do so may be grounds for discipline or dismissal.

5. BACKGROUND CHECKS

Background Check Acknowledgment: Perfection Plus acknowledges and accepts that all employees must submit to and pass a City of Whitewater background check. Every employee of Perfection Plus receives a comprehensive background check as standard procedure. A significant portion of our client base includes police departments, city buildings, healthcare facilities, and organizations with strict security protocols. We fully understand security requirements and prioritize hiring trustworthy individuals with clean records who can work in sensitive environments.

Training Program

At Perfection Plus, we pride ourselves on delivering a state-of-the-art training program that ensures the highest standards of cleanliness and professionalism across all environments. Our comprehensive training and certification process sets us apart in the industry, featuring an ongoing development program that includes:

- Professional Development Through Multiple Platforms
- Live and virtual training sessions
- Industry expert guest speakers
- Hands-on demonstrations
- Interactive seminars
- Real-time, on-site instruction Video-based learning modules

Our monthly training modules systematically build expertise from foundational to specialized cleaning protocols. We begin with general office cleaning fundamentals and progressively advance through specialized environments including financial institutions, educational facilities, and healthcare settings. Our healthcare facility training deserves special mention, as we provide extensive hands-on instruction in:

- Clinical environments
- Hospital settings Clean
- room protocols

Each staff member must demonstrate proficiency through our rigorous certification process, with mandatory refresher courses ensuring that skills and knowledge remain current with industry best practices. This commitment to continuous education ensures that your facility receives service that meets the highest standards of cleanliness and safety. By partnering with Perfection Plus, you gain access to a workforce that is continuously trained, certified, and prepared to meet your facility's specific requirements with the utmost professionalism and expertise.

JANITORIAL TRAINING CHECKLIST

ONBOARDING (Days 1-2)

Company orientation and history
Employee handbook review and acknowledgment
Picture for company badge
Benefits explanation and enrollment
Uniform distribution and appearance standards
Emergency procedures and contacts
Facility tour and layout familiarization
Introduction to client's key personnel
Security protocols and badge/access requirements
Time tracking procedures and attendance policy
Assignment of mentor/buddy

SAFETY TRAINING (Days 1-3)

Personal protective equipment (PPE) usage
Hazard Communication (HazCom) and SDS sheets
Blood-borne pathogens training
Proper lifting techniques (emphasis on 50 lb capability where required)
Slip, trip, and fall prevention
Electrical safety with equipment
Chemical handling and storage
Injury reporting procedures
Emergency response procedures
First aid locations and basic protocols

GENERAL CLEANING SKILLS (Days 3-5)

Color-coding systems for preventing cross-contamination

Proper dilution and use of cleaning chemicals

Restroom cleaning and disinfection protocols

Trash and recycling handling procedures

Dusting techniques (high and low)

Glass and mirror cleaning

Spot cleaning walls and surfaces

Furniture cleaning and polishing

Stairwell cleaning procedures

Elevator cleaning protocols

FLOOR CARE (Days 5-7)

Carpet vacuuming techniques

Carpet spotting and stain removal

Carpet extraction methods

Hard floor dust mopping

Wet mopping procedures

Auto scrubber operation

Floor stripping techniques

Floor finishing application

Burnishing and buffing procedures

Stone/marble floor care

EQUIPMENT TRAINING (Days 7-10)

Vacuum cleaner operation and maintenance
Carpet extractor operation and maintenance
Auto scrubber operation and maintenance
Floor buffer/burnisher operation
Pressure washer operation (if applicable)
Snow removal equipment operation (where applicable)
Daily equipment inspection procedures
Troubleshooting common equipment issues
Equipment storage and charging protocols
Reporting equipment malfunctions

RESIDENTIAL-SPECIFIC TRAINING (Days 10-12)

Room turnover procedures
Bedroom cleaning standards
Bathroom cleaning and disinfection
Kitchen/kitchenette cleaning
Common area maintenance
Linen changing procedures
Mattress sanitizing
Window cleaning (interior)

Furniture arrangement standards

Move-in/move-out inspection protocols

FOOD SERVICE AREA TRAINING (If Applicable, Days 12-14)

Kitchen safety protocols

Food contact surface sanitizing

Dining area cleaning

Floor maintenance in food service areas

Grease trap and exhaust hood awareness

Dishwashing area cleaning

Food storage area cleaning

Garbage disposal area maintenance

Pest prevention protocols

Health department compliance standards

TECHNOLOGY AND REPORTING (Days 14-15)

Work order management system training

Mobile device usage for task tracking

Digital checklist completion

Issue documentation and reporting

StarRez software training (if applicable)

Communication protocols with supervisors

Quality control reporting

Inventory management system

Time and attendance system

Customer feedback handling

SPECIALIZED CLEANING (Days 15-17)

- High dusting techniques
- Ceiling and wall washing
- Upholstery cleaning
- Metal polishing
- Biohazard cleanup procedures
- Infection control cleaning
- Computer/electronics cleaning
- Exterior window cleaning awareness
- Graffiti removal techniques
- Construction cleanup procedures

SUSTAINABILITY PRACTICES (Day 17)

- Green cleaning procedures
- Water conservation methods
- Energy conservation during cleaning
- Proper chemical usage to reduce environmental impact
- Recycling program compliance
- Waste reduction strategies
- Sustainable product identification
- Indoor air quality considerations
- Chemical-free cleaning methods
- Microfiber usage and laundering

CLIENT-SPECIFIC REQUIREMENTS (Day 18)

Review of service level agreements (SLAs)

APPA cleanliness standards review

Client-specific cleaning protocols

Restricted areas and access protocols

Special materials handling requirements

VIP area protocols

Event setup/teardown procedures (if applicable)

Seasonal cleaning requirements

Special project scheduling awareness

Client communication protocols

QUALITY ASSURANCE (Day 19)

Self-inspection techniques

Quality control checkpoints

Common deficiency awareness and prevention

Peer review procedures

Supervisor inspection expectations

Corrective action procedures

Customer satisfaction measurement

Continuous improvement practices

Recognition of quality work

Problem-solving techniques

PROFESSIONAL DEVELOPMENT (Day 20)

Career path opportunities
Advanced certification options
Leadership skills introduction

Team building exercises
Customer service excellence
Conflict resolution techniques
Time management skills
Personal productivity enhancement
Stress management techniques
Cultural sensitivity training

FINAL ASSESSMENT AND CERTIFICATION

Written knowledge examination
Practical skills demonstration
Equipment operation verification
Chemical knowledge verification Safety
protocol compliance verification
Customer service role-playing
Problem-solving scenario evaluation
Documentation completion review
Final mentor/supervisor evaluation
Training completion certification

**ONGOING TRAINING
(Monthly/Quarterly)**

- Refresher training schedule
- New equipment orientation
- Chemical updates and changes
- Procedure modifications
- Safety updates
- Seasonal requirement reviews
- Team performance reviews
- Individual performance coaching
- Advanced skills development
- Cross-training opportunities

TRAINING COMPLETION VERIFICATION

Employee Name:

Training Start Date:

Training Completion Date:

Trainer Name:

Trainer Signature:

Employee Signature:

Date

Notes/Comments:

Service Orientation

- We seek candidates with demonstrated customer service experience
- We assess communication skills and interpersonal abilities
- We evaluate candidates' responsiveness to feedback
- We gauge their understanding of professional boundaries when working in municipal facilities

Work Ethic and Reliability

- We analyze attendance and punctuality records from previous employment
- We assess candidates' willingness to perform additional tasks when needed
- We evaluate their commitment to quality standards
- We determine their capacity to work independently with minimal supervision

Adaptability and Willingness

- We look for candidates who demonstrate flexibility with scheduling
- We assess their receptiveness to learning new cleaning techniques and protocols
- We evaluate their capacity to adapt to the diverse requirements of different facilities
- We determine their willingness to embrace technology tools for performance tracking

By implementing this comprehensive screening approach, we ensure that only individuals who meet our strict criteria for character, competence, and commitment join our team serving the City of Whitewater. This systematic selection process has resulted in our industry-leading employee retention rates and consistent service quality across all client facilities.

Equal Opportunity Statement

Our company is fully committed to the principles of equal opportunity employment and the promotion of diversity and inclusion throughout our organization. We affirm that we do not discriminate on the basis of race, creed, color, sex, age, national origin, religion, disability, veteran status, sexual orientation, gender identity, or any other legally protected characteristic in any of our employment practices including recruitment, hiring, training, promotion, compensation, benefits, discipline, termination, or any other terms and conditions of employment.

We actively pursue diversity in our workforce, believing that a varied range of backgrounds, perspectives, and experiences strengthens our organization and enhances the quality of our service delivery. Our corporate policies, training programs, and management practices reflect this commitment, ensuring that all employees are treated with dignity and respect in a workplace free from harassment and discrimination.

As a contractor for the City of Whitewater, we embrace and mirror the City's commitment to equal opportunity and non-discrimination. We understand that our services to the public facilities of Whitewater require the highest standards of professionalism and equal treatment, which we strive to exemplify through our diverse workforce.

We maintain detailed records of our employment practices and regularly review our policies to ensure ongoing compliance with all applicable federal, state, and local equal opportunity employment laws and regulations. Our commitment extends beyond mere legal compliance to the active promotion of an inclusive work environment where all employees can thrive and contribute to their fullest potential.

By submitting this proposal, we affirm our dedication to these principles and pledge to continue upholding them throughout the duration of our service to the City of Whitewater.



We have had a business relationship with Perfection Plus Cleaning Services for the past 5 years +. In that period of time we have been more than pleased with the services they provided. We are a seven-day per week, 365 day per year Urgent Care Clinic operation. The company was able to handle our unusual hours and days without a problem. The owners were always prompt to address our special needs or concerns. The personnel that cleaned our facility were professional, and very detail oriented. I would highly recommend this cleaning company to any clinic or business looking for good, reliable people. Their efficiency and attention to detail made them a perfect fit for our Urgent Care.

-Chris Olson, Health East Urgent Care-

In our line business it is important that our facilities are clean. Perfection Plus has done a wonderful job of cleaning our clinic and I would recommend them to any other business in need of cleaning services. One characteristic of Perfection Plus is that they are very responsive and always call me back in a timely manner. When I have had special cleaning requests, the staff has followed through quickly. Another thing that we appreciate is that the cleaning staff has remained consistent, which means that things don't get missed.

-Karen, Aspen Medical-

The staff here at St. Croix Family Medical wants you to know what a wonderful staff you have. They are extremely thorough and go the extra mile to make sure the clinic always looks great in the morning. The cleanliness of the clinic contributes greatly to overall patient satisfaction. Your staff is always friendly and very approachable. If we need extra cleaning or need to make any changes, your staff is very accommodating. Thank you very much for a job well done.

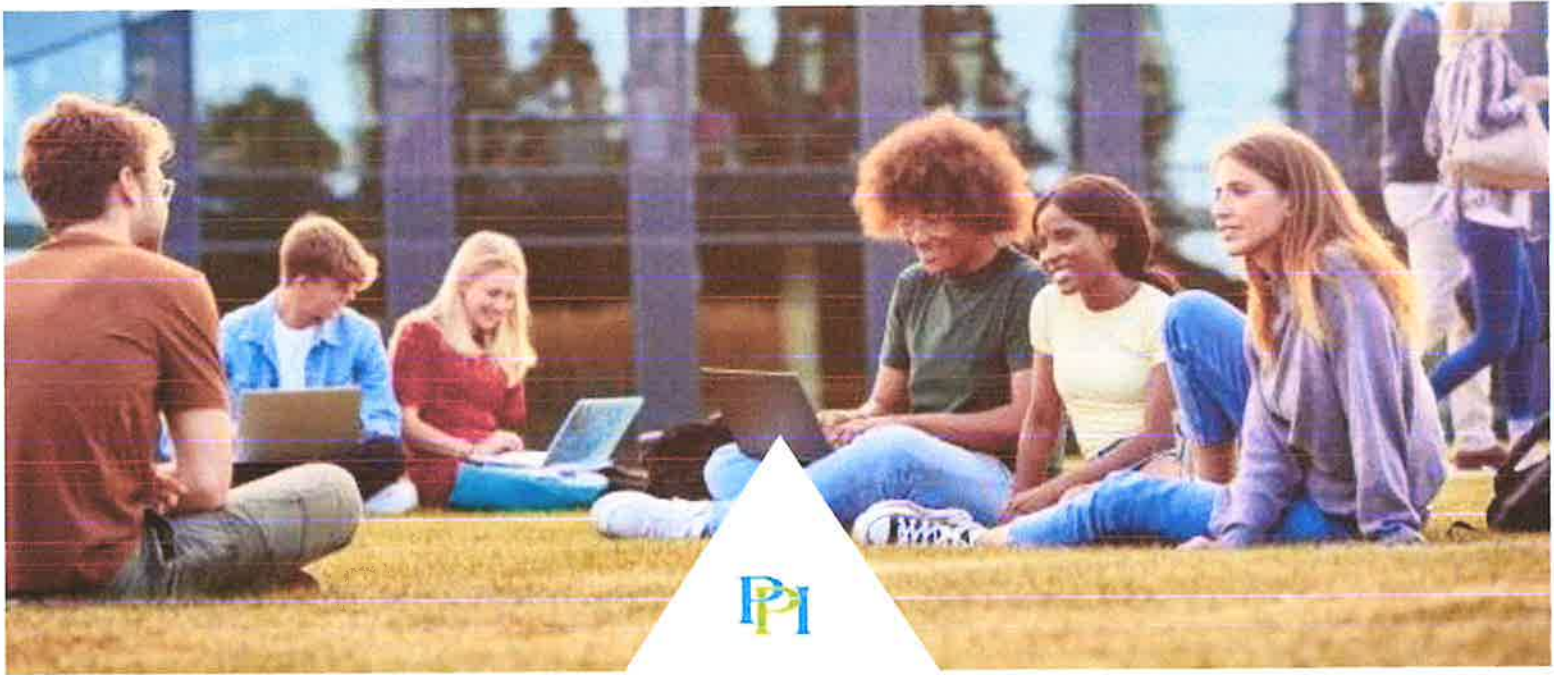
-Stacy, St. Croix Medical-





EXPERIENCE/REPUTATION





Client List

43 Years of Transforming Facilities

Attached to this proposal is a comprehensive list of our current janitorial accounts that demonstrate our extensive experience with facilities similar to those of the City of Whitewater. This attachment includes municipal buildings, community centers, libraries, and multi-purpose facilities that mirror the size, complexity, and usage patterns of Whitewater's properties. The accounts highlighted showcase our capability to manage multiple buildings within a single contract, ranging from 5,000 square feet to exceeding 100,000 square feet, with varying cleaning frequencies and specialized requirements. Many of these accounts feature operations with 24/7 components similar to the Police Department, community spaces with variable scheduling needs comparable to your recreational facilities, and public-facing environments that demand meticulous attention to detail. Our client list demonstrates our ability to effectively manage the diverse range of cleaning challenges present across Whitewater's six facilities.

As required by the RFP, we have included five specific references from current clients with facilities comparable to the City of Whitewater's. Each reference includes the client name and location, detailed information about the scope of services we provide, the length of time we have managed the contract, and complete contact information for officials who have direct authority over cleaning service operations. These carefully selected references can attest to our consistent service quality, responsive management, problem-solving capabilities, and overall reliability as a janitorial services provider. We encourage the evaluation committee to contact these references to gain firsthand insights into our performance record and commitment to client satisfaction. These references represent long-standing relationships that exemplify our approach to municipal partnerships and our understanding of public facility maintenance requirements.

Account	Contact	Consumables	Chemicals
MINNESOTA			
ACL - Centennial Library 100 Civic Heights Cir Circle Pines, MN 55014	Mary Healy 763.324.1540 mary.healy@anokacountymn.gov	Anoka	PPI
ACL - Crooked Lake Library 11440 Crooked Lake Blvd NW Coon Rapids, MN 55433	Becky Walpole 763.324.1530 becky.walpole@anokacountymn.gov	Anoka	PPI
ACL - Johnsville Library 12461 Oak Park Blvd Blaine, MN 55434	Kirsten Vaughn 763.324.1546 kirsten.vaughn@anokacountymn.gov	Anoka	PPI
ACL - LSS 707 County Rd 10 Frontage Rd Blaine, MN 55434	Adam Holmes Engineer 763.274.4734 O: 763.785.3695 Adam.Holmes@anokacountymn.gov	Anoka	PPI
ACL - Mississippi Library 410 Mississippi St NE Fridley, MN 55432	Stacy Cutinella 763.324.1513 Stacy.Cutinella@anokacountymn.gov After Hours Number (All Libraries): 763.324.1900	Anoka	PPI
ACL - North Central Library 17565 Central Ave NE Ham Lake, MN 55304	Amy Fettig 763.324.1522 amy.fettig@anokacountymn.gov	Anoka	PPI
ACL - Northtown Library 711 County Hwy 10 Frontage Rd Blaine, MN 55343	Stacy Hendren 763.324.1501 stacy.hendren@anokacountymn.gov	Anoka	PPI
ACL - Rum River Library 4201 6th Ave Anoka, MN 55303	Shannon Melham 763.324.1507 Shannon.Melham@anokacountymn.gov After Hours (All Libraries): 763.324.1514	Anoka	PPI
ACL - St. Francis Library 3519 Bridge St NW St. Francis, MN 55070	Chayse Sundt 763.324.1543 Chayse.Sundt@anokacountymn.gov	Anoka	PPI

Anoka County Human Services Ctr Blaine Building 1201 89th Ave NE #235 Blaine, MN 55434	John Forseth John.Forseth@anokacountymn.gov John's cell : 763-274-4733 Office : 763-324-1900	Email Becky	PPI
AC - Rum River Campus 3300 4th Ave Anoka, MN 55303 Bldgs 9,13,10,RRHSC	Corey Kohan 763.324.4590 C: 612.240.4293 Corey.Kohan@co.anoka.mn.us	Email Cory	Email Cory
Axis Apartments 350 Nathan Ln N Plymouth, MN 55441	Jessica Carlson C: 763.545.1975 axismanager@badercompanies.com	Email	PPI
Bassett Creek Lofts 901 N 3rd Street Minneapolis, MN 55401	Michael Frakes 612.238.2370 Michael.frakes@fsresidential.com	PPI	PPI
Cambria / Logan Real Estate 11000 West 78th St 11000 West 78th St	Wyatt 612.289.0737 612-554-7322 C bryon.tamasi@cambriausa.com	PPI	PPI
Cambria Aviation 12573 Charlson Rd Eden Prairie, MN 55344	Heather Krueger 651.707.2446 heather.krueger@cambriaaviation.com	PPI	PPI
Corridor Flats 2929 21st Ave S Minneapolis, MN 55407	Stefanie Gray 952.922.5575 stephanie.sgray@gassen.com	N/A	PPI
The Crossings 121 Washington Ave S Minneapolis, MN 55401	Val Cordero 612.332.6850 val.cordero@fsresidential.com	Val	Val
Eitel Apartments 1367 Willow St Minneapolis, MN 55403	Mary Noel 612.333.2425 eitel@sentinelcorp.com Nick (Maintenance) 763.568.3318	Email Mary	PPI
Elk River - Library 13065 Orono Parkway Elk River, MN 55330	Margo is the Librarian Butch Pelarski - text for supplies C: 763.238.3467	Text Butch	Text Butch

Elk River Parks - Lions Park 1104 Lions Park Dr NW Elk River, MN 55330	bpelarski@elkrivernm.gov Butch Pelarski - text for supplies C: 763.238.3467	Text Butch	Text Butch
Elk River Parks - Orono Park 18599 Gary St Elk River, MN 55330	bpelarski@elkrivernm.gov Butch Pelarski - text for supplies C: 763.238.3467	Text Butch	Text Butch
Elk River Parks - PT Complex 9950 165th Ave Elk River, MN 55330	bpelarski@elkrivernm.gov Butch Pelarski - text for suppliesC: 763.238.3467	Text Butch	Text Butch
Elk River Parks - Trott Barn 18294 Trott Brook Parkway NW Elk River, MN 55330	bpelarski@elkrivernm.gov Butch Pelarski - text for supplies C: 763.238.3467	Text Butch	Text Butch
Finn Apartments 725 Cleveland Ave S St Paul, MN 55116	Jessica Carlson C: 763.545.1975 O: 651.285.1364 axismanager@badercompanies.com	Email Jessica	PPI
Highway Department - St. Francis 22544 Rum River Blvd NW St. Francis, MN 55070	David Dickinson 763-567-9765 cell David.Dickinson@anokacountymn.gov	Email David	Email David
IGH - City Hall 8150 Barbara Ave Inver Grove Heights, MN 55077	Dennis Halverson 651.329.2828 dhalverson@ighmn.gov	Email Julie	Email Julie
IGH - Police Dept 8150 Barbara Ave Inver Grove Heights, MN 55077	Dennis Halverson 651.329.2828 dhalverson@ighmn.gov	Email Julie	Email Julie
IGH - VMCC 8055 Barbara Ave Inver Grove Heights, MN 55077	Dennis Halverson 651.329.2828 dhalverson@ighmn.gov	Email Julie	Email Julie
City of IGH Maintenance 8168 Barbara Avenue Inver Grove Heights, MN 55077	Dennis Halverson 651.329.2828 dhalverson@ighmn.gov	Leave note on desk	Leave note on desk

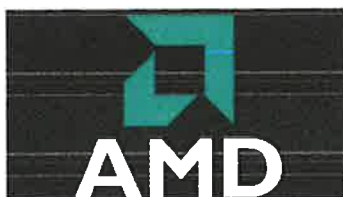
Kestrel Engineering - Suite 10 2060 Centre Pointe Boulevard Mendota Heights, MN 55120	Bonnie Wells 406.672.9922 bonnie.wells@kestrelenggroup.com	Email Bonnie	PPI
La Rive 110 Bank St SE Minneapolis, MN 55414	Pennie Soppeland 612.331.3270 Pennie.Soppeland@fsresidential.com	Email Melissa	Email Melissa
Madison Lofts 1701 NE Madison Street Minneapolis, MN 55413	Michael Frakes 612.238.2370 Michael.frakes@fsresidential.com	PPI	PPI
Metropolitan Council 390 North Robert Street St. Paul, MN 55101	@metc.state.mn.us	MC	MC
Millennium Edina 3250 W 66th St Edina, MN 55345	Paula 952.522.6979	Email Paula	PPI
Mississippi Flats 1801 American Blvd E, Suite 21 Bloomington, MN 55425	Paul Daleiden 612.843.0433 952.277.2700 paul.daleiden@fsresidential.com		PPI
Mister Carwash 3650 Annapolis Ln N Suite 190 Minneapolis, MN 55447		Email Becky	PPI
MN Dot Station Mendota Heights 2229 Pilot Knob Rd Mendota Heights, MN 55120	Wyatt Radanke O: 651-366-4390 C: 651-775-8380 Wyatt.radanke@state.mn.us	Email Wyatt	Email Wyatt
MN Dot Station Richfield 1912 E 66th St. Richfield, MN 55423	Gary Drury Gary.drury@state.mn.us O: 651.366.5120 C: 651.775.8376	Leave note in office Bin	Leave note in office Bin
Plymouth Woods 3300 Fernbrook Lane N Plymouth, MN 55447	Jena Zilka 952.346.4602 Jena.Zilka@cushwake.com	Email Jena	PPI

IOWA			
Waterloo Airport 2790 Livingston Ln, Waterloo, IA, 50703	Steven Kjergaard Steven.Kjergaard@waterloo-ia.org	Email Steven	

SOME OF OUR PARTNERS



EITEL APARTMENTS





Location: 7725 W North Avenue Wauwatosa, WI 53213
Contact: Chuck Pomeranke
Phone: 414-479-8959
Email: cpomeranke@wauwatosa.net
Type of Operation: Full spectrum janitorial services for factory/offices/facilities.
Service Period: 2024- Present
Scope: Daily cleaning of all areas in the facility.



Perfection Plus provides comprehensive janitorial services across all City of Wauwatosa municipal facilities. Our specialized team delivers tailored cleaning protocols for each unique environment – from the administrative spaces of City Hall and community areas of the Civic Center to the book-safe practices implemented at the Library. We maintain strict sanitization standards for emergency service facilities, including the Fire Department's living quarters and secure areas of the Police Department. Our services extend to the Public Works complex, where we balance office cleaning with industrial workspace maintenance. Our municipal program features dedicated staff, customized schedules based on facility usage, and rigorous quality control measures that consistently uphold Wauwatosa's high standards for its public institutions.



OVERVIEW

Through our ongoing partnership with the City of Wauwatosa, Perfection Plus has developed specialized expertise in managing high-traffic municipal environments. The Wauwatosa Public Library has served as an excellent proving ground for our high-volume cleaning protocols, where we've refined techniques to maintain immaculate conditions despite thousands of daily visitors. This experience has taught us to implement strategic cleaning rotations throughout the day and utilize quick-drying solutions that minimize disruption to patrons. Coordinating services across Wauwatosa's six diverse municipal buildings has strengthened our ability to manage complex, multi-site operations efficiently.

We've developed robust systems for consistent supply distribution, staff deployment, and quality assurance that ensure uniform standards across geographically dispersed locations. The City's rigorous cleanliness requirements have pushed us to implement enhanced training protocols and detailed inspection processes that we now apply to all our clients. The knowledge gained from meeting Wauwatosa's exacting standards makes us uniquely qualified to deliver exceptional service at Appleton International Airport, where we'll apply these proven high-traffic cleaning strategies and multi-building management expertise to maintain impeccable conditions throughout the terminal and Car Rental Facility.

From our partners in Wauwatosa:

I wanted to pass this on to you. You should take this as a very high level compliment! The library is not an easy group to please! I will also say that I have been monitoring Kathy's emails daily and am encouraged that the items are few and rarely big issues. And will second Pete's comment that its nice to come into work not having to deal with last night's cleaning issues!

Thanks!



Location: 11000 West 78th St
Eden Prairie, MN 55344
Contact: Wyatt Falconer
Email: wyatt.falconer@cambriausa.com
Type of Operation: A+ Full spectrum janitorial
Service : 2021 - Present
Phone: 612.289.0737

Our janitorial services at the Cambria facility in Eden Prairie represent the pinnacle of precision cleaning and maintenance, tailored to meet the extraordinary Class A cleanliness standards required in a high-performance manufacturing environment. Located at 11000 West 78th St, this facility demands an uncompromising approach to cleanliness that goes far beyond traditional janitorial services.

Cambria, known for its premium quartz surfaces and exacting manufacturing standards, requires a cleaning solution that matches its own commitment to excellence. Our full-spectrum A+ janitorial services are meticulously designed to support the facility's rigorous operational requirements, addressing every aspect of facility maintenance with surgical precision.

OVERVIEW

Our comprehensive service encompasses:

- Detailed maintenance of administrative and office spaces
- Precision floor care and surface treatment
- High-touch point disinfection and sanitization
- Comprehensive waste management
- Advanced dust and particulate control
- Critical area cleaning following strict manufacturing protocols
- The facility's Class A cleanliness rating demands an extraordinary level of attention.

Our team implements:

- ISO-compliant cleaning protocols
- Advanced filtration and dust control methods
- Specialized equipment for manufacturing environment cleaning
- Continuous training in high-performance facility maintenance
- Real-time quality assurance tracking

Our approach is characterized by:

- 24/7 operational readiness
- Customized cleaning protocols specific to manufacturing environments
- Cutting-edge cleaning technologies
- Rigorous staff training in advanced cleaning techniques
- Adaptive cleaning strategies that support their needs

With our proven track record of maintaining extremely high standards, we ensure that the Cambria facility remains a model of cleanliness, efficiency, and operational excellence. Our team doesn't just clean – we support the facility's core mission of producing world-class surfaces through meticulous, strategic maintenance.



**Metropolitan Council 390 North
Robert Street St. Paul, MN 55101
Greg Kaslow
651-334-1037
Greg.kaslow@metc.state.mn.us**

Our janitorial services at the Metropolitan Council represent a pinnacle of precision cleaning and comprehensive facility maintenance for a critical government infrastructure. This massive government facility demands an extraordinary level of service that goes far beyond standard cleaning protocols.

OVERVIEW

Facility Characteristics:

- Large-scale government administrative complex
- Multiple functional zones with varied cleaning requirements
- High-traffic public and administrative spaces
- Strict government-level cleanliness and security standards

Full Spectrum Service Approach:

- Comprehensive cleaning of administrative offices
- Detailed maintenance of public-facing areas
- Specialized cleaning for conference and meeting spaces
- Precise care for technical and support areas
- Stringent security-aware cleaning protocols

Unique Service Considerations:

- Adherence to government-level hygiene standards
- Minimal disruption to critical government operations
- Flexible scheduling supporting 24/7 functional requirements
- Heightened awareness of confidential environment

Specialized Cleaning Protocols:

- Advanced disinfection techniques
- Dust and particulate control
- High-touch point sanitization
- Preservation of professional government facility appearance
- Environmentally responsible cleaning practices

Our Distinctive Approach:

- Highly trained staff with government facility experience
- Innovative cleaning technologies Real-time quality assurance tracking Adaptive cleaning strategies
- Commitment to sustainability
- Uncompromising attention to detail

Critical Cleaning Zones:

- Executive office areas
- Public reception and waiting spaces
- Conference and presentation rooms
- Technical support and IT infrastructure spaces
- Collaborative work environments
- Staff break and support areas



Location: 222 Hennepin Ave, Northfield, MN 55401
Contact: Gregg Twedt
Phone: 507-210-1885
Email: gstwedt@postholdings.com
Type of Operation: Full spectrum janitorial services for factory/offices/facilities.
Service Period: 2023 - Present
Scope: Daily cleaning of all areas in the facility.



Our janitorial services at the Post Whole Foods facility represent a sophisticated, full-spectrum approach to maintaining a complex, high-intensity food production, office and research environment. Spanning a substantial facility at 222 Hennepin Ave in Minneapolis, this account demands an exceptional level of cleaning and maintenance precision.

OVERVIEW

The facility presents unique challenges with its 24/7 operational model, encompassing multiple critical areas including:

- Food production zones
- Offices
- Galley eating areas
- Advanced research and laboratory facilities
- Support spaces

Our specialized approach to laboratory and research area cleaning is particularly critical:

- Sterile cleaning protocols for sensitive research environments
- Specialized disinfection of laboratory surfaces
- Precise handling of research-critical spaces
- Contamination prevention strategies
- Compliance with scientific research facility cleaning standards
- Careful management of specialized research equipment areas

Our comprehensive services address the facility's complex operational landscape:

- Continuous cleaning support for round-the-clock food production
- Specialized sanitation for food preparation and processing areas
- Detailed cleaning of office spaces and administrative zones
- Comprehensive laboratory and research area maintenance
- Rigorous floor care and specialty surface treatment
- High-touch surface disinfection
- Waste management and recycling services



Location: Minneapolis-St. Paul, International
Airport Contact: Becky Barrett
Phone: 651-269-9241
Email: Becky.barrett@suncountry.com
Type of Operation: Full spectrum janitorial services
Service Period: 2006 - Present
Scope: Daily cleaning of airliner facilities, offices, and 24/7 coverage

Our janitorial services at Sun Country Airlines represent a mission-critical, full-spectrum cleaning solution for a dynamic aviation environment at the Minneapolis-St. Paul International Airport. With a continuous service relationship spanning since 2006, we have become an integral partner in maintaining the airline's operational excellence.

Our comprehensive services address the unique requirements of a dynamic airline corporate headquarters:

Critical Service Zones:

- Administrative office spaces
- Executive suites
- Employee break and collaboration areas
- Support and operational planning spaces
- Training rooms and conference facilities

Specialized Cleaning Approaches:

- Precision cleaning of professional office environments
- Comprehensive surface disinfection and sanitization
- Detailed maintenance of high-traffic corporate spaces
- Specialized care for technical and administrative work areas
- Preservation of professional corporate image

Unique Operational Characteristics:

- Supporting a fast-paced airline corporate environment
- Maintaining pristine spaces for executive and operational staff
- Ensuring minimal disruption to business operations
- Adapting to the dynamic needs of a growing airline company

Key Service Differentiators:

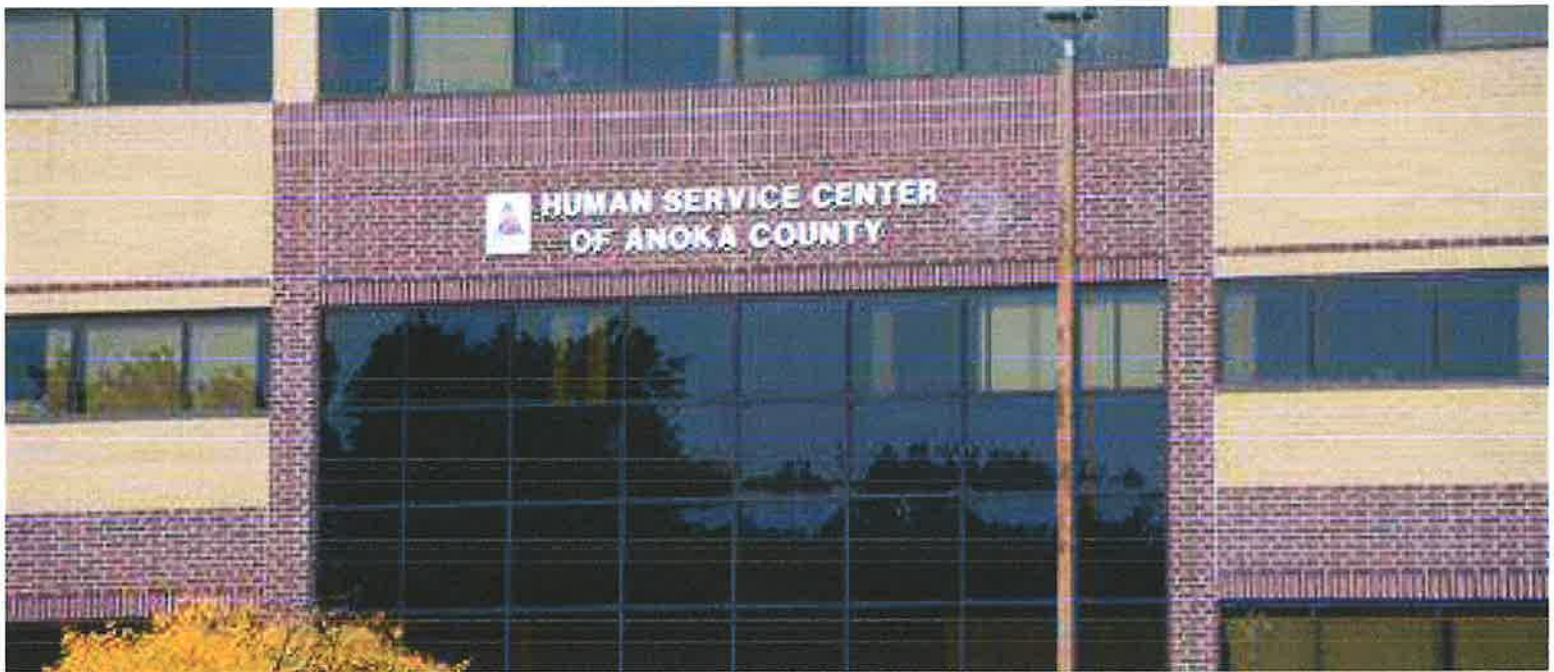
- 24/7 operational readiness
- Advanced infection control protocols
- Customized cleaning strategies for corporate spaces
- Innovative real-time operations tracking
- Flexible scheduling supporting business workflow

Our team brings specialized expertise in managing the complex cleaning requirements of a professional corporate airline environment, ensuring Sun Country's facilities reflect the highest standards of cleanliness, professionalism, and operational excellence.

Building Lasting Partnerships

At Perfection Plus, we don't just clean spaces - we build lasting partnerships. Our relationship with Sun Country Airlines is a perfect example of how we approach every client: with commitment, reliability, and a genuine desire to support their success. Since 2006, we've been more than just a service provider to Sun Country. We've been a trusted partner, consistently showing up day after day, adapting to their evolving needs, and maintaining their spaces with the same care and precision they bring to their airline operations. Our nearly two-decade journey together isn't just about cleaning; it's about understanding their unique culture, supporting their team, and helping create an environment where their employees can do their best work. We believe that great relationships are built on trust, consistency, and going beyond expectations.

When we walk into Sun Country's offices, we're not just bringing mops and cleaning solutions - we're bringing our commitment to their success. We understand that a clean, well-maintained workspace isn't just about appearances; it's about creating an environment that supports productivity, health, and employee well-being. Our long-standing partnership with Sun Country is a testament to our approach. We don't see ourselves as vendors, but as an extension of their team. We celebrate their successes, we're flexible during their challenges, and we're always looking for ways to add value beyond just cleaning.



Anoka County
MINNESOTA

Anoka County Human Services Ctr
Blaine Building
1201 89th Ave NE #235
Blaine, MN 55434
Corey Kohan
763.324.4590
C: 612.240.4293
Corey.Kohan@co.anoka.mn.us
Account since 2014

Our company currently provides cleaning services for Anoka County facilities in Minnesota, including the Blaine Human Services Center (136,000 sq ft) and their library system comprising 9 locations (122,400 sq ft total). At the Blaine Human Services Center, we manage a comprehensive cleaning program with services five days per week between 4:30 PM and 6:30 AM, plus additional winter hours from November through April. This includes daily maintenance of all office spaces, restrooms, and public areas, weekly floor care, monthly facility inspections, and semi-annual deep cleaning services including floor stripping and carpet extraction.

Our work with the Anoka County Libraries has been particularly complex, given their diverse facility sizes and operating hours across 9 locations. We provide cleaning services ranging from 3-7 days per week depending on each branch's size and usage, with the largest facilities requiring daily maintenance while smaller branches operate on varying schedules. The scope encompasses all standard cleaning tasks including daily maintenance, weekly specialized cleaning, monthly detailed services, and semi-annual floor refinishing. One significant lesson learned from this contract has been managing the high foot traffic and constant flow of patrons through these facilities. This has required us to develop efficient systems for restocking consumables such as toilet paper, paper towels, hand soap, and sanitary napkins, often requiring multiple daily checks rather than our standard once-per-shift protocol. We've also implemented specialized entrance maintenance procedures to ensure these high-traffic areas remain safe and presentable throughout operating hours. This experience has enhanced our ability to anticipate supply needs and adjust cleaning schedules to maintain facility appearance despite heavy public use.



Operations & Performance



Scope of Services Compliance Narrative

In our comprehensive approach to fulfilling the City of Whitewater's janitorial requirements, Perfection Plus Inc. is fully prepared to meet and exceed all specifications outlined in Section III of the RFP. We understand that maintaining clean, sanitary environments across six diverse municipal facilities requires meticulous attention to detail, customized cleaning protocols, and responsive management.

Our service delivery will include providing all cleaning supplies, materials, and equipment necessary to perform the specified tasks, with the exception of paper towels, toilet paper, trash bags, and hand soap which will be supplied by the City. We will maintain a complete inventory of commercial-grade cleaning agents appropriate for each surface type, ensuring both effective cleaning and protection of city assets. All products used will comply with industry safety standards, and we will provide comprehensive Material Safety Data Sheets (MSDS) for all chemicals used in each facility.

For each building—Whitewater Municipal Building, Starin Park Community Building, Whitewater Armory Gym, Cravath Lakefront Community Center, Whitewater Innovation Center, and Irvin L. Young Memorial Library—we have developed customized cleaning schedules that adhere precisely to the frequencies specified in the RFP. We recognize the unique operating hours and usage patterns of each facility, from the 24/7 Police Department operations to the variable community center schedules with events extending until midnight. Our teams will be strategically deployed to complete all cleaning after hours while ensuring spaces are immaculate by the next morning's operations.

Integration of Provided Scope of Work

The detailed scope of work provided in the RFP will serve as the foundation of our service delivery plan. We have methodically analyzed each task, frequency, and location requirement specified for all six facilities. During our facility walkthrough on April 25th, we gained valuable insights into the specific needs of each building and the City's expectations for service quality.

To ensure comprehensive compliance with the specified scope of work, we will implement our proprietary Swept software system. This technology-driven approach provides:

- Digital task checklists customized to each facility's exact specifications from the RFP
- Real-time tracking of completion status for all scheduled cleaning activities
- Mobile access for cleaning staff to report issues and request guidance
- Electronic quality control inspections with photographic documentation
- Client portal access for City stakeholders to:
 - Monitor completion of scheduled tasks
 - Submit special cleaning requests or work orders
 - Track resolution of identified issues
 - Access inspection reports and performance metrics
 - Communicate directly with our management team

By digitizing the entire scope of work from the RFP, we ensure that no task is overlooked or performed below standard. The system automatically escalates any incomplete tasks or quality issues to supervisors for immediate resolution. City facility managers will have complete transparency into our operations through the stakeholder portal, allowing them to confirm compliance with all contractual requirements in real-time.

This integrated approach combines the comprehensive scope provided by the City of Whitewater with our technological solutions and experienced personnel to deliver consistent, high-quality cleaning services across all facilities while providing the accountability and transparency that modern municipal operations require.



CLEANING PLAN

Operational Plan for City of Whitewater Account Start-Up

PHASE 1: PRE-CONTRACT PREPARATION (30-45 Days Prior to July 1, 2025)

Initial Planning & Documentation

- Schedule kickoff meeting with Perfection Plus operations team dedicated to Whitewater
- Create detailed facility profiles for all six locations based on RFP specifications
- Develop custom cleaning checklists for each location reflecting required frequencies
- Prepare staffing plans indicating personnel needs per location

Site Assessment & Logistics

- Conduct comprehensive site visits beyond the initial tour to:
 - Document exact square footage and surface types
 - Identify storage areas for equipment and supplies
 - Note security protocols and access points
 - Map out trash collection points and disposal procedures
 - Photograph key areas requiring special attention

Resource Allocation

- Procure all necessary equipment specific to each facility's needs, including:
 - High-reach extension tools for effective high dusting
 - Water fountain deep cleaning and descaling equipment
 - Specialized equipment for pest control treatments
 - Microfiber systems for high-touch point cleaning
- Order initial supply inventory (cleaning solutions, tools, PPE)
- Arrange for delivery and secure storage of supplies at each location
- Create equipment maintenance schedules

Existing Issues Assessment & Resolution Planning

- Document all current cleaning deficiencies across facilities:
 - Create catalog of neglected high dusting areas (vents, light fixtures, top shelving)
 - Map all locker room problem areas with trash accumulation points
 - Identify all drinking fountains requiring deep cleaning/rehabilitation
 - Document box elder bug infestation areas and access points
 - Create inventory of high-touch surfaces showing excessive wear or buildup
 - Note any other facility-specific issues identified during assessment
- Develop specialized remediation plans:
 - **High Dusting Resolution:** Schedule initial deep cleaning of all ceiling areas, vents, light fixtures, and high shelves; implement quarterly schedule for ongoing maintenance
 - **Locker Room Trash Management:** Design strategic placement of additional receptacles; create specialized cleaning protocols for difficult-to-reach areas
 - **Drinking Fountain Rehabilitation:** Plan for initial descaling, sanitizing and polishing of all units; implement weekly maintenance schedule to prevent mineral buildup
 - **Box Elder Bug Management:** Partner with eco-friendly pest management service for initial treatment; identify and seal entry points; implement preventative maintenance schedule
 - **High-Touch Area Restoration:** Schedule deep cleaning and disinfection of all door handles, light switches, counters and communal surfaces; implement enhanced daily cleaning protocol
 - **Additional Facility-Specific Solutions:** Address any other building-specific issues identified during assessment

Staff Recruitment & Training

- Begin background checks for all assigned personnel (minimum 30 days prior)
- Identify existing City cleaners who meet our standards for potential retention
- Hold Whitewater-specific training sessions covering:
 - Site-specific procedures and requirements
 - Security protocols and building access
 - Special considerations for each facility type
 - Documentation and reporting procedures
 - Emergency protocols
 - **Specialized Training:** Provide focused training on the specific problem areas identified, including proper high dusting techniques, drinking fountain maintenance, and integrated pest management approaches

PHASE 2: IMPLEMENTATION (15-30 Days Prior to July 1, 2025)

Site Preparation

- Establish supply stations at each location
- Verify all key stakeholders, cleaners supervisors are on Swept or alternative.
- Set up communication protocols with City representatives
- Place safety information and emergency contacts at each location
- **Problem Area Preparation:** Stage specialized equipment and supplies for immediate remediation of identified issues on day one

Staff Deployment Planning

- Finalize staff assignments for each building
- Distribute detailed work schedules reflecting optimal cleaning windows
- Develop rotation plans for floating staff during absences
- Assign specific area responsibilities to each team member
- Schedule supervisor routes for quality verification
- **Specialized Team Deployment:** Designate teams specifically trained to address the identified problem areas

Communication Strategy

- Create contact cards for all City department heads
- Establish primary and backup communication channels for city and Perfection Plus
- Set up regular meeting schedule with Facilities Manager
- Implement feedback collection system for building occupants
- Develop reporting templates for regular service reviews
- **Issue Resolution Tracking:** Develop specific reporting mechanisms to track progress on identified problem areas

Quality Control System

- Implement Swept digital inspection software for all locations
- Create baseline cleanliness assessments
- Establish KPIs for measuring service quality
- Set up schedule for supervisor inspections
- Develop corrective action procedures
- **Problem Area Verification:** Create specialized inspection points focusing on previously identified issues

PHASE 3: TRANSITION & LAUNCH (1-15 Days Prior to July 1, 2025)

Collaborative Transition

- Coordinate with current service provider for handover (if applicable)
- Walk through each facility with City representatives for baseline documentation
- Verify all access credentials and security protocols
- Test all communication systems and feedback mechanisms
- Confirm equipment functionality and supply inventory
- **Issue Documentation:** Photograph all problem areas for before/after comparisons

Staff Orientation

- Conduct on-site training at each specific facility
- Review emergency procedures specific to each building
- Introduce staff to key City personnel
- Distribute uniforms, ID badges, and safety equipment
- Verify all personnel have successfully passed background checks
- **Problem Area Focus:** Provide hands-on training at actual problem locations

Final Preparations

- Conduct pre-launch inspection with City representatives
- Make any necessary adjustments to work plans based on feedback
- Ensure all documentation systems are operational
- Verify all supply stations are fully stocked
- Confirm supervisor schedules and quality check protocols
- **Remediation Readiness:** Finalize immediate action plans for day one resolution of critical issues

PHASE 4: FIRST WEEK OPERATIONS (July 1-7, 2025)

Enhanced Supervision

- Deploy supervisors to each location daily during first week
- Conduct beginning and end-of-shift inspections
- Provide immediate feedback and coaching to cleaning staff
- Document any areas requiring additional attention
- Maintain open communication with facility representatives

Priority Issue Resolution

- **Day 1-3: Intensive Remediation**
 - Deploy specialized teams to address all identified problem areas
 - Begin high dusting throughout all facilities, focusing on neglected areas
 - Conduct thorough deep cleaning of all locker rooms with enhanced trash removal
 - Perform descaling, sanitizing and restoration of all drinking fountains
 - Implement initial box elder bug treatment plan and entry point sealing
 - Conduct restorative cleaning of all high-touch points facility-wide
- **Day 4-7: Verification and Adjustment**
 - Document completion of initial remediation efforts with photographic evidence
 - Conduct walk-throughs with City representatives to verify satisfaction
 - Make immediate adjustments to address any remaining concerns
 - Begin implementation of ongoing maintenance schedules
 - Document successful resolution strategies for future reference

Performance Monitoring

- Schedule daily check-ins with City Facilities Manager
- Implement immediate corrective actions for any issues
- Document all cleaning activities with photographic evidence
- Collect and respond to any feedback from building occupants
- Make staffing adjustments as needed based on workload assessment

Service Optimization

- Fine-tune cleaning routes and sequences
- Adjust supply usage based on actual consumption
- Refine time allocations for specific tasks
- Address any unforeseen challenges or special requirements
- Update cleaning checklists based on practical experience

PHASE 5: STABILIZATION & CONTINUOUS IMPROVEMENT (Ongoing)

Regular Operations

- Transition to standard supervision schedule (weekly in-person inspections)
- Implement routine quality control inspections
- Maintain consistent communication with City representatives
- Provide regular performance reports
- Conduct inventory management and replenishment
- **Ongoing Problem Prevention:** Maintain enhanced focus on previously identified problem areas

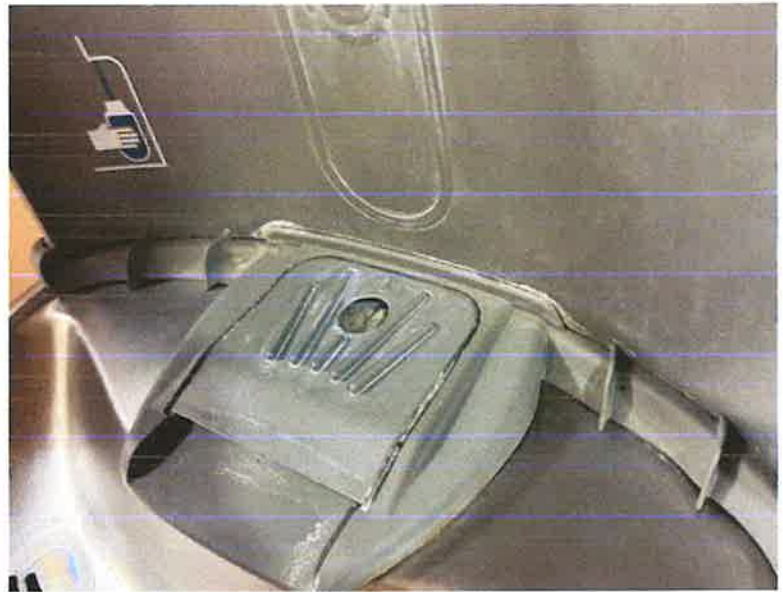
Performance Review

- Schedule 30-day comprehensive review meeting
- Document successful practices and areas for improvement
- Adjust staffing or procedures based on first month's experience
- Update training or equipment needs as identified
- Refine reporting and communication protocols
- **Before/After Documentation:** Present comparative evidence of improvements in problem areas

Continuous Improvement

- Implement monthly training refreshers for all staff
- Conduct quarterly deep cleaning assessments
- Review and update cleaning protocols seasonally
- Proactively identify potential service enhancements
- Maintain ongoing dialogue with City stakeholders for feedback
- **Seasonal Issue Management:** Develop and implement specialized protocols for seasonal challenges (box elder bugs in fall, winter salt/sand cleanup, spring pollen, etc.)

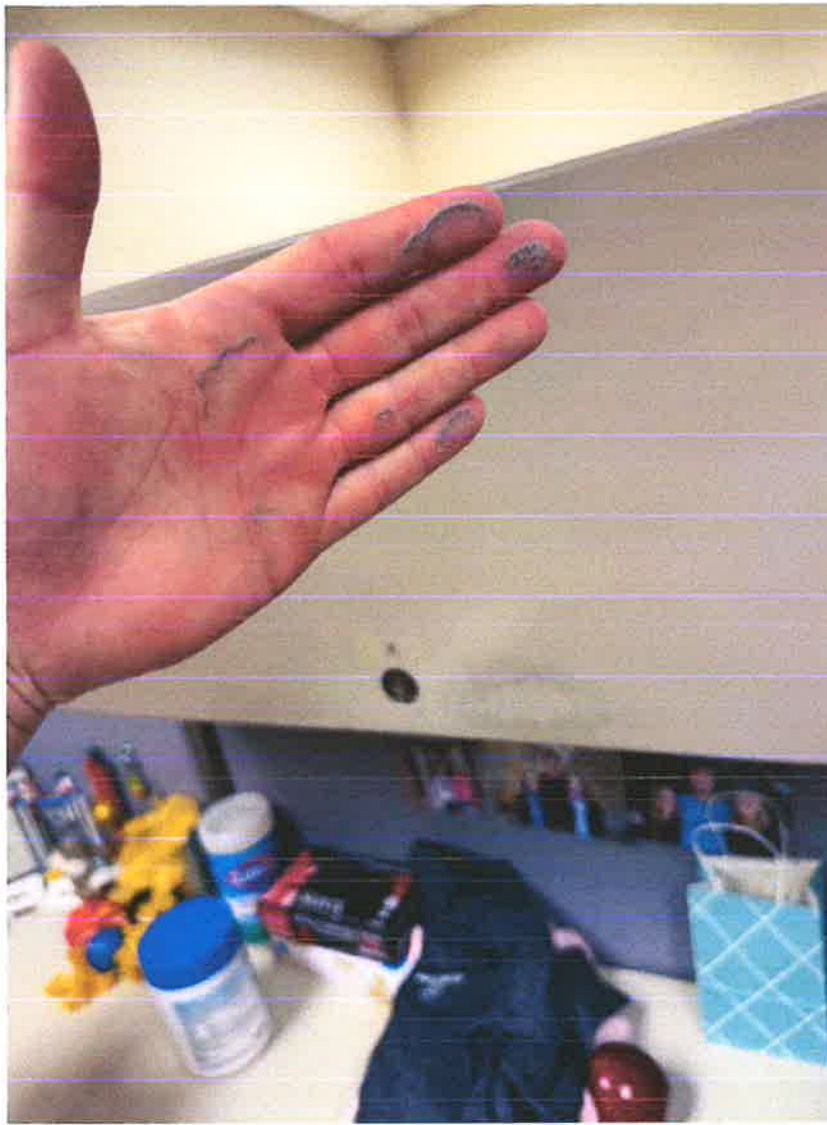
This enhanced operational plan directly addresses the specific issues identified by the City of Whitewater while establishing a foundation for consistently excellent service across all facilities. By focusing on immediate resolution of existing problems while implementing systems for long-term prevention, we will demonstrate our commitment to exceptional service from day one.



Drinking Fountain Issues

The drinking fountains throughout your facilities show evidence of improper cleaning techniques, with visible mineral buildup and concerning signs of acid damage to stainless steel surfaces. This not only affects appearance but can potentially impact the hygienic quality of these important amenities.

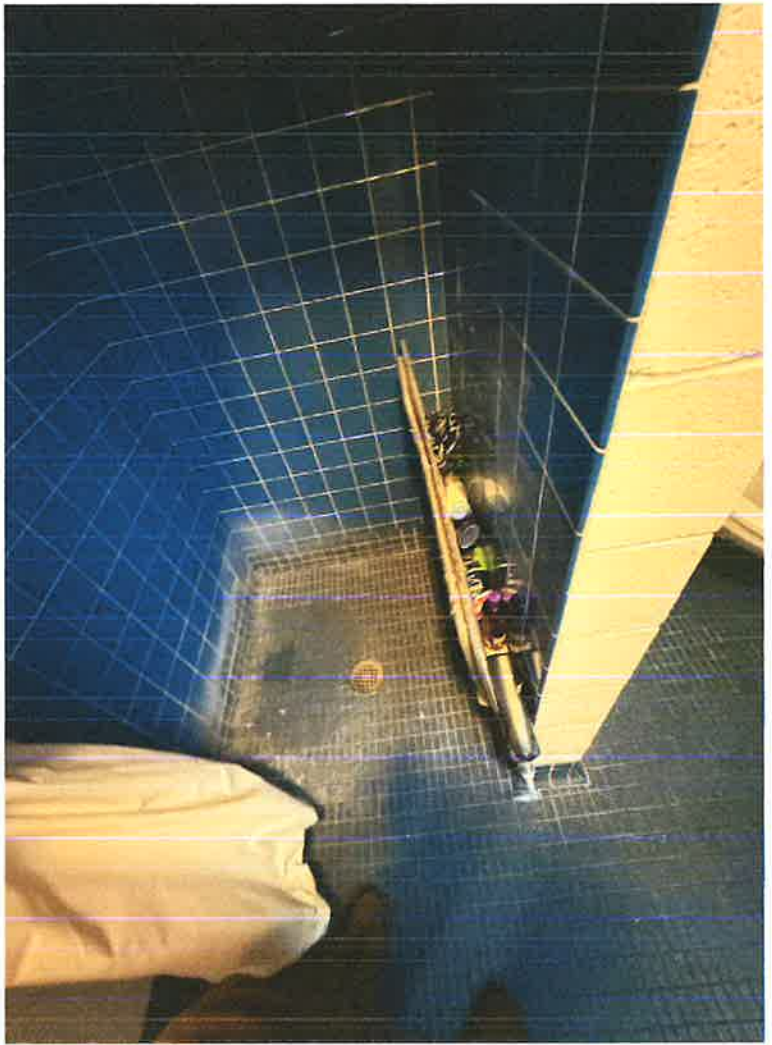
Our approach begins with a restoration cleaning to safely remove existing mineral deposits without causing further damage to the surfaces. We will implement a specialized cleaning protocol using non-acidic, food-safe cleaning products specifically designed for drinking fountains and water coolers. All cleaning staff will receive dedicated training on proper techniques for maintaining stainless steel surfaces, with emphasis on preventing scratching or chemical damage. Our daily cleaning procedures include specific attention to spouts, buttons, basin surfaces, and drainage areas to maintain both appearance and hygiene. Regular sanitization will be incorporated into our standard procedures to ensure these high-touch surfaces remain safe for all users.



High Dusting Neglect

Our inspection during the site meeting revealed a pattern of neglected high dusting across all facilities, particularly evident on ceiling vents, light fixtures, cubicle partitions, and tops of lockers. Accumulated dust not only detracts from the appearance of spaces but can also negatively impact indoor air quality and potentially trigger allergic reactions among building occupants.

Our solution incorporates a comprehensive high dusting program with specialized equipment that allows our staff to safely and effectively reach all elevated surfaces. We've developed a detailed high dusting schedule for each facility that accounts for the specific architectural features and usage patterns. Our proprietary supervision software includes verification photographs and digital checklists that ensure no high surfaces are overlooked. Special attention will be given to locker tops in changing areas, which we noted were significantly neglected in the current service program. Supervisors will conduct regular inspections focused specifically on these historically overlooked areas to verify compliance with our rigorous standards.



Shower Area Debris

During our walkthrough, we observed unacceptable levels of debris in shower areas, including hair, soap residue, and discarded personal care items. This presents not only aesthetics concerns but serious hygiene issues in these sensitive environments. Our company maintains a zero-tolerance policy for debris in shower facilities, recognizing these areas as critical hygiene zones.

Our comprehensive shower cleaning protocol includes multiple steps: removal of all visible debris, application of appropriate disinfectants to all surfaces, scrubbing of tiles and grout lines, and thorough rinsing to prevent residue buildup. Staff receive specialized training on proper shower cleaning techniques, including attention to drains, corners, and fixtures where debris often accumulates. We implement a detailed shower cleaning checklist that must be completed and verified during each service visit. Supervisors conduct regular inspections with particular attention to these areas, using black light technology when appropriate to identify residues that might be missed during visual inspection. Additionally, we will schedule periodic deep cleaning of shower areas to address grout lines, difficult-to-reach areas, and any accumulated mineral deposits.



Chair Alignment and Workspace Presentation

During our facility walkthrough, we observed a lack of consistency in chair and furniture alignment throughout office spaces and meeting rooms. This seemingly minor detail significantly impacts the overall professional appearance of workspaces and reflects directly on the attention to detail in facility maintenance.

Our cleaning staff will implement a "final presentation check" as the concluding step of each service visit, ensuring all chairs are properly aligned with tables and desks, pushed in at consistent distances, and arranged symmetrically in conference rooms. Our team members receive specific training on proper furniture positioning based on room function and layout, with photographic references of the correct arrangement for each space. This attention to detail extends to straightening desk accessories, aligning trash receptacles, and ensuring an orderly appearance across all workspaces. Our quality control inspections include verification of proper furniture alignment, with supervisors documenting and addressing any instances of non-compliance. We understand that these finishing touches make a significant difference in the perceived professionalism of your facilities and reflect our commitment to delivering comprehensive janitorial services that go beyond basic cleaning.



Dirty Doors, Frames, and High-Touch Surfaces

Our inspection revealed significant grime buildup on doors, frames, handles, and light switches throughout all facilities. These neglected high-touch surfaces present both aesthetic and hygiene concerns, as they can transfer contaminants between building users.

Our solution includes initial deep cleaning of all doors, frames, handles, and switch plates using specialized non-abrasive agents that remove oils and dirt without damaging surfaces. We'll implement a detailed high-touch surface protocol with staff receiving specific training on proper techniques for different materials. Our quality control program features verification checkpoints for these surfaces, with supervisors conducting periodic testing to ensure thorough cleaning. We'll document problem areas—such as the heavily soiled light switches in corridors and meeting spaces—and adjust cleaning frequency accordingly, while also identifying any surfaces requiring restoration beyond regular maintenance.



Storage Organization

Our janitors' closets and supply rooms are maintained with strict organizational standards to ensure safety, efficiency, and accountability. Each storage area is kept clean, orderly, and fully stocked with essential supplies, with clearly labeled shelves and designated spots for equipment to streamline access and prevent cross-contamination. During routine supervisor and quality checks, our supervisors inspect these storage areas to verify the cleanliness of the space, confirm that all equipment is in proper working condition, and ensure compliance with safety protocols. As part of our quality assurance process, supervisors document the condition of each janitor closet and supply room by taking photos and submitting them directly through our SWEPT app. This ensures transparency, real-time oversight, and continuous improvement across all assigned cleaning territories.

Equipment and Chemicals

We have prepared a list of some of the basic cleaning chemicals and equipment needed for your facility. Each product is carefully selected to ensure high-quality cleaning and efficiency. Below is the detailed list of chemicals and equipment:

Cleaning Chemicals

- pH7 Neutral Cleaner (Multi-purpose surface cleaner)
- pH7Q Disinfectant Cleaner (Hospital-grade disinfectant)
- G.E. Glass Cleaner (Streak-free glass and mirror cleaner)
- Kling 9% HCL Bowl Cleaner (Acid-based porcelain cleaner)
- Stainless Steel Cleaner/Polish (Specialty surface protectant)

Cleaning Equipment

Mopping Systems:

- Dust Mop Handles (Professional-grade)
- 24" Dust Mop Frames (Commercial construction)
- 24" Dust Mop Heads, Blue (Microfiber dust collection)
- Quick Change Side-Latch Plastic Mop Head Handle, 60" Aluminum Handle, Yellow
- Large Blue Wet Mop Heads (High absorption capacity)
- WaveBrake Side Press Combo, 35 qt, Yellow (Commercial wringer system)

Dusting and Surface Tools:

- Wool Dusters with 46" Extension (High-reach dusting)
- Trapezoid HD Frames 24" (Heavy-duty construction)
- HD Handle for Microfiber Frames (Ergonomic design)
- 3-ply Wet Floor Pads, 24" (High-performance floor cleaning)
- 16" x 16" Microfiber Towels, Blue (Lint-free surface cleaning)

General Cleaning Tools:

- Lobby Dust Pan (Commercial-grade)
- 11" Wide Angle Broom (Precision corner cleaning)
- Power Equipment
- Hoover CH9300 Cordless Backpack Vacuum (2 units)
- Sanitaire Upright Vacuum with Cup (3 units)
- Nautilus Extreme 500psi Carpet Extractor (Deep cleaning system)

Cleaning Methods

Based on the detailed scope of work provided in the RFP, Perfection Plus Inc. will implement the following cleaning methods for each task category:

Dusting and Disinfecting

Detail cleaning of accessible fixtures and office furniture using microfiber cloths and appropriate disinfectants
High-touch point disinfection focusing on light switches, door knobs, and entrance glass doors
Counter and sink cleaning in areas outside restrooms and kitchens
Drinking fountain and water cooler disinfection
Systematic high and low dusting for items up to 12 feet from floor and near-floor items
Interior glass cleaning for entrance doors, service counter windows, and office internal windows
Spot dusting and cleaning for visible soils on fixtures and office furniture
Fabric-covered furnishing vacuuming and non-fabric furniture wiping
Wall picture frames, door frames, and TVs dusting and cleaning
Disinfection of Police Department areas with enhanced protocols
Specialized cleaning of lobby service counter areas
Glass entrance door cleaning (both inside and outside surfaces)
Window ledge cleaning in all common areas and office spaces

Carpet and Floor Care

- Spot vacuuming of visible soil and debris from carpets on non-detail days
- Detail wall-to-wall vacuuming of all carpeted areas according to specified frequencies
- Daily vacuuming of carpeted mats, runners, and elevators
- Dust mopping of hard surface floors using proper dust mop or broom techniques
- Damp mopping of hard surface floors with frequent water changes to ensure soil removal
- Special attention to vestibules, stairways, landings, and high-traffic areas
- Gymnasium floor maintenance with specialized floor care equipment
- Dance studio floor maintenance with appropriate cleaning agents
- Daily elevator floor care (both carpeted and hard surface)
- Enhanced floor care for outdoor access areas to address weather-related soil
- Stairway and landing cleaning with attention to handrails and corners
- Basement/lower level hallway maintenance
- Municipal Building specific flooring care requirements

Kitchen Areas

- Thorough disinfection of counters, tables, and sinks in all kitchen areas
- Exterior cleaning and disinfection of refrigerators
- Interior and exterior cleaning of microwaves
- Exterior cleaning of dishwashers, stoves, and ovens where applicable
- Disinfection of upper and lower cabinets to remove spills, debris, and fingerprints
- Specialized floor care for kitchen areas to address food-related soil
- Kitchenette cleaning with emphasis on food preparation surfaces
- Coffee station maintenance at specified facilities
- Staff break room specialized cleaning protocols
- Food pantry area specialized cleaning at Downtown Armory
- Kitchen appliance cleaning with food-safe disinfectants
- Trash receptacle sanitization in food preparation areas

Restrooms

- Comprehensive disinfection of all fixtures, dispensers, sinks, toilets, urinals, and countertops
- Cleaning of accessible walls and toilet partitions
- Thorough sweeping and mopping of all restroom floors
- Polishing of chrome and mirrors
- Restocking of expendable products including paper towels, toilet tissue, hand soap, and deodorant products
- Emptying and cleaning of trash receptacles with liner replacement
- Enhanced cleaning for 24/7 Police Department restrooms
- Outdoor public restroom cleaning at park facilities
- Jail cell restroom specialized cleaning protocols
- Public vs. staff restroom differentiated cleaning methods
- ADA compliance attention to grab bars and accessible fixtures
- Odor control measures for all restroom facilities

Locker Rooms and Showers

- Ceiling-to-floor shower disinfection using hospital-grade disinfectants
- Exterior locker disinfection
- Open area floor maintenance with sweeping and damp mopping
- Bench and seating area sanitation
- Drain cleaning and maintenance
- Municipal Building locker room specialized protocols
- Police Department locker area security-conscious cleaning methods
- Innovation Center shower area scale-removal treatments
- Ventilation grill dust removal in shower areas
- Moisture control measures to prevent mold and mildew

Additional Tasks

- Daily emptying of trash cans with liner replacement and receptacle cleaning
- Eye wash station disinfection
- Specialized cleaning of dance studio mirrors
- Gymnasium floor maintenance according to specified frequency
- Furnishing vacuuming and wet wiping on monthly schedule
- Community center cleaning for varied event schedules
- Conference room preparation for business meetings
- Public meeting room specialized attention after events
- Council room furniture and equipment specialized cleaning
- Computer center cleaning with technology-safe methods
- Food pantry area special considerations
- Library-specific shelving and furnishing care (excluding bookshelves)
- Innovation Center tenant consideration protocols
- Full kitchen facility cleaning at Starin Park Community Building
- Computer center specialized cleaning with equipment-safe products
- All methods will be implemented with attention to:
- Varying building hours and activities
- Security requirements, especially in Police Department areas
- LEED Gold certification standards at the Innovation Center
- Library expansion considerations
- Community room evening usage patterns
- Weather-related seasonal adjustments
- Special event scheduling impacts

The background image shows a modern office interior. At the top, a large skylight with multiple panes allows bright natural light into the space. Below the skylight, a white rounded rectangle contains the text. The lower portion of the image features a staircase with white steps and a wooden handrail, leading up to a mezzanine level. On the mezzanine, there are several white armchairs and orange ottomans, with a large glass wall overlooking a green outdoor area with trees.

PERSONNEL PRACTICES AND PROCEDURES

Communication is vital in any relationship. We at PPI are no different and find it imperative that any employee who interacts with clients or tenants can communicate effectively. We also focus on effective communication with our staff through on-the-job training, reviews and employee meetings. PPI also upholds the policies of no smoking, no harassment of any kind, no listening to radios or music through other devices, no drugs or alcohol, and no non-emergency personal calls while on the clock.

All PPI employees are required to follow uniform guidelines which include a PPI T- shirt or Polo with our logo on it, acceptable pants and shoes, and in some cases, a photo ID with the cleaner's picture and authorized building(s). Failure to be in uniform is grounds for a written warning or dismissal. After hiring, all employees are on a probationary period. After completing the job to the standards of PPI and the client, and we deem it a good fit, the employee will continue to service the account. Over the years, we have learned that a company's most important asset is its staff. That is why Perfection Plus hires people based on character, common sense and a good heart. We want people committed to cleaning your space as diligently as they would their own. We want people who care.



SAFETY AND HEALTH PROGRAM

Due to the recent COVID-19 Pandemic we realize that Health and Safety are extremely important to all companies and their clients. It is up to you exactly what you want cleaned and sanitized with a hospital grade disinfectant. PPI has training manuals for specific buildings and its needs.

We follow training/safety and health procedures as outlined in the Cleaning Management Institute, SC Johnson, Ecolab, MN Safety Council and individual manufacturer's chemicals and equipment. We also recognize the need for some companies to follow green procedures and we are prepared to accomplish that goal upon request. Also, contributing to a safe and healthy work environment is the use of Green Seal cleaning products that we will use at your request.

Communication Procedures

At the heart of our service excellence lies our commitment to clear, consistent communication with our janitorial partners. We recognize that effective communication is crucial for maintaining high standards of cleanliness and client satisfaction. Through daily check-ins, real-time digital updates via our Swept app, and regular face-to-face meetings, we ensure that our cleaning staff are always aligned with client expectations and company standards. We prioritize two-way communication, encouraging our janitorial partners to share their insights, concerns, and suggestions, as this feedback is invaluable for continuous service improvement. By maintaining open lines of communication, we can quickly address any challenges, adjust to changing needs, and ensure that both our cleaning staff and clients feel supported and heard throughout our service relationship.

Daily Communication

- Start/end of shift reports
- Issue documentation
- Supply requests
- Emergency notifications

Weekly Communication

- Performance reviews
- Schedule adjustments
- Training updates Quality
- Control findings

Monthly Communication

- COR meetings Performance
- metrics Improvement plans
- Staff feedback sessions

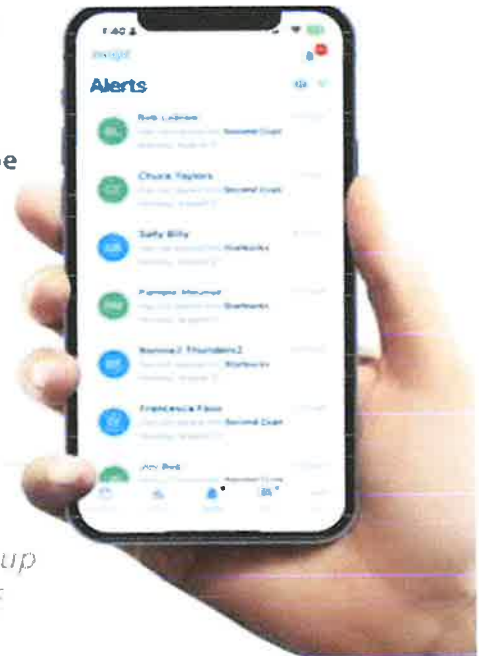


EXPERIENCE THE PERFECTIONPLUS BUILDING SERVICES ADVANTAGE

We equip our cleaners with mobile technology that helps them do their best work and allows us to better manage our team. Here's what it means for you:

- Our cleaners know exactly how you'd like your space to be cleaned, even when they are new.
- If a cleaner misses a shift, we know about it first and can ensure your space is still cleaned on time.
- We begin addressing any issues that arise on-site before they impact you or your business.

Our office cleaners use Swept, and we noticed a difference instantly. They know when little things come up and just deal with it! - BRIANNA STRATTON, THE BRIDGE



Removing Language Barriers

Miscommunications can impact the quality of service you receive. We use Swept to send messages, instructions, and feedback in the cleaner's native language. This ensures our cleaners understand what is expected of them and allows them to do their best work.

Reporting Problems Proactively

No one is perfect, but we differentiate ourselves by being proactive if something does come up. Our cleaners are trained to report any issue, big or small, at the end of their shift so that their manager is aware and can begin troubleshooting immediately.

Customized Cleaning Instructions

Say goodbye to log books, and hello to the future of cleaning. With your permission, we'll take photos of your space and add notes to each one for our cleaners. With these detailed, visual instructions our cleaners will know exactly how you would like each room to be cleaned.



PERFECTIONPLUS
BUILDING SERVICES

5850 Opus Parkway Suite 201
Minnetonka, MN 55343

powered by
swept

Successful janitorial businesses run on Swept



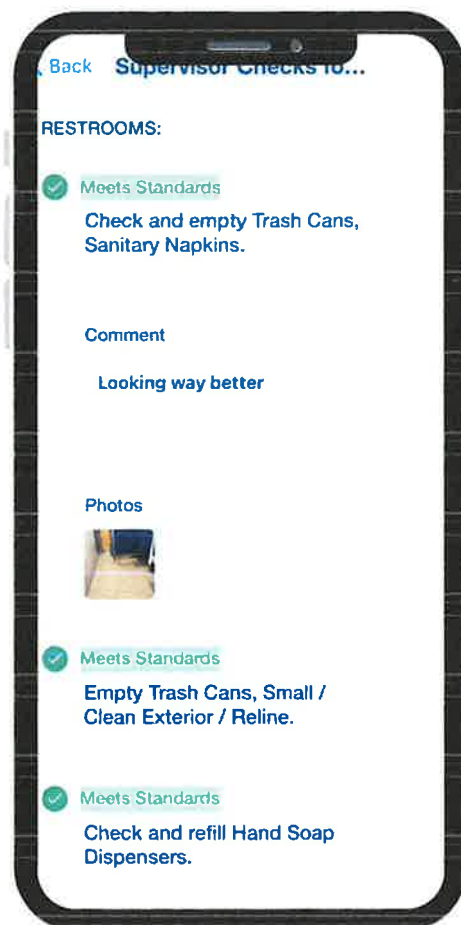
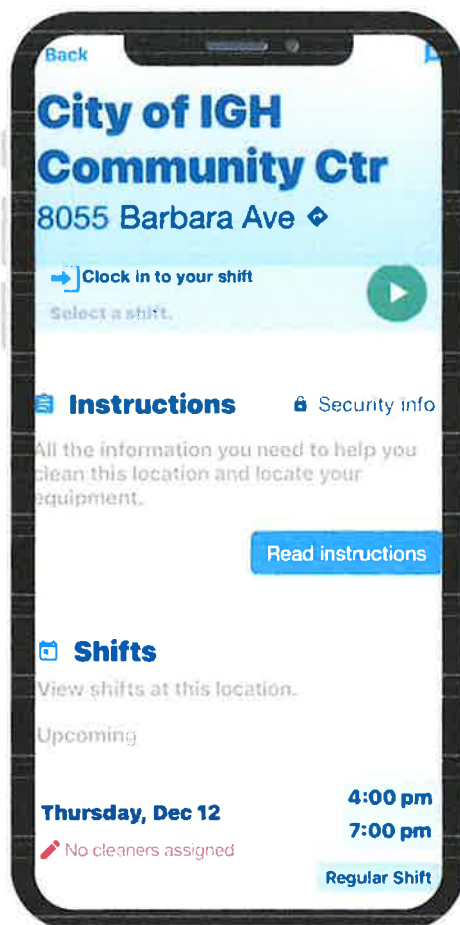
Task Scheduling

The Swept app serves as a centralized platform for managing various aspects of work operations. Employees can efficiently log their work hours through the app, ensuring accurate time tracking for payroll and project management purposes. The app also maintains detailed records of scope of work, allowing teams to document specific tasks, responsibilities, and project requirements in one accessible location.

When issues arise in the workplace, Swept provides a streamlined system for filing and tracking complaints, ensuring that concerns are properly documented and addressed in a timely manner. Additionally, the app simplifies the process of ordering consumables and managing inventory - workers can easily submit requests for needed supplies, and managers can track and approve these orders through the system. This integrated approach helps maintain smooth operations by keeping all essential workplace management functions within a single, user- friendly platform.

Task Scheduling Example

The Swept app uses a mandatory checklist system where employees must verify task completion during their shift. When workers log in, they see a list of required duties and must physically click each task to mark it as done. Some tasks may require additional proof like photos or notes for verification. The system prevents bulk completion marking, ensuring each task is individually acknowledged. Managers can monitor task completion in real-time, and workers cannot end their shifts until all checklist items are properly verified. The following pages/scope of work will be added to Swept as a checklist for our cleaners.



Whitewater Municipal Building
312 .W Whitewater Street
Whitewater, WI 53190

Frequency - 5x per week

Dusting and Disinfecting

Task	Frequency
Wipe and Disinfect Surfaces - Detail Clean Thoroughly dust and clean accessible fixtures and office furniture including file cabinets, desks, credenzas, counter tops, display units, window sills. <i>Note: Municipal Building</i>	1x per week
Wipe and Disinfect Surfaces - Detail Clean Thoroughly dust and clean accessible fixtures and office furniture including file cabinets, desks, credenzas, counter tops, display units, window sills. <i>Note: Police Department</i>	2x per week
Wipe and Disinfect High Touch Points Clean and disinfect high touch points such as light switches and door knobs. Clean both sides of main entrance glass doors. <i>Note: Municipal Building</i>	5x per week
Wipe and Disinfect High Touch Points Clean and disinfect high touch points such as light switches and door knobs. Clean both sides of main entrance glass doors. <i>Note: Police Department</i>	5x per week
Counters, Sinks Clean and disinfect counters and sinks in areas other than the restrooms or kitchens. <i>Note: Municipal Building Kitchenette</i>	5x per week
Counters, Sinks Clean and disinfect counters and sinks in areas other than the restrooms or kitchens. <i>Note: Police Department Kitchenette</i>	5x per week
Wipe and Disinfect Drinking Fountains and Water Coolers Damp wipe and disinfect exterior (outside) of drinking fountains and water coolers. <i>Note: Municipal Building</i>	5x per week
Wipe and Disinfect Drinking Fountains and Water Coolers Damp wipe and disinfect exterior (outside) of drinking fountains and water coolers. <i>Note: Police Department</i>	5x per week
High and Low Dusting Clean items up to 12 feet from the floor (high dusting), such as ceiling vents, light fixtures, high window sills and corners not cleaned as part of normal wiping; and items near floor (low dusting), such as vents, corners, outlets, baseboards, etc. <i>Note: Municipal Building- Including Wall Picture Frames, Door Frames & TVs</i>	1x per month

City of Whitewater
RFP for Janitorial and Cleaning Services Vendor
April 4, 2025

High and Low Dusting Clean items up to 12 feet from the floor (high dusting), such as ceiling vents, light fixtures, high window sills and corners not cleaned as part of normal wiping; and items near floor (low dusting), such as vents, corners, outlets, baseboards, etc. <i>Note: Police Department- Including Wall Picture Frames, Door Frames & TVs</i>	1x per month
Thoroughly Clean Internal Glass Thoroughly clean and disinfect internal partition glass <i>Note: Municipal Building- All Glass Entrance Doors Inside & Outside, All Service Counter Windows Inside & Outside, All Offices Internal Windows Inside & Outside</i>	3x per week
Thoroughly Clean Internal Glass Thoroughly clean and disinfect internal partition glass <i>Note: Police Department- All Glass Entrance Doors Inside & Outside, All Service Counter Windows Inside & Outside, All Offices Internal Windows Inside & Outside</i>	3x per week
Vacuum Furnishings or Wet Wipe Vacuum fabric-covered furnishings and or wet wipe other furniture to remove visible dust or soil. <i>Note: Municipal Building- Conference Rooms, Council Room</i>	1x per month
Spot Dust and Clean Spot dust and clean visible soils on fixtures and office furniture including file cabinets, desks, credenzas, counter tops, display units and window sills. <i>Note: Municipal Building</i>	2x per week

Carpet and Floor Care

Vacuum Carpet -Spot Clean Spot vacuum visible soil and debris from carpets on days when wall-to-wall vacuuming is not scheduled. <i>Note: Municipal Building</i>	4x per week
Vacuum Carpet -Spot Clean Spot vacuum visible soil and debris from carpets on days when wall-to-wall vacuuming is not scheduled. <i>Note: Police Department</i>	4x per week
Wall-to-Wall Vacuum Carpet Detail vacuum carpeted areas <i>Note: Municipal Building</i>	1x per week
Wall-to-Wall Vacuum Carpet Detail vacuum carpeted areas <i>Note: Police Department</i>	1x per week
Wall-to-Wall Vacuum Carpet Detail vacuum carpeted areas <i>Note: Municipal Building Elevator</i>	5x per week
Wall-to-Wall Vacuum Carpet Detail vacuum carpeted areas <i>Note: Municipal Building – Carpeted Mats & Runners</i>	5x per week
Wall-to-Wall Vacuum Carpet Detail vacuum carpeted areas <i>Note: Police Department – Carpeted Mats & Runners</i>	5x per week

Wall-to-Wall Dust Mop Hard Surface Floors Dry mop hard surface floors using a dust mop, or broom. <i>Note: Municipal Building</i>	5x per week
Wall-to-Wall Dust Mop Hard Surface Floors Dry mop hard surface floors using a dust mop, or broom. <i>Note: Police Department</i>	5x per week
Wall-to-Wall Dust Mop Hard Surface Floors Dry mop hard surface floors using a dust mop, or broom. <i>Note: Police Department – Jail Cells</i>	1x per week
Damp Mop Hard Surface Floors Damp mop hard surface floors changing water often to ensure removal of dirt. <i>Note: Municipal Building including vestibules and all Non Carpeted Floors</i>	5x per week
Damp Mop Hard Surface Floors Damp mop hard surface floors changing water often to ensure removal of dirt. <i>Note: Police Department including vestibules and all Non Carpeted Floors</i>	5x per week

Kitchen Areas

Damp Wipe and Disinfect Counters, Tables and Sinks Thoroughly damp wipe and disinfect counters, tables and sinks. <i>Note: Municipal Building-Kitchenettes Including Disinfection Outside of Upper & Lower Cabinets & Cupboards to Remove Spills, Debris & Finger/Handprints</i>	5x per week
Damp Wipe and Disinfect Counters, Tables and Sinks Thoroughly damp wipe and disinfect counters, tables and sinks. <i>Note: Police Department-Kitchenettes Including Disinfection Outside of Upper & Lower Cabinets & Cupboards to Remove Spills, Debris & Finger/Handprints</i>	5x per week
Damp Wipe and Disinfect Refrigerator Thoroughly damp wipe and disinfect exterior of refrigerator. <i>Note: Municipal Building</i>	3x per week
Damp Wipe and Disinfect Refrigerator Thoroughly damp wipe and disinfect exterior of refrigerator. <i>Note: Police Department</i>	3x per week
Damp Wipe and Disinfect Microwave(s) Thoroughly damp wipe and disinfect interior and exterior of microwave. <i>Note: Municipal Building</i>	3x per week
Damp Wipe and Disinfect Microwave(s) Thoroughly damp wipe and disinfect interior and exterior of microwave. <i>Note: Police Department</i>	3x per week

Restrooms

Clean and Disinfect Restrooms Restroom Fixtures: Clean, polish and disinfect dispensers and fixtures. Clean and disinfect sinks, toilet bowls, urinals and counter tops. Restroom Walls: Clean accessible walls and toilet partitions. Restroom Floors: Sweep and mop all restroom floors. Restroom Mirrors: Polish all chrome and mirrors. Restroom Supplies: Restock expendable products such as paper towels, toilet tissue, hand soap, liners and deodorant products from customer inventory. Restroom Trash: Empty trash cans, replace liners, spot clean receptacles as needed and take trash to designated area. <i>Note: Municipal Building</i>	5x per week
---	-------------

City of Whitewater
RFP for Janitorial and Cleaning Services Vendor
April 4, 2025

Clean and Disinfect Restrooms Restroom Fixtures: Clean, polish and disinfect dispensers and fixtures. Clean and disinfect sinks, toilet bowls, urinals and counter tops. Restroom Walls: Clean accessible walls and toilet partitions. Restroom Floors: Sweep and mop all restroom floors. Restroom Mirrors: Polish all chrome and mirrors. Restroom Supplies: Restock expendable products such as paper towels, toilet tissue, hand soap, liners and deodorant products from customer inventory. Restroom Trash: Empty trash cans, replace liners, spot clean receptacles as needed and take trash to designated area. <i>Note: Police Department</i>	5x per week
Clean and Disinfect Restrooms Restroom Fixtures: Clean, polish and disinfect dispensers and fixtures. Clean and disinfect sinks, toilet bowls, urinals and counter tops. Restroom Walls: Clean accessible walls and toilet partitions. Restroom Floors: Sweep and mop all restroom floors. Restroom Mirrors: Polish all chrome and mirrors. Restroom Supplies: Restock expendable products such as paper towels, toilet tissue, hand soap, liners and deodorant products from customer inventory. Restroom Trash: Empty trash cans, replace liners, spot clean receptacles as needed and take trash to designated area. <i>Note: Police Department – Jail Cells</i>	1x per week

Locker Rooms and Showers

Ceiling-to-Floor Showers Thoroughly damp wipe and disinfect showers, walls, doors and fixtures with hospital grade disinfectant. <i>Note: Police Department</i>	1x per week
Damp Wipe and Disinfect Lockers Thoroughly damp wipe and disinfect the exterior of lockers with hospital grade disinfectant. <i>Note: Police Department</i>	1x per week
Locker Room Floor Sweep and damp mop open areas of locker room floors. <i>Note: Municipal Building</i>	5x per week

Included Tasks

Empty Cans and Remove Trash Empty trash that is contained in trash cans, replace liners, spot clean receptacles as needed and take trash to designated area on premises. <i>Note: Municipal Building – all accessible offices, conference rooms, common areas, kitchens and restrooms</i>	5x per week
Empty Cans and Remove Trash Empty trash that is contained in trash cans, replace liners, spot clean receptacles as needed and take trash to designated area on premises. <i>Note: Police Department – all accessible offices, conference rooms, common areas, kitchens and restrooms</i>	5x per week
Eye Wash Station Thoroughly damp wipe and disinfect 2 eye wash stations. <i>Note: Police Department</i>	5x per week

Starin Park Community Building

City of Whitewater
RFP for Janitorial and Cleaning Services Vendor
April 4, 2025

504 W. Starin Road
Whitewater, WI 53190

Frequency - 5x per week

Dusting and Disinfecting

Task	Frequency
Wipe and Disinfect Surfaces - Detail Clean Thoroughly dust and clean accessible fixtures and office furniture including file cabinets, desks, credenzas, counter tops, display units, window sills.	3x per week
Wipe and Disinfect High Touch Points Clean and disinfect high touch points such as light switches and door knobs. Clean both sides of main entrance glass doors.	5x per week
Counters, Sinks Clean and disinfect counters and sinks in areas other than the restrooms or kitchens.	5x per week
Wipe and Disinfect Drinking Fountains and Water Coolers Damp wipe and disinfect exterior (outside) of drinking fountains and water coolers.	3x per week
High and Low Dusting Clean items up to 12 feet from the floor (high dusting), such as ceiling vents, light fixtures, high window sills and corners not cleaned as part of normal wiping; and items near floor (low dusting), such as vents, corners, outlets, baseboards, etc. Note: Municipal Building- Including Wall Picture Frames, Door Frames & TVs	1x per month

Carpet and Floor Care

Vacuum Carpet -Spot Clean Spot vacuum visible soil and debris from carpets on days when wall-to-wall vacuuming is not scheduled.	4x per week
Wall-to-Wall Vacuum Carpet Detail vacuum carpeted areas	1x per week
Wall-to-Wall Vacuum Carpet Detail vacuum carpeted areas Carpeted Mats & Runners	5x per week
Wall-to-Wall Dust Mop Hard Surface Floors Dry mop hard surface floors using a dust mop, or broom.	3x per week
Damp Mop Hard Surface Floors Damp mop hard surface floors changing water often to ensure removal of dirt.	2x per week

Kitchen Areas

Damp Wipe and Disinfect Counters, Tables and Sinks Thoroughly damp wipe and disinfect counters, tables and sinks. <i>Note: Including Disinfection Outside of Upper & Lower Cabinets & Cupboards to Remove Spills, Debris & Finger/Handprints</i>	3x per week
Damp Wipe and Disinfect Refrigerator Thoroughly damp wipe and disinfect exterior of refrigerator.	3x per week
Damp Wipe and Disinfect Dishwasher and Stove/Oven Thoroughly damp wipe and disinfect exterior of dishwasher and stove/oven.	3x per week
Damp Wipe and Disinfect Microwave(s) Thoroughly damp wipe and disinfect interior and exterior of microwave.	3x per week
Dry/Damp Mop Hard Surface Floors Dry mop hard surface flooring using a dust mop or broom, damp mop hard surface floors changing water often to ensure removal of dirt.	3x per week

Restrooms

Clean and Disinfect Restrooms Restroom Fixtures: Clean, polish and disinfect dispensers and fixtures. Clean and disinfect sinks, toilet bowls, urinals and counter tops. Restroom Walls: Clean accessible walls and toilet partitions. Restroom Floors: Sweep and mop all restroom floors. Restroom Mirrors: Polish all chrome and mirrors. Restroom Supplies: Restock expendable products such as paper towels, toilet tissue, hand soap, liners and deodorant products from customer inventory. Restroom Trash: Empty trash cans, replace liners, spot clean receptacles as needed and take trash to designated area. <i>Note: Public Restrooms for Park & Playground</i>	5x per week
Clean and Disinfect Restrooms Restroom Fixtures: Clean, polish and disinfect dispensers and fixtures. Clean and disinfect sinks, toilet bowls, urinals and counter tops. Restroom Walls: Clean accessible walls and toilet partitions. Restroom Floors: Sweep and mop all restroom floors. Restroom Mirrors: Polish all chrome and mirrors. Restroom Supplies: Restock expendable products such as paper towels, toilet tissue, hand soap, liners and deodorant products from customer inventory. Restroom Trash: Empty trash cans, replace liners, spot clean receptacles as needed and take trash to designated area. <i>Note: Inside Community Center Restrooms</i>	3x per week

Included Tasks

Empty Cans and Remove Trash Empty trash that is contained in trash cans, replace liners, spot clean receptacles as needed and take trash to designated area on premises. <i>Note: All accessible offices, conference rooms, common areas, kitchens and restrooms</i>	5x per week
---	-------------

City of Whitewater
RFP for Janitorial and Cleaning Services Vendor
April 4, 2025

146 W. North Street
Whitewater, WI 53190

Frequency - 3x per week

Dusting and Disinfecting

Task	Frequency
Wipe and Disinfect Surfaces - Detail Clean Thoroughly dust and clean accessible fixtures and office furniture including file cabinets, desks, credenzas, counter tops, display units, window sills.	1x per week
Wipe and Disinfect High Touch Points Clean and disinfect high touch points such as light switches and door knobs. Clean both sides of main entrance glass doors.	3x per week
Counters, Sinks Clean and disinfect counters and sinks in areas other than the restrooms or kitchens.	3x per week
Wipe and Disinfect Drinking Fountains and Water Coolers Damp wipe and disinfect exterior (outside) of drinking fountains and water coolers.	3x per week
High and Low Dusting Clean items up to 12 feet from the floor (high dusting), such as ceiling vents, light fixtures, high window sills and corners not cleaned as part of normal wiping; and items near floor (low dusting), such as vents, corners, outlets, baseboards, etc. Note: Municipal Building- Including Wall Picture Frames, Door Frames & TVs	1x per month
Internal Glass Thoroughly clean and disinfect internal partition glass. Note: Glass Entrance Doors – Inside and outside	3x per week
Internal Glass Thoroughly clean and disinfect internal glass. Note: Dance Studio Mirrors	1x per week

Carpet and Floor Care

Vacuum Carpet Detail vacuum carpeted areas. Note: Carpeted Mats & Runners	3x per week
Wall-to-Wall Vacuum Carpet Detail vacuum carpeted areas. Note: Dance Observation Room	1x per week
Wall-to-Wall Dust Mop Hard Surface Floors Dry mop hard surface floors using a dust mop, or broom.	3x per week

Note: Gymnasium	
Wall-to-Wall Dust Mop Hard Surface Floors Dry mop hard surface floors using a dust mop, or broom. Note: Dance Studio	1x per week
Wall-to-Wall Dust Mop Hard Surface Floors Dry mop hard surface floors using a dust mop, or broom. Note: Stairs & Landings	1x per week
Wall-to-Wall Dust Mop Hard Surface Floors Dry mop hard surface floors using a dust mop, or broom. Note: Basement/Lower Level Hallway	1x per week
Wall-to-Wall Dust Mop Hard Surface Floors Dry mop hard surface floors using a dust mop, or broom. Note: Elevator	3x per week
Wall-to-Wall Dust Mop Hard Surface Floors Dry mop hard surface floors using a dust mop, or broom. Note: Entrance/Vestibule, Main Foyer and Main Level Hallways	3x per week
Damp Mop Hard Surface Floors Damp mop hard surface floors changing water often to ensure removal of dirt. Note: Gymnasium	1x per week
Damp Mop Hard Surface Floors Damp mop hard surface floors changing water often to ensure removal of dirt. Note: Dance Studio	1x per week
Damp Mop Hard Surface Floors Damp mop hard surface floors changing water often to ensure removal of dirt. Note: Stairs & Landings	1x per week
Damp Mop Hard Surface Floors Damp mop hard surface floors changing water often to ensure removal of dirt. Note: Basement/Lower Level Hallway	1x per week
Damp Mop Hard Surface Floors Damp mop hard surface floors changing water often to ensure removal of dirt. Note: Elevator	3x per week
Damp Mop Hard Surface Floors Damp mop hard surface floors changing water often to ensure removal of dirt. Note: Entrance/Vestibule, Main Foyer and Main Level Hallways	3x per week

Kitchen Areas

Damp Wipe and Disinfect Counters, Tables and Sinks Thoroughly damp wipe and disinfect counters, tables and sinks. <i>Note: Including Disinfection Outside of Upper & Lower Cabinets & Cupboards to Remove Spills, Debris & Finger/Handprints</i>	1x per month
Damp Wipe and Disinfect Refrigerator Thoroughly damp wipe and disinfect exterior of refrigerator.	1x per month
Damp Wipe and Disinfect Dishwasher and Stove/Oven Thoroughly damp wipe and disinfect exterior of dishwasher and stove/oven.	1x per month
Dry/Damp Mop Hard Surface Floors Dry mop hard surface flooring using a dust mop or broom, damp mop hard surface floors changing water often to ensure removal of dirt.	1x per week

Restrooms

Clean and Disinfect Restrooms Restroom Fixtures: Clean, polish and disinfect dispensers and fixtures. Clean and disinfect sinks, toilet bowls, urinals and counter tops. Restroom Walls: Clean accessible walls and toilet partitions. Restroom Floors: Sweep and mop all restroom floors. Restroom Mirrors: Polish all chrome and mirrors. Restroom Supplies: Restock expendable products such as paper towels, toilet tissue, hand soap, liners and deodorant products from customer inventory. Restroom Trash: Empty trash cans, replace liners, spot clean receptacles as needed and take trash to designated area.	3x per week
--	-------------

Included Tasks

Empty Cans and Remove Trash Empty trash that is contained in trash cans, replace liners, spot clean receptacles as needed and take trash to designated area on premises. <i>Note: All accessible offices, conference rooms, common areas, kitchens and restrooms</i>	3x per week
---	-------------

City of Whitewater
RFP for Janitorial and Cleaning Services Vendor
April 4, 2025

Whitewater, WI 53190

Frequency - 2x per week

Dusting and Disinfecting

Task	Frequency
Wipe and Disinfect Surfaces - Detail Clean Thoroughly dust and clean accessible fixtures and office furniture including file cabinets, desks, credenzas, counter tops, display units, window sills.	2x per week
Wipe and Disinfect High Touch Points Clean and disinfect high touch points such as light switches and door knobs. Clean both sides of main entrance glass doors.	2x per week
Wipe and Disinfect Drinking Fountains and Water Coolers Damp wipe and disinfect exterior (outside) of drinking fountains and water coolers.	2x per week
High and Low Dusting Clean items up to 12 feet from the floor (high dusting), such as ceiling vents, light fixtures, high window sills and corners not cleaned as part of normal wiping; and items near floor (low dusting), such as vents, corners, outlets, baseboards, etc. Note: Municipal Building- Including Wall Picture Frames, Door Frames & TVs	1x per month
Internal Glass Thoroughly clean and disinfect internal partition glass. Note: Glass Doors – Inside and outside	2x per week

Carpet and Floor Care

Vacuum Carpets Detail vacuum carpeted areas. Note: Carpeted Mats & Runners	2x per week
Wall-to-Wall Vacuum Carpet Detail vacuum carpeted areas.	2x per week
Wall-to-Wall Dust Mop Hard Surface Floors Dry mop hard surface floors using a dust mop, or broom.	2x per week
Damp Mop Hard Surface Floors Damp mop hard surface floors changing water often to ensure removal of dirt.	1x per week

Kitchen Areas

Damp Wipe and Disinfect Counters, Tables and Sinks Thoroughly damp wipe and disinfect counters, tables and sinks. <i>Note: Including Disinfection Outside of Upper & Lower Cabinets & Cupboards to Remove Spills, Debris & Finger/Handprints</i>	2x per week
Damp Wipe and Disinfect Refrigerator Thoroughly damp wipe and disinfect exterior of refrigerator.	2x per week
Damp Wipe and Disinfect Stove/Oven Thoroughly damp wipe and disinfect exterior of dishwasher and stove/oven.	2x per week
Damp Wipe and Disinfect Microwave Thoroughly damp wipe and disinfect interior and exterior of microwave.	2x per week
Dry/Damp Mop Hard Surface Floors Dry mop hard surface flooring using a dust mop or broom, damp mop hard surface floors changing water often to ensure removal of dirt.	2x per week

Restrooms

Clean and Disinfect Restrooms Restroom Fixtures: Clean, polish and disinfect dispensers and fixtures. Clean and disinfect sinks, toilet bowls, urinals and counter tops. Restroom Walls: Clean accessible walls and toilet partitions. Restroom Floors: Sweep and mop all restroom floors. Restroom Mirrors: Polish all chrome and mirrors. Restroom Supplies: Restock expendable products such as paper towels, toilet tissue, hand soap, liners and deodorant products from customer inventory. Restroom Trash: Empty trash cans, replace liners, spot clean receptacles as needed and take trash to designated area.	2x per week
--	-------------

Included Tasks

Empty Cans and Remove Trash Empty trash that is contained in trash cans, replace liners, spot clean receptacles as needed and take trash to designated area on premises. <i>Note: All accessible offices, conference rooms, common areas, kitchens and restrooms</i>	2x per week
---	-------------

City of Whitewater
RFP for Janitorial and Cleaning Services Vendor
April 4, 2025

Whitewater, WI 53190

Frequency - 5x per week

Dusting and Disinfecting

Task	Frequency
Wipe and Disinfect Surfaces - Detail Clean Thoroughly dust and clean accessible fixtures and office furniture including file cabinets, desks, credenzas, counter tops, display units, window sills. <i>Note: Lounge Area, Reception Counter, Conference Rooms, All ledges on the Outside of Glass to Offices in Hallways & ALL Window Ledges in Lounge Area.</i>	1x per week
Wipe and Disinfect High Touch Points Clean and disinfect high touch points such as light switches and door knobs. Clean both sides of main entrance glass doors. <i>Note: Including Handrails in Stairway</i>	5x per week
Counters, Sinks Clean and disinfect counters and sinks in areas other than the restrooms or kitchens.	5x per week
Wipe and Disinfect Drinking Fountains and Water Coolers Damp wipe and disinfect exterior (outside) of drinking fountains and water coolers.	5x per week
High and Low Dusting Clean items up to 12 feet from the floor (high dusting), such as ceiling vents, light fixtures, high window sills and corners not cleaned as part of normal wiping; and items near floor (low dusting), such as vents, corners, outlets, baseboards, etc. <i>Note: Municipal Building- Including Wall Picture Frames, Door Frames & TVs</i>	1x per month
Internal Glass Thoroughly clean and disinfect internal partition glass. <i>Note: Glass Entrance Doors – Inside and outside</i>	5x per week
Spot Dust and Clean Spot dust and clean visible soils on fixtures and office furniture including file cabinets, desks, credenzas, counter tops, display units and window sills	4x per week

Carpet and Floor Care

Vacuum Carpet -Spot Clean Spot vacuum visible soil and debris from carpets on days when wall-to-wall vacuuming is not scheduled	4x per week
Vacuum Carpet Detail vacuum carpeted areas. <i>Note: Carpeted Mats & Runners</i>	5x per week
Wall-to-Wall Vacuum Carpet Detail vacuum carpeted areas. <i>Note: Elevator</i>	5x per week

City of Whitewater
RFP for Janitorial and Cleaning Services Vendor
April 4, 2025

Wall-to-Wall Vacuum Carpet Detail vacuum carpeted areas.	1x per week
Wall-to-Wall Dust Mop Hard Surface Floors Dry mop hard surface floors using a dust mop, or broom.	5x per week
Wall-to-Wall Dust Mop Hard Surface Floors Dry mop hard surface floors using a dust mop, or broom. Note: Stairs & Landings	1x per week
Damp Mop Hard Surface Floors Damp mop hard surface floors changing water often to ensure removal of dirt.	5x per week
Damp Mop Hard Surface Floors Damp mop hard surface floors changing water often to ensure removal of dirt. Note: Stairs & Landings	1x per week

Kitchen Areas

Damp Wipe and Disinfect Counters, Tables and Sinks Thoroughly damp wipe and disinfect counters, tables and sinks. Note: Including Disinfection Outside of Upper & Lower Cabinets & Cupboards to Remove Spills, Debris & Finger/Handprints	5x per week
Damp Wipe and Disinfect Refrigerator Thoroughly damp wipe and disinfect exterior of refrigerator.	5x per week
Damp Wipe and Disinfect Microwave Thoroughly damp wipe and disinfect interior and exterior of microwave.	5x per week
Dry/Damp Mop Hard Surface Floors Dry mop hard surface flooring using a dust mop or broom, damp mop hard surface floors changing water often to ensure removal of dirt.	5x per week

Restrooms

Clean and Disinfect Restrooms Restroom Fixtures: Clean, polish and disinfect dispensers and fixtures. Clean and disinfect sinks, toilet bowls, urinals and counter tops. Restroom Walls: Clean accessible walls and toilet partitions. Restroom Floors: Sweep and mop all restroom floors. Restroom Mirrors: Polish all chrome and mirrors. Restroom Supplies: Restock expendable products such as paper towels, toilet tissue, hand soap, liners and deodorant products from customer inventory. Restroom Trash: Empty trash cans, replace liners, spot clean receptacles as needed and take trash to designated area.	5x per week
--	--------------------

Locker Rooms and Showers

City of Whitewater
RFP for Janitorial and Cleaning Services Vendor
April 4, 2025

Ceiling-to-Floor Showers Thoroughly damp wipe and disinfect showers, walls, doors and fixtures with hospital grade disinfectant.	1x per month
Damp Wipe and Disinfect Lockers Thoroughly damp wipe and disinfect the exterior of lockers with hospital grade disinfectant.	1x per month
Locker Room Floor Sweep and damp mop open areas of locker room floors.	1x per week

Included Tasks

Empty Cans and Remove Trash Empty trash that is contained in trash cans, replace liners, spot clean receptacles as needed and take trash to designated area on premises. <i>Note: All accessible offices, conference rooms, common areas, kitchens and restrooms</i>	5x per week
Vacuum Furnishings and Wet Wipe <i>Note: Vacuum Fabric covered furnishings and/or wet wipe other furniture to remove visible dust or soil. Lounge Area, Reception Counter, Conference Rooms</i>	1x per month

City of Whitewater
RFP for Janitorial and Cleaning Services Vendor
April 4, 2025

Whitewater, WI 53190

Frequency - 5x per week

Dusting and Disinfecting

Task	Frequency
Wipe and Disinfect Surfaces - Detail Clean Thoroughly dust and clean accessible fixtures and office furniture including file cabinets, desks, credenzas, counter tops, display units, window sills. Note: Not included – Bookshelves	1x per week
Wipe and Disinfect High Touch Points Clean and disinfect high touch points such as light switches and door knobs. Clean both sides of main entrance glass doors.	5x per week
Counters, Sinks Clean and disinfect counters and sinks in areas other than the restrooms or kitchens. Note: Coffee Station, Sink by Back Entrance	5x per week
Wipe and Disinfect Drinking Fountains and Water Coolers Damp wipe and disinfect exterior (outside) of drinking fountains and water coolers.	5x per week
High and Low Dusting Clean items up to 12 feet from the floor (high dusting), such as ceiling vents, light fixtures, high window sills and corners not cleaned as part of normal wiping; and items near floor (low dusting), such as vents, corners, outlets, baseboards, etc. Note: Including Wall Picture Frames, Door Frames & TVs	1x per month
Internal Glass Thoroughly clean and disinfect internal partition glass. Note: Glass Entrance Doors – Inside and outside	5x per week
Vacuum Furnishings or Wet Wipe Vacuum fabric covered furnishings or wet wipe other furniture to remove visible dust or soil.	1x per month

Carpet and Floor Care

Vacuum Carpet -Spot Clean Spot vacuum visible soil and debris from carpets on days when wall-to-wall vacuuming is not scheduled	4x per week
Vacuum Carpet Detail vacuum carpeted areas. Note: Carpeted Mats & Runners	5x per week
Wall-to-Wall Vacuum Carpet Detail vacuum carpeted areas.	1x per week
Wall-to-Wall Dust Mop Hard Surface Floors	

City of Whitewater
RFP for Janitorial and Cleaning Services Vendor
April 4, 2025

Dry mop hard surface floors using a dust mop, or broom.	5x per week
Damp Mop Hard Surface Floors Damp mop hard surface floors changing water often to ensure removal of dirt.	5x per week

Kitchen Areas

Damp Wipe and Disinfect Counters, Tables and Sinks Thoroughly damp wipe and disinfect counters, tables and sinks. <i>Note: Including Disinfection Outside of Upper & Lower Cabinets & Cupboards to Remove Spills, Debris & Finger/Handprints</i>	5x per week
Damp Wipe and Disinfect Refrigerator Thoroughly damp wipe and disinfect exterior of refrigerator.	5x per week
Damp Wipe and Disinfect Microwave Thoroughly damp wipe and disinfect interior and exterior of microwave.	5x per week
Wall to Wall Vacuum Carpet Detail vacuum accessible carpeted areas <i>Note: Staff Break Room</i>	5x per week
Dry/Damp Mop Hard Surface Floors Dry mop hard surface flooring using a dust mop or broom, damp mop hard surface floors changing water often to ensure removal of dirt.	5x per week

Restrooms

Clean and Disinfect Restrooms Restroom Fixtures: Clean, polish and disinfect dispensers and fixtures. Clean and disinfect sinks, toilet bowls, urinals and counter tops. Restroom Walls: Clean accessible walls and toilet partitions. Restroom Floors: Sweep and mop all restroom floors. Restroom Mirrors: Polish all chrome and mirrors. Restroom Supplies: Restock expendable products such as paper towels, toilet tissue, hand soap, liners and deodorant products from customer inventory. Restroom Trash: Empty trash cans, replace liners, spot clean receptacles as needed and take trash to designated area.	5x per week
--	-------------

Included Tasks

Empty Cans and Remove Trash Empty trash that is contained in trash cans, replace liners, spot clean receptacles as needed and take trash to designated area on premises. <i>Note: All accessible offices, conference rooms, common areas, kitchens and restrooms</i>	5x per week
---	-------------

SECTION IV- STAFFING AND TRAINING

EMERGENCY RESPONSE GUARANTEE

At Perfection Plus Inc., we understand that cleaning emergencies require immediate attention. When unexpected situations arise in your facilities, our rapid response team is committed to being on-site within 90 minutes or less, 24 hours a day, 7 days a week, 365 days a year.

Our Emergency Response Protocol

1. **Immediate Notification System:** Upon receiving an emergency call, our centralized dispatch system instantly alerts the nearest response team via our mobile communication network.
2. **Dedicated Emergency Response Team:** We maintain specialized staff on standby at all times, equipped with the necessary supplies, equipment, and training to address any situation.
3. **90-Minute Response Guarantee:** Our team will arrive at your facility within 90 minutes of your call, regardless of time of day or night.
4. **Comprehensive Emergency Services:** Our emergency response includes:
 - Biohazard cleanup
 - Water damage mitigation
 - Slip and fall hazard remediation
 - Glass cleanup
 - Odor control
 - Pre-event preparation for unexpected gatherings
 - Post-event emergency cleanup
5. **Documentation and Reporting:** All emergency responses are thoroughly documented in our SWEPT system with before and after photos, actions taken, and follow-up recommendations.

Emergency Contact Procedure

The City of Whitewater will be provided with:

- A dedicated emergency response hotline number
- Direct mobile numbers for the account manager and supervisor
- Email and text messaging options for non-urgent situations
- Access to our online emergency reporting portal

Our commitment to a 90-minute maximum response time ensures that unexpected situations are contained quickly, minimizing disruption to City operations and maintaining the safety and cleanliness standards that your facilities require.

CITY OF WHITEWATER - JANITORIAL SERVICES COST PROPOSAL

SECTION II - FINANCIAL PROPOSAL

Cost Proposal for Janitorial and Cleaning Services

In accordance with the requirements outlined in the Request for Proposal for Janitorial and Cleaning Services, Perfection Plus Inc. hereby submits the following cost proposal for consideration by the City of Whitewater Evaluation Committee.

Facility	Service Frequency	Monthly Service Charge	Annual Cost
Whitewater Municipal Building	5 times/week	\$4,681.35	\$56,176.20
Irvin L. Young Memorial Library	5 times/week	\$1,296.77	\$15,561.24
Starin Park Community Building	5 times/week	\$1,188.62	\$14,263.44
Whitewater Armory Gym	3 times/week	\$1,404.92	\$16,859.04
Cravath Lakefront Community Center	2 times/week	\$348.14	\$4,177.68
Whitewater Innovation Center	5 times/week	\$1,866.53	\$22,398.36
TOTAL		\$10,786.33	\$129,435.96

Price Adjustment Terms

- The proposed service charges will remain in effect for the initial one-year period from contract start date.
- For renewal years (if exercised by the City), price adjustments will be based on the Consumer Price Index -- All Urban Consumers (CPI-U) from December to December.
- Annual price increases will not exceed three percent (3%) in any renewal year.

Additional Services

Perfection Plus Inc. is prepared to provide additional services beyond the standard scope of work on an as-needed basis. Pricing for additional services will be quoted per occurrence upon request by the City.

Payment Terms

- Invoices will be submitted monthly in accordance with the City of Whitewater's payment procedures.
- Payment terms are net 30 days from date of invoice.
- No additional fees or charges will be applied unless specifically authorized by the City of Whitewater.

This cost proposal is submitted in full acknowledgment and acceptance of all terms and conditions specified in the RFP document. Perfection Plus Inc. certifies that all costs are accurate, complete, and inclusive of all services, supplies, materials, equipment, and labor required to fulfill the scope of services outlined in the RFP.

PROPOSER:

Signature of Authorized Representative Date

Printed Name & Title

Company Name

CITY OF WHITEWATER:

Signature of Authorized Representative Date

Printed Name & Title

Emergency Response Plan for Janitorial Services

City of Whitewater Facilities

1. INTRODUCTION & PURPOSE

This Emergency Response Plan outlines procedures for Perfection Plus janitorial staff to follow during emergency situations at City of Whitewater facilities. The plan ensures the safety of our employees, protects City property, and provides continuity of janitorial services during and after emergencies.

2. EMERGENCY CONTACT INFORMATION

2.1 Emergency Services

- **Fire, Police, Ambulance:** 911
- **Whitewater Police Department (non-emergency):** [Local number to be added]
- **Whitewater Fire Department (non-emergency):** [Local number to be added]

2.2 Perfection Plus Management Contacts

- **Will confirm after award**
- **On-Site Supervisor:** [Name] - [Phone]
- **Operations Manager:** [Name] - [Phone]
- **24-Hour Emergency Hotline:** [Phone]

2.3 City of Whitewater Contacts

- **Facilities Manager:** [Name] - [Phone]
- **After-Hours Building Maintenance:** [Phone]
- **Security Office:** [Phone]

3. EMERGENCY CLASSIFICATIONS

3.1 Level 1: Minor Incidents

- Small spills (non-hazardous)
- Minor water leaks
- Non-threatening facility issues
- Power outages under 1 hour

3.2 Level 2: Moderate Incidents

- Hazardous material spills (small, contained)
- Moderate water intrusion
- Extended power outages
- Minor property damage
- Medical incidents (non-life-threatening)

3.3 Level 3: Major Incidents

- Fire or explosion
- Severe weather damage
- Major flooding
- Hazardous material release (large-scale)
- Serious injury or medical emergency
- Criminal activity or security breach
- Building evacuation

4. RESPONSE PROCEDURES BY INCIDENT TYPE

4.1 Biohazard/Bloodborne Pathogen Exposure

1. Secure and isolate the affected area
2. Put on appropriate PPE (gloves, mask, eye protection)
3. Contact supervisor immediately
4. Use approved disinfectants and biohazard cleanup kits
5. Dispose of materials in designated biohazard containers
6. Document incident and cleanup procedures
7. Complete exposure report if direct contact occurred

4.2 Chemical Spills

1. Assess spill size and hazard level
2. For minor spills:
 - Secure the area
 - Refer to SDS for proper cleanup procedures
 - Use appropriate PPE and spill kit
 - Dispose of waste properly
3. For major spills:
 - Evacuate the area
 - Contact supervisor immediately
 - If necessary, call 911
 - Do not attempt cleanup without proper training and equipment

4.3 Water Damage/Flooding

1. Identify and report source if possible
2. If safe, turn off water source or electrical equipment
3. Move furniture and materials away from affected area
4. Use wet vacuums and absorbent materials to remove water
5. Set up fans and dehumidifiers if available
6. Document damage with photos
7. For severe flooding, contact supervisor for professional restoration

4.4 Fire Emergencies

1. If fire is discovered:
 - Activate nearest fire alarm
 - Call 911
 - Evacuate the building using designated routes
 - Do not use elevators
2. If trained and fire is small, use appropriate fire extinguisher
3. Account for all staff at designated meeting point
4. Do not re-enter building until authorized by fire officials

4.5 Power Outages

1. Locate flashlights or emergency lighting
2. Secure cleaning chemicals and equipment
3. Check elevators for trapped individuals
4. If outage persists more than 15 minutes, contact supervisor
5. Secure building areas as directed before leaving

4.6 Medical Emergencies

1. Call 911 for serious injuries or illness
2. Provide first aid if trained and appropriate
3. Do not move injured person unless necessary for safety
4. Contact supervisor immediately
5. Complete incident report

4.7 Severe Weather

1. Monitor weather alerts and building announcements
2. Move to designated shelter areas if tornado warning issued
3. Stay away from windows and exterior doors
4. Await all-clear before resuming activities
5. Report any weather-related damage immediately

5. EVACUATION PROCEDURES

5.1 Building Evacuation Guidelines

1. Know primary and secondary evacuation routes for each facility
2. Upon alarm or evacuation notice:
 - Cease all activities immediately
 - Secure cleaning chemicals if possible without delay
 - Assist others if safe to do so
3. Proceed to nearest exit and designated assembly area
4. Account for all staff and report to supervisor
5. Do not re-enter building until authorized

5.2 Evacuation Assembly Points

- **Municipal Building:** [Specific location]
- **Whitewater Innovation Center:** [Specific location]
- **Irvin L. Young Public Library:** [Specific location]
- **Downtown Armory:** [Specific location]
- **Starin Park Community Building:** [Specific location]
- **Cravath Lakefront Community Center:** [Specific location]

6. EMERGENCY EQUIPMENT & SUPPLIES

6.1 Required Equipment at Each Location

- First aid kit
- Flashlights with extra batteries
- Biohazard cleanup kit
- Chemical spill kit
- Emergency contact information
- Building maps with evacuation routes
- Emergency radios or communication devices

6.2 Equipment Maintenance

- All emergency equipment will be inspected monthly
- Damaged or expired items will be replaced immediately
- Inspection logs will be maintained by the on-site supervisor

7. COMMUNICATION PROTOCOLS

7.1 Internal Communication

1. Report all emergencies to on-site supervisor first
2. If supervisor unavailable, contact operations manager
3. Use designated emergency communication channel
4. Document all emergency communications

7.2 Communication with City Officials

1. On-site supervisor will notify designated City contact
2. Provide clear, concise information about the incident
3. Follow City communication protocols as outlined in contract
4. Maintain log of all communications with City representatives

7.3 Media Inquiries

1. Do not speak to media representatives
2. Direct all media inquiries to City officials
3. Notify supervisor immediately of any media presence

8. RECOVERY & CONTINUITY PROCEDURES

8.1 Service Continuity

1. Assess impact on cleaning schedule and requirements
2. Develop modified cleaning plan for affected areas
3. Prioritize cleaning of essential and operational areas
4. Deploy additional resources as needed
5. Document all deviation from standard procedures

8.2 Post-Incident Procedures

1. Conduct thorough inspection of affected areas
2. Document all damage with photographs
3. Submit incident report within 24 hours
4. Coordinate with City officials on recovery efforts
5. Restock emergency supplies

8.3 Incident Documentation Requirements

- Date, time, and location of incident
- Type and severity of emergency
- Actions taken and resources deployed
- Personnel involved
- Communications log
- Photos of damage or affected areas
- Costs incurred (labor, supplies, equipment)

9. TRAINING & PREPAREDNESS

9.1 Staff Training Requirements

- All staff must complete emergency response training annually
- Building-specific evacuation procedures for each facility
- Bloodborne pathogen and hazardous material handling training

10. PLAN MAINTENANCE & UPDATES

10.1 Review Schedule

- Full plan review annually
- Updates as needed for procedure or contact changes
- Document all revisions with date and approval

10.2 Distribution

- Current copy maintained at each facility
- Electronic copy accessible to all management staff
- Updated copies provided to City representatives

11. FACILITY-SPECIFIC INFORMATION

[To be completed with specific information for each of the six City facilities, including:

- Building-specific hazards
- Location of utility shutoffs
- Special evacuation considerations
- Unique emergency equipment
- Facility-specific emergency contacts]

Collaborative Approach to Janitorial Services

At Perfection Plus, our success depends on creating a true partnership with the City of Whitewater. Here's how we'll work together to address both planned and unplanned janitorial needs:

Collaborative Framework

We understand that every facility has unique requirements that evolve over time. Our approach combines structured planning with responsive flexibility:

- **Regular Communication Channels:** We'll establish weekly check-ins with the Facilities Manager during the initial transition, transitioning to bi-weekly meetings once operations stabilize.
- **Swept Portal:** We'll provide a dedicated digital platform for City staff to submit requests, report issues, and track resolution progress in real-time or any alternative to communication White Water desires.
- **Embedded Supervisor:** Our on-site supervisor will serve as your direct liaison, empowered to make immediate decisions and adjust cleaning priorities based on your feedback.

Responsive to Unplanned Needs

Our flexible staffing model and rapid response capabilities ensure we can address unexpected situations:

- **On-Call Response Team:** We maintain a specialized team ready to respond to emergency cleanup situations within 60 minutes during business hours and 90 minutes after hours.
- **Flexible Scheduling:** We can quickly adjust cleaning schedules to accommodate special events, meetings, or unexpected facility usage.
- **Scalable Staffing:** Our cross-trained personnel can be rapidly deployed to address high-priority needs without compromising regular service at other locations.
- **Weather Response Protocol:** We implement pre-emptive measures during seasonal challenges (snow/salt tracking, pollen season, increased public use during summer events).

Tailored to Whitewater's Exact Needs

We recognize that the City of Whitewater has unique requirements that demand customized solutions:

- **Facility-Specific Approaches:** Rather than applying a one-size-fits-all model, we'll develop individualized protocols for each of your six distinct facilities.
- **Adaptable Service Levels:** We can easily adjust service frequency or intensity based on building usage patterns, seasonal needs, or budget considerations.
- **Collaborative Solution Development:** When challenges arise, we'll work alongside City staff to develop innovative solutions rather than simply applying standard fixes.
- **Continuous Refinement:** Our service model will evolve based on ongoing feedback, ensuring we address emerging concerns before they become problems.

Our commitment goes beyond fulfilling contract requirements. We see ourselves as an extension of your facilities team, equally invested in maintaining clean, healthy, and welcoming environments for Whitewater's employees and residents. By combining structured processes with genuine flexibility, we'll deliver exceptional service tailored precisely to the City's evolving needs.

Supervisor Inspections

Weekly, immediately after our cleaning crews complete their work. Our supervisor conducts a comprehensive quality check of the entire facility. Here's how we ensure everything meets our high standards:

Final Walk-Through Process:

The supervisor arrives when the cleaning team is finishing up and conducts a floor-by-floor inspection.

Inspection:

- Real-Time Quality Check
- Reviews daily task checklist with cleaning staff
- Inspects work while crew is still on-site to address any issues immediately
- Performs white-glove tests on high-touch areas

Building Standards Verification

Checks that conference room chairs are properly aligned and spaced

Verifies all trash and recycling has been removed Ensures all lights

are turned off in vacant areas Confirms restrooms are fully stocked

and sanitized Makes sure all doors are properly secured

Documentation

- Takes photos of completed work and inputs them in Swept system
- Notes any concerns in the communication binder and Swept system
- Signs off on completion of all required tasks
- Updates supply inventory as needed

If any issues are found, the supervisor has the cleaning team correct them before leaving the building. This immediate feedback system ensures no problems carry over to the next day and maintains our high quality standards.

Inspection



Supervisor performs inspection. Supervisor ensures scope of work and tasks are being completed. Takes pictures of problems, notes location, time and directions for future.



Soulution



Supervisor fixes the problem. From chairs that just need to be centered, or a drawer that just needs to be shut, we're got it taken care of. Were here to serve you.

Document



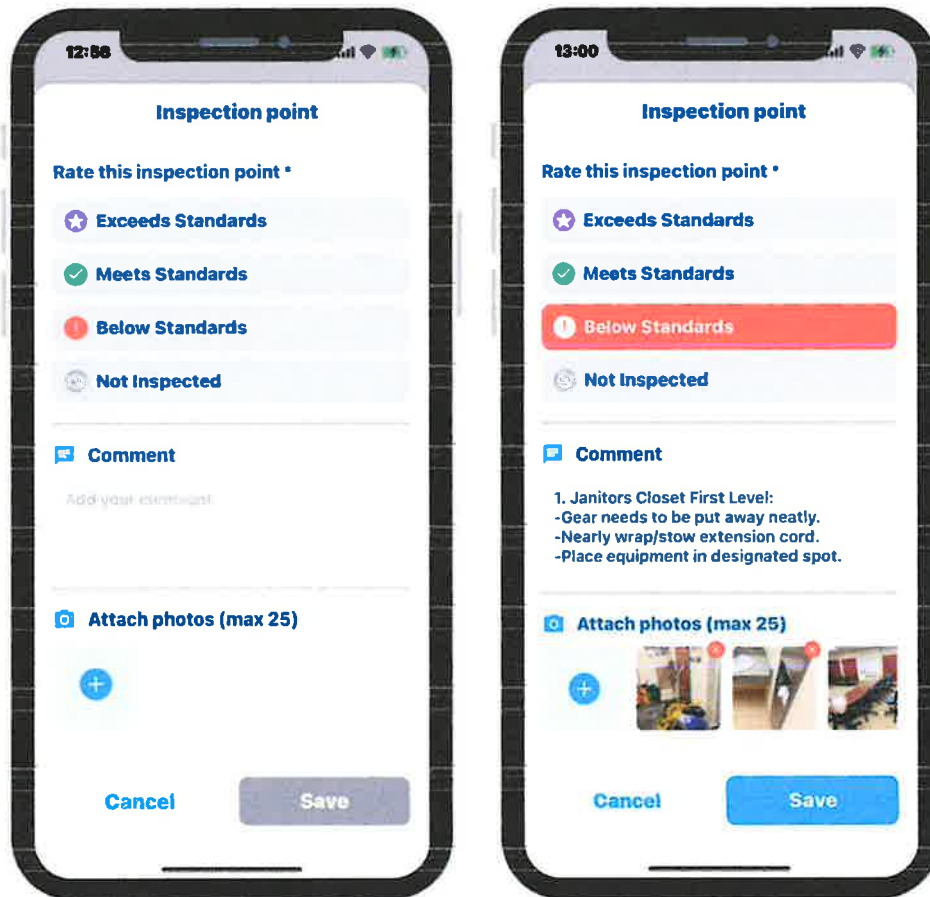
Supervisor ensures status of facilites, gear/supply closets as well as any discrepancies are noted in Swept.

Training



This is where we operate differently. Instead of just moving past it and letting the same problem arise again, we note what happened and train the staff so we can avoid a mistake again. This helps the employee and ensures no more mistake will be made!

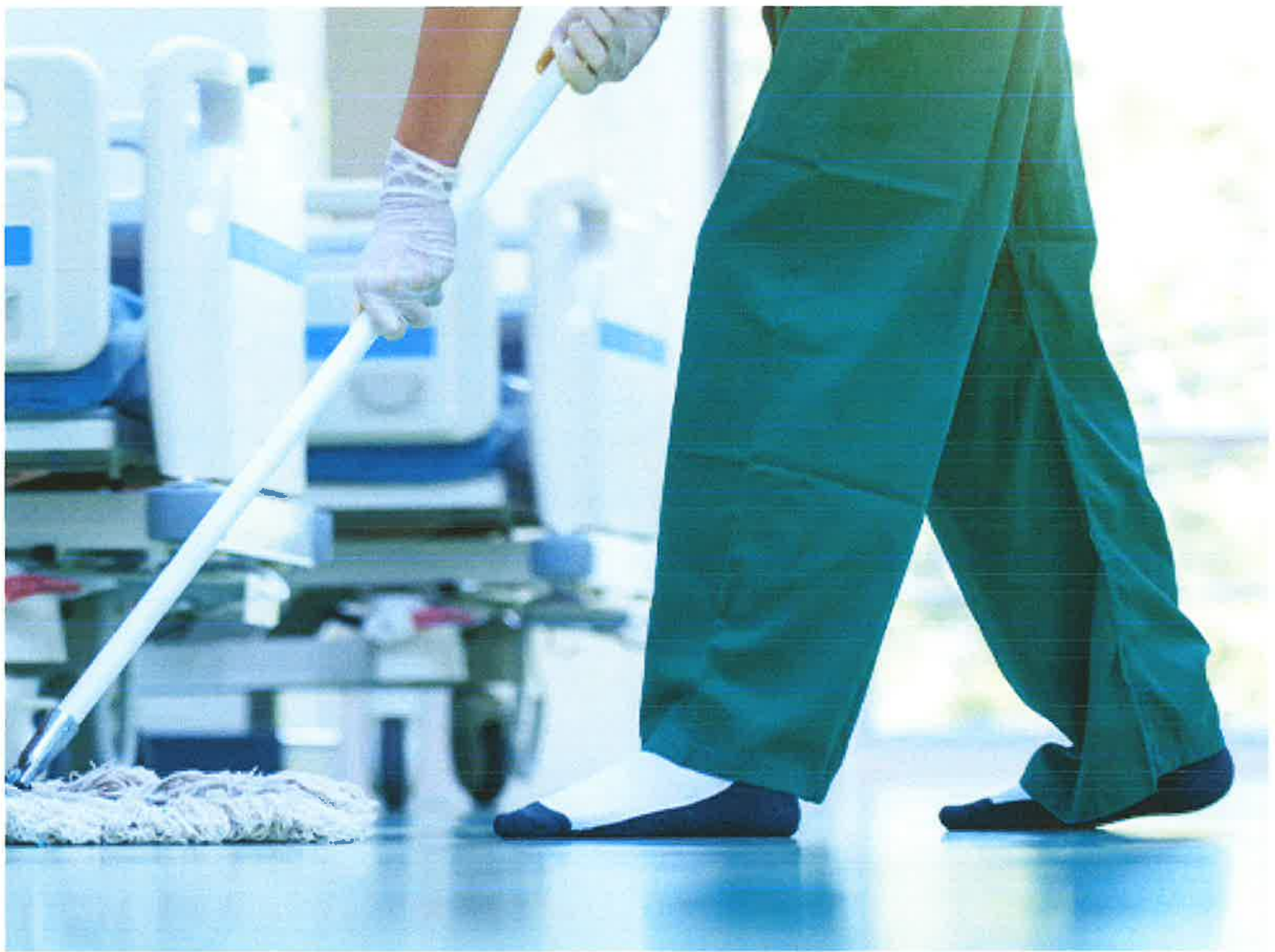
Documentation Example



Our supervisors capture detailed records of any cleaning deficiencies in SWEPT during their inspections. When issues are identified, they take photos and enter specific location data, problem descriptions, and required corrective actions. This information is immediately accessible to management and cleaning staff, creating accountability and enabling prompt resolution of all cleaning issues.

Adding photographic documentation within SWEPT yields substantial operational benefits. Each issue is visually captured with before-and-after images, creating irrefutable documentation of both the problem and its resolution. This visual evidence provides transparency for clients who can see exactly what required attention and how effectively it was addressed. For management, these photos become powerful training tools, allowing supervisors to show—rather than just tell—staff exactly what constitutes acceptable versus unacceptable cleaning standards. The images also create an objective record that prevents disputes about whether issues were properly documented or resolved. This comprehensive visual history helps identify recurring trouble spots across facilities, enabling proactive solutions rather than repeated corrections.





“

Proposal Forms

There was always a consistency with the cleaning services that we had contracted with. They promise a list of services on a specific schedule and once in the door - we could count on a deterioration of service. Complaints were graciously accepted and improvements made, again followed by a deterioration in service, and so on and so on. My preference was always that these services are "background" and not something else to manage on a daily or weekly basis. Perfection Plus provided a very competitive bid with a lot of promises. It has been a little over a year. I haven't had the complaints from co-workers. The offices are vacuumed and baskets emptied, bathrooms and cafeteria cleaned, and dust piles aren't accumulating. Susan kept her promise.

”

Gerry Olson, Business Administration

SECTION V- PROPOSAL FORM A

1. Performance Work Statement Exceptions

If the Vendor cannot provide all the services as specified in this Request for Proposal, please explain the exceptions below. If no explanation is given, it is agreed upon that the services/goods will be provided as specified in this Request for Proposal.

We are capable of providing all services described.

2. Addendum (s)

List Addendum Numbers you have received (if applicable) 1, _____, _____

3. Proposal Submittal Requirements

Proposers MUST complete and submit the following:

- a. Proposal Form A
- b. Proposer References
- c. All Proposal Requirements as listed in Section II.
- d. Acknowledgement of the Scope of Services in Section III.
- e. Acknowledgement of Staffing & Training requirements in Section IV.

4. Signatures

By signing below, Proposer represents to the City that Proposer has not made any changes to the RFP document as originally provided to Proposer by City and Proposer acknowledges and agrees that no changes to the Proposal documents will be effective unless expressly approved in writing by City.

Proposer hereby certifies that the proposal has been made without any connection with any other Proposer and is in all respects fair and without collusion or fraud, and it is made with the understanding that no elected officer or any employee of the City is interested therein, directly or indirectly, unless otherwise stated.

Having carefully examined the Scope of Services and requirements, it is stated that the undersigned has full authority to make and execute an agreement with the City.

Company Perfection Plus Inc.

Address 5850 Opus Pkwy Hopkins, MN 55343

Street City State Zip Code
(651) 900-2222 Ryan@perfectionplus.net

Telephone Email Address

Ryan Muphree 5/3/25

Signature Date

Ryan Muphree - Business Development Manager

Typed Name and Title

Addendum No. 1**To the 2025 City of Whitewater Janitorial and Cleaning Services RFP****Date Issued:** April 30, 2025**Subject:** Updated Facility Square Footage and Revised RFP Timeline**Section 1: Updated Facility Square Footage and Flooring Breakdown**

This section replaces previously stated facility square footage and flooring estimates in the original RFP. The following figures represent more accurate measurements of cleanable space, categorized by carpeted and hard surface areas:

Facility	Total Sq. Ft.	Carpet Sq. Ft.	Hard Surface Sq. Ft.
Irvin L. Young Public Library	8,276	7,847	429
Cravath Lakefront Community Bldg	2,428	1,470	958
Downtown Armory	10,487	0	10,487
Starin Park Community Building	3,942	745	3,197
Municipal Building (City Hall)	20,717	13,911	6,806
Whitewater Innovation Center	6,590	5,175	1,415

Vendors must use these revised figures in preparing their pricing and proposals.

Section 2: Revised Calendar of Events

The following revised schedule supersedes the “Calendar of Events” listed in the original RFP:

Date	Event
April 4, 2025	Release RFP
April 25, 2025	Deadline for Proposer Inquiries
May 2, 2025	Facility Tour
May 9, 2025	Proposals Due from Vendors
May 16, 2025	Select Firms for Interview (if needed)
May 23, 2025	Interviews (if needed)
June 3, 2025	Council Approval of Contract
August 1, 2025	Contract Begins

Acknowledgment of Receipt

Proposers must acknowledge receipt of this Addendum No. 1 in the appropriate space provided on **Proposal Form A**.

For questions related to this addendum, contact:

Kevin Boehm

Director of Parks and Recreation

Email: kboehm@whitewater-wi.gov

Phone: 262-473-0122

CITY OF WHITEWATER - JANITORIAL SERVICES COST PROPOSAL

SECTION II - FINANCIAL PROPOSAL

Cost Proposal for Janitorial and Cleaning Services

In accordance with the requirements outlined in the Request for Proposal for Janitorial and Cleaning Services, Perfection Plus Inc. hereby submits the following cost proposal for consideration by the City of Whitewater Evaluation Committee.

Facility	Service Frequency	Monthly Service Charge	Annual Cost
Whitewater Municipal Building	5 times/week	\$4,681.35	\$56,176.20
Irvin L. Young Memorial Library	5 times/week	\$1,296.77	\$15,561.24
Starin Park Community Building	5 times/week	\$1,188.62	\$14,263.44
Whitewater Armory Gym	3 times/week	\$1,404.92	\$16,859.04
Cravath Lakefront Community Center	2 times/week	\$348.14	\$4,177.68
Whitewater Innovation Center	5 times/week	\$1,866.53	\$22,398.36
TOTAL		\$10,786.33	\$129,435.96

Price Adjustment Terms

- The proposed service charges will remain in effect for the initial one-year period from contract start date.
- For renewal years (if exercised by the City), price adjustments will be based on the Consumer Price Index – All Urban Consumers (CPI-U) from December to December.
- Annual price increases will not exceed three percent (5%) in any renewal year.

Additional Services

Perfection Plus Inc. is prepared to provide additional services beyond the standard scope of work on an as-needed basis. Pricing for additional services will be quoted per occurrence upon request by the City.

Payment Terms

- Invoices will be submitted monthly in accordance with the City of Whitewater's payment procedures.
- Payment terms are net 30 days from date of invoice.
- No additional fees or charges will be applied unless specifically authorized by the City of Whitewater.

This cost proposal is submitted in full acknowledgment and acceptance of all terms and conditions specified in the RFP document. Perfection Plus Inc. certifies that all costs are accurate, complete, and inclusive of all services, supplies, materials, equipment, and labor required to fulfill the scope of services outlined in the RFP.

PROPOSER:

 5/5/2025

Signature of Authorized Representative Date

Ryan Murphree / Business Dev Manager

Printed Name & Title

Perfection Plus Inc.

Company Name

CITY OF WHITEWATER:

Signature of Authorized Representative Date

Printed Name & Title

Additional Services

Perfection Plus Inc. is prepared to provide additional services beyond the standard scope of work on an as-needed basis. Pricing for additional services will be quoted per occurrence upon request by the City.

Payment Terms

- Invoices will be submitted monthly in accordance with the City of Whitewater's payment procedures.
- Payment terms are net 30 days from date of invoice.
- No additional fees or charges will be applied unless specifically authorized by the City of Whitewater.

This cost proposal is submitted in full acknowledgment and acceptance of all terms and conditions specified in the RFP document. Perfection Plus Inc. certifies that all costs are accurate, complete, and inclusive of all services, supplies, materials, equipment, and labor required to fulfill the scope of services outlined in the RFP.

PROPOSER:

Signature of Authorized Representative Date

 5/5/2025

Printed Name & Title

Ryan Murphree / Business Dev Manager

Company Name

Perfection Plus Inc.

CITY OF WHITEWATER:

Signature of Authorized Representative Date

Printed Name & Title



Contact Us



Website

<https://perfectionplus.net/>



Phone

651-900-2222



E-mail

Ryan@perfectionplus.net

Central CERT Certification Program

This is to confirm that

Perfection Plus, Inc. DBA Perfection Plus Building Services

VENDOR #0000336285

is Certified as a
Woman Business Enterprise
(WBE)

Your certification with the CERT Program is valid for three years from



June 16, 2021 to June 16, 2027

15 West Kellogg Blvd. # 280
Saint Paul, MN 55102
651.266.8900



PERFECTIONPLUS BUILDING SERVICES

We Believe in Quality Work

Introduction:

This document provides access to the Safety Data Sheets (SDS) for Perfection Plus | Commercial Cleaning Services. It contains critical safety information for all products utilized within our company, ensuring safe handling, storage, and disposal of chemicals and other potentially hazardous materials.

Purpose:

The SDS collection serves as a vital resource for maintaining a safe work environment and adhering to safety regulations. Each SDS includes detailed information on product hazards, first aid measures, proper handling and storage practices, and emergency response protocols.

Company Information:

Address:

Opus Parkway, Suite 201, Minnetonka, MN 55343

Phone Number:

952-944-1964

Contact Information:

Prepared by: Susan Casaus

Email: susan@perfectionplus.net

Website: perfectionplus.net



952-944-1964



www.perfectionplus.net
susan@perfectionplus.net



Opus Parkway, Suite
201, Minnetonka, MN
55343

SAFETY DATA SHEET



pH7 Natural All Purpose Cleaner

Section 1. Identification

GHS product identifier : pH7 Natural All Purpose Cleaner
Product code : 138
Other means of identification : Not available.
Product type : Liquid.

Relevant identified uses of the substance or mixture and uses advised against

Identified uses	
General/Multi-Purpose Cleaner	
Uses advised against	Reason
For Industrial and Institutional Use Only	-

Supplier's details : Betco Corporation
400 Van Camp Road
Bowling Green, Ohio 43402
www.betco.com
888-462-3826

Emergency telephone number (with hours of operation) : Chemtrec (800) 424-9300 24 hour

Section 2. Hazards identification

OSHA/HCS status : While this material is not considered hazardous by the OSHA Hazard Communication Standard (29 CFR 1910.1200), this SDS contains valuable information critical to the safe handling and proper use of the product. This SDS should be retained and available for employees and other users of this product.

Classification of the substance or mixture : Not classified.

GHS label elements

Signal word : No signal word.
Hazard statements : No known significant effects or critical hazards.
Precautionary statements
Prevention : Not applicable.
Response : Not applicable.
Storage : Not applicable.
Disposal : Not applicable.
Hazards not otherwise classified : None known.

Section 3. Composition/information on ingredients

Substance/mixture : Mixture
Other means of identification : Not available.

Section 3. Composition/information on ingredients

Ingredient name	%	CAS number
Alcohols, C9-11, ethoxylated	≤3	68439-46-3

Any concentration shown as a range is to protect confidentiality or is due to batch variation.

There are no additional ingredients present which, within the current knowledge of the supplier and in the concentrations applicable, are classified as hazardous to health or the environment and hence require reporting in this section.

Occupational exposure limits, if available, are listed in Section 8.

Section 4. First aid measures

Description of necessary first aid measures

Eye contact	:Immediately flush eyes with plenty of water, occasionally lifting the upper and lower eyelids. Check for and remove any contact lenses. Get medical attention if irritation occurs.
Inhalation	:Remove victim to fresh air and keep at rest in a position comfortable for breathing. Get medical attention if symptoms occur.
Skin contact	:Flush contaminated skin with plenty of water. Remove contaminated clothing and shoes. Get medical attention if symptoms occur.
Ingestion	:Wash out mouth with water. Remove victim to fresh air and keep at rest in a position comfortable for breathing. If material has been swallowed and the exposed person is conscious, give small quantities of water to drink. Do not induce vomiting unless directed to do so by medical personnel. Get medical attention if symptoms occur.

Most important symptoms/effects, acute and delayed

Potential acute health effects

Eye contact	:No known significant effects or critical hazards.
Inhalation	:No known significant effects or critical hazards.
Skin contact	:No known significant effects or critical hazards.
Ingestion	:No known significant effects or critical hazards.

Over-exposure signs/symptoms

Eye contact	:No specific data.
Inhalation	:No specific data.
Skin contact	:No specific data.
Ingestion	:No specific data.

Indication of immediate medical attention and special treatment needed, if necessary

Notes to physician	:Treat symptomatically. Contact poison treatment specialist immediately if large quantities have been ingested or inhaled.
Specific treatments	:No specific treatment.
Protection of first-aiders	:No action shall be taken involving any personal risk or without suitable training.

See toxicological information (Section 11)

Section 5. Fire-fighting measures

Extinguishing media

Suitable extinguishing media	:Use an extinguishing agent suitable for the surrounding fire.
Unsuitable extinguishing media	:None known.

Specific hazards arising from the chemical : In a fire or if heated, a pressure increase will occur and the container may burst.

Section 5. Fire-fighting measures

Hazardous thermal decomposition products	:No specific data.
Special protective actions for fire-fighters	:Promptly isolate the scene by removing all persons from the vicinity of the incident if there is a fire. No action shall be taken involving any personal risk or without suitable training.
Special protective equipment for fire-fighters	:Fire-fighters should wear appropriate protective equipment and self-contained breathing apparatus (SCBA) with a full face-piece operated in positive pressure mode.

Section 6. Accidental release measures

Personal precautions, protective equipment and emergency procedures

For non-emergency personnel	:No action shall be taken involving any personal risk or without suitable training. Evacuate surrounding areas. Keep unnecessary and unprotected personnel from entering. Do not touch or walk through spilled material. Put on appropriate personal protective equipment.
For emergency responders	:If specialized clothing is required to deal with the spillage, take note of any information in Section 8 on suitable and unsuitable materials. See also the information in "For non-emergency personnel".
Environmental precautions	:Avoid dispersal of spilled material and runoff and contact with soil, waterways, drains and sewers. Inform the relevant authorities if the product has caused environmental pollution (sewers, waterways, soil or air).

Methods and materials for containment and cleaning up

Small spill	:Stop leak if without risk. Move containers from spill area. Dilute with water and mop up if water-soluble. Alternatively, or if water-insoluble, absorb with an inert dry material and place in an appropriate waste disposal container. Dispose of via a licensed waste disposal contractor.
Large spill	:Stop leak if without risk. Move containers from spill area. Prevent entry into sewers, water courses, basements or confined areas. Wash spillages into an effluent treatment plant or proceed as follows. Contain and collect spillage with non-combustible, absorbent material e.g. sand, earth, vermiculite or diatomaceous earth and place in container for disposal according to local regulations (see Section 13). Dispose of via a licensed waste disposal contractor. Note: see Section 1 for emergency contact information and Section 13 for waste disposal.

Section 7. Handling and storage

Precautions for safe handling

Protective measures	:Put on appropriate personal protective equipment (see Section 8).
Advice on general occupational hygiene	:Eating, drinking and smoking should be prohibited in areas where this material is handled, stored and processed. Workers should wash hands and face before eating, drinking and smoking. Remove contaminated clothing and protective equipment before entering eating areas. See also Section 8 for additional information on hygiene measures.
Conditions for safe storage, including any incompatibilities	:Store in accordance with local regulations. Store in original container protected from direct sunlight in a dry, cool and well-ventilated area, away from incompatible materials (see Section 10) and food and drink. Keep container tightly closed and sealed until ready for use. Containers that have been opened must be carefully resealed and kept upright to prevent leakage. Do not store in unlabeled containers. Use appropriate containment to avoid environmental contamination. See Section 10 for incompatible materials before handling or use.

Section 8. Exposure controls/personal protection

Control parameters

Occupational exposure limits

Ingredient name	Exposure limits
Alcohols, C9-11, ethoxylated	None.

Appropriate engineering controls

: Good general ventilation should be sufficient to control worker exposure to airborne contaminants.

Environmental exposure controls

: Emissions from ventilation or work process equipment should be checked to ensure they comply with the requirements of environmental protection legislation. In some cases, fume scrubbers, filters or engineering modifications to the process equipment will be necessary to reduce emissions to acceptable levels.

Individual protection measures

Hygiene measures

: Wash hands, forearms and face thoroughly after handling chemical products, before eating, smoking and using the lavatory and at the end of the working period. Appropriate techniques should be used to remove potentially contaminated clothing. Wash contaminated clothing before reusing. Ensure that eyewash stations and safety showers are close to the workstation location.

Eye/face protection

: Safety eyewear complying with an approved standard should be used when a risk assessment indicates this is necessary to avoid exposure to liquid splashes, mists, gases or dusts. If contact is possible, the following protection should be worn, unless the assessment indicates a higher degree of protection: safety glasses with side-shields.

Skin protection

Hand protection

: Chemical-resistant, impervious gloves complying with an approved standard should be worn at all times when handling chemical products if a risk assessment indicates this is necessary.

Body protection

: Personal protective equipment for the body should be selected based on the task being performed and the risks involved and should be approved by a specialist before handling this product.

Other skin protection

: Appropriate footwear and any additional skin protection measures should be selected based on the task being performed and the risks involved and should be approved by a specialist before handling this product.

Respiratory protection

: Based on the hazard and potential for exposure, select a respirator that meets the appropriate standard or certification. Respirators must be used according to a respiratory protection program to ensure proper fitting, training, and other important aspects of use.

Section 9. Physical and chemical properties

Appearance

Physical state	: Liquid.
Color	: Yellowish.-Green. Clear.
Odor	: Lemon-like.
Odor threshold	: Not available.
pH	: 6.5 to 8.5
Melting point	: Not available.
Boiling point	: Not available.
Flash point	: Closed cup: >150°C (>302°F)
Evaporation rate	: Not available.
Flammability (solid, gas)	: Not available.
Lower and upper explosive (flammable) limits	: Not available.
Vapor pressure	: Not available.

Section 9. Physical and chemical properties

Vapor density	:Not available. : 1.0033 :Easily soluble in the following materials:
Relative density	cold water and hot water. :Not available. :Not available.
Solubility	
Solubility in water	
Partition coefficient: n-octano l/w ater	
Auto-ignition temperature	:Not available.
Decomposition temperature	:Not available.
Viscosity	:Not available.
Flow time (ISO 2431)	:Not available.

Section 10. Stability and reactivity

Reactivity	:No specific test data related to reactivity available for this product or its ingredients.
Chemical stability	: The product is stable.
Possibility of hazardous reactions	:Under normal conditions of storage and use, hazardous reactions will not occur.
Conditions to avoid	: No specific data.
Incompatible materials	:Not available.
Hazardous decomposition products	:Under normal conditions of storage and use, hazardous decomposition products should not be produced.

Section 11. Toxicological information

Information on toxicological effects

Acute toxicity

Product/ingredient name	Result	Species	Dose	Exposure
Alcohols, C9-11, ethoxylated	LD50 Oral	Rat	1378 mg/kg	-

Irritation/Corrosion

Not available.

Sensitization

Not available.

M utag enicity

Not available.

Carcinogenicity

Not available.

Reproductive toxicity

Not available.

Teratogenicity

Not available.

Specific target organ toxicity (single exposure)

Not available.

Specific target organ toxicity (repeated exposure)

Not available.

Section 11. Toxicological information

Aspiration hazard

Not available.

Information on the likely routes of exposure

:Routes of entry anticipated: Oral, Dermal.
Routes of entry not anticipated: Inhalation.

Potential acute health effects

Eye contact :No known significant effects or critical hazards.
Inhalation :No known significant effects or critical hazards.
Skin contact :No known significant effects or critical hazards.
Ingestion :No known significant effects or critical hazards.

Symptoms related to the physical, chemical and toxicological characteristics

Eye contact :No specific data.
Inhalation :No specific data.
Skin contact :No specific data.
Ingestion :No specific data.

Delayed and immediate effects and also chronic effects from short and long term exposure

Short term exposure

Potential immediate effects :Not available.

Potential delayed effects :Not available.

Long term exposure

Potential immediate effects :Not available.

Potential delayed effects :Not available.

Potential chronic health effects

Not available.

General :No known significant effects or critical hazards.
Carcinogenicity :No known significant effects or critical hazards.
Mutagenicity :No known significant effects or critical hazards.
Teratogenicity :No known significant effects or critical hazards.
Developmental effects :No known significant effects or critical hazards.
Fertility effects :No known significant effects or critical hazards.

Numerical measures of toxicity

Acute toxicity estimates

Not available.

Section 12. Ecological information

Toxicity

Product/ingredient name	Result	Species	Exposure
Alcohols, C9-11, ethoxylated	Acute EC50 5.36 mg/l Fresh water	Crustaceans - Ceriodaphnia dubia - Neonate	48 hours
	Acute EC50 2686 µg/l Fresh water	Daphnia - Daphnia magna - Neonate	48 hours
	Acute LC50 8500 µg/l Fresh water	Fish - Pimephales promelas	96 hours

Section 12. Ecological information

Persistence and degradability

Not available.

Bioaccumulative potential

Not available.

Mobility in soil

Soil/water partition
coefficient (KOC)

:Not available.

Other adverse effects

:No known significant effects or critical hazards.

Section 13. Disposal considerations

Disposal methods

:The generation of waste should be avoided or minimized wherever possible. Disposal of this product, solutions and any by-products should at all times comply with the requirements of environmental protection and waste disposal legislation and any regional local authority requirements. Dispose of surplus and non-recyclable products via a licensed waste disposal contractor. Waste should not be disposed of untreated to the sewer unless fully compliant with the requirements of all authorities with jurisdiction. Waste packaging should be recycled. Incineration or landfill should only be considered when recycling is not feasible. This material and its container must be disposed of in a safe way. Empty containers or liners may retain some product residues. Avoid dispersal of spilled material and runoff and contact with soil, waterways, drains and sewers.

Section 14. Transport information

	DOT Classification	TDG Classification	Mexico Classification	ADR/RID	IMDG	IATA
UN number	Not regulated.	Not regulated.	Not regulated.	Not regulated.	Not regulated.	Not regulated.
UN proper shipping name	-	-	-	-	-	-
Transport hazard class(es)	-	-	-	-	-	-
Packing group	-	-	-	-	-	-
Environmental hazards	No.	No.	No.	No.	No.	No.

Special precautions for user

:**Transport within user's premises:** always transport in closed containers that are upright and secure. Ensure that persons transporting the product know what to do in the event of an accident or spillage.

Transport in bulk according to Annex II of MARPOL and the IBC Code

:Not available.

Section 15. Regulatory information

U.S. Federal regulations

TSCA 4(a) proposed test rules: Quaternary ammonium compounds, benzyl-C12-16-alkyldimethyl, chlorides
TSCA 5(a)2 proposed significant new use rules: 5-chloro-2-methyl-2H-isothiazol-3-one
TSCA 8(a) PAIR: citronellal
TSCA 8(a) CDR Exempt/Partial exemption: Not determined
Clean Water Act (CWA) 307: diethyl phthalate
Clean Water Act (CWA) 311: sodium hydroxide; Formaldehyde, solution

Clean Air Act Section 112 :Listed

(b) Hazardous Air Pollutants (HAPs)

Clean Air Act Section 602 Class I Substances :Not listed

Clean Air Act Section 602 Class II Substances :Not listed

DEA List I Chemicals (Precursor Chemicals) :Not listed

DEA List II Chemicals (Essential Chemicals) :Not listed

SARA 302/304

Composition/information on ingredients

Name	%	EHS (lbs)	SARA 302 TPQ		SARA 304 RQ	
			(gallons)	(lbs)	(gallons)	(lbs)
formaldehyde	<0.1	Yes. 500	73.9	100	14.8	

SARA 304 RQ :500000000 lbs / 227000000 kg [59769815.4 gal / 226253363.9 L]

SARA 311/312

Classification :Not applicable.

Composition/information on ingredients

Name	%	Classification
Alcohols, C9-11, ethoxylated	≤3	EYE IRRITATION - Category 2A

State regulations

Massachusetts :None of the components are listed.

New York :None of the components are listed.

New Jersey :None of the components are listed.

Pennsylvania :None of the components are listed.

California Prop. 65

This product does not require a Safe Harbor warning under California Prop. 65.

International regulations

Chemical Weapon Convention List Schedules I, II & III Chemicals

Not listed.

Montreal Protocol

Not listed.

Stockholm Convention on Persistent Organic Pollutants

Not listed.

Rotterdam Convention on Prior Informed Consent (PIC)

Section 15. Regulatory information

Not listed.

UNECE Aarhus Protocol on POPs and Heavy Metals

Not listed.

Inventory list

Australia	:Not determined.
Canada	:Not determined.
China	:Not determined.
Europe	:At least one component is not listed.
Japan	: Japan inventory (ENCS): Not determined. : Japan inventory (ISHL): Not determined.
Malaysia	:Not determined
New Zealand	:Not determined.
Philippines	:Not determined.
Republic of Korea	:Not determined.
Taiwan	:Not determined.
Thailand	:Not determined.
Turkey	:Not determined.
United States	:All components are listed or exempted.
Viet Nam	:Not determined.

Section 16. Other information

Hazardous Material Information System (U.S.A.)

Health	/	0
Flammability		1
Physical hazards		0

Caution: HMIS® ratings are based on a 0-4 rating scale, with 0 representing minimal hazards or risks, and 4 representing significant hazards or risks. Although HMIS® ratings and the associated label are not required on SDSs or products leaving a facility under 29 CFR 1910.1200, the preparer may choose to provide them. HMIS® ratings are to be used with a fully implemented HMIS® program. HMIS® is a registered trademark and service mark of the American Coatings Association, Inc.

The customer is responsible for determining the PPE code for this material. For more information on HMIS® Personal Protective Equipment (PPE) codes, consult the HMIS® Implementation Manual.

National Fire Protection Association (U.S.A.)



Reprinted with permission from NFPA 704-2001, Identification of the Hazards of Materials for Emergency Response Copyright ©1997, National Fire Protection Association, Quincy, MA 02269. This reprinted material is not the complete and official position of the National Fire Protection Association, on the referenced subject which is represented only by the standard in its entirety.

Copyright ©2001, National Fire Protection Association, Quincy, MA 02269. This warning system is intended to be interpreted and applied only by properly trained individuals to identify fire, health and reactivity hazards of chemicals. The user is referred to certain limited number of chemicals with recommended classifications in NFPA 49 and NFPA 325, which would be used as a guideline only. Whether the chemicals are classified by NFPA or not, anyone using the 704 systems to classify chemicals does so at their own risk.

Procedure used to derive the classification

Section 16. Other information

Classification	Justification
Not classified.	

History

Date of printing : 5/29/2020

Date of issue/Date of revision : 5/29/2020

Date of previous issue : No previous validation

Version : 1

Key to abbreviations

: ATE = Acute Toxicity Estimate

BCF = Bioconcentration Factor

GHS = Globally Harmonized System of Classification and Labelling of Chemicals

IATA = International Air Transport Association

IBC = Intermediate Bulk Container

IMDG = International Maritime Dangerous Goods

LogPow = logarithm of the octanol/water partition coefficient

MARPOL = International Convention for the Prevention of Pollution From Ships, 1973 as modified by the Protocol of 1978. ("Marpol" = marine pollution)

UN = United Nations

References

: Not available.

Indicates information that has changed from previously issued version.

Notice to reader

To the best of our knowledge, the information contained herein is accurate. However, neither the above-named supplier, nor any of its subsidiaries, assumes any liability whatsoever for the accuracy or completeness of the information contained herein.

Final determination of suitability of any material is the sole responsibility of the user. All materials may present unknown hazards and should be used with caution. Although certain hazards are described herein, we cannot guarantee that these are the only hazards that exist.

SAFETY DATA SHEET

pH7Q

Section 1. Identification

GHS product identifier : pH7Q
Product code : 316
Other means of identification : Not available.
Product type : Liquid.

Relevant identified uses of the substance or mixture and uses advised against

Identified uses

Disinfectant

Uses advised against

For Industrial and Institutional Use Only

Reason

-

Supplier's details

: Betco Corporation
400 Van Camp Road
Bowling Green, Ohio 43402
www.betco.com
888-462-3826

Emergency telephone number (with hours of operation)

: Chemtrec (800) 424-9300 24 hour

EPA Details

: EPA Statement:

This chemical is a product registered by the United States Environmental Protection Agency and is subject to certain labeling requirements under federal law. These requirements differ from the classification criteria and hazard information required for safety data sheets (SDS), and for workplace labels of non-EPA registered chemicals. Below is the signal word as required on the label:

EPA Establishment Number : 4170
EPA Registration Number : 47371-131
EPA Signal Word : Danger

Section 2. Hazards identification

OSHA/HCS status

: This material is considered hazardous by the OSHA Hazard Communication Standard (29 CFR 1910.1200).

Classification of the substance or mixture

: SKIN IRRITATION - Category 2
SERIOUS EYE DAMAGE - Category 1

GHS label elements

Hazard pictograms



Signal word

: Danger

Hazard statements

: Causes serious eye damage.
Causes skin irritation.

Precautionary statements

Section 2. Hazards identification

Prevent ion	:Wear protective gloves. Wear eye or face protection: Recommended: safety glasses. Wash hands thoroughly after handling.
Re sponse	:IF ON SKIN: Wash with plenty of soap and water. Take off contaminated clothing and wash it before reuse. If skin irritation occurs: Get medical attention. IF IN EYES: Rinse cautiously with water for several minutes. Remove contact lenses, if present and easy to do. Continue rinsing. Immediately call a POISON CENTER or physician.
Storage	:Not applicable.
Dispos al	:Not applicable.
Hazards not otherwise class ified	:None known.

Section 3. Composition/information on ingredients

Substa nce /mixture	: Mixture
Other means of identifi cat ion	:Not available.

Ingredient name	%	CAS number
didecyltrimethylammonium chloride	≤3	7173-51-5
Quaternary ammonium compounds, benzyl-C12-16-alkyldimethyl, chlorides	≤1.8	68424-85-1

Any concentration shown as a range is to protect confidentiality or is due to batch variation.

There are no additional ingredients present which, within the current knowledge of the supplier and in the concentrations applicable, are classified as hazardous to health or the environment and hence require reporting in this section.

Occupational exposure limits, if available, are listed in Section 8.

Section 4. First aid measures

Description of necessary first aid measures

Eye contact	:Get medical attention immediately. Call a poison center or physician. Immediately flush eyes with plenty of water, occasionally lifting the upper and lower eyelids. Check for and remove any contact lenses. Continue to rinse for at least 10 minutes. Chemical burns must be treated promptly by a physician.
Inhalation	:Get medical attention immediately. Call a poison center or physician. Remove victim to fresh air and keep at rest in a position comfortable for breathing. If it is suspected that fumes are still present, the rescuer should wear an appropriate mask or self-contained breathing apparatus. If not breathing, if breathing is irregular or if respiratory arrest occurs, provide artificial respiration or oxygen by trained personnel. It may be dangerous to the person providing aid to give mouth-to-mouth resuscitation. If unconscious, place in recovery position and get medical attention immediately. Maintain an open airway. Loosen tight clothing such as a collar, tie, belt or waistband. In case of inhalation of decomposition products in a fire, symptoms may be delayed. The exposed person may need to be kept under medical surveillance for 48 hours.
Skin contact	:Get medical attention immediately. Call a poison center or physician. Flush contaminated skin with plenty of water. Remove contaminated clothing and shoes. Wash contaminated clothing thoroughly with water before removing it, or wear gloves. Continue to rinse for at least 10 minutes. Chemical burns must be treated promptly by a physician. Wash clothing before reuse. Clean shoes thoroughly before reuse.
Ingestion	:Get medical attention immediately. Call a poison center or physician. Wash out mouth with water. Remove dentures if any. Remove victim to fresh air and keep at rest in a position comfortable for breathing. If material has been swallowed and the exposed person is conscious, give small quantities of water to drink. Stop if the exposed person feels sick as vomiting may be dangerous. Do not induce vomiting unless directed to do so by medical personnel. If vomiting occurs, the head should be kept low so that vomit does not enter the lungs. Chemical burns must be treated promptly by a physician. Never give anything by mouth to an unconscious person. If unconscious, place in recovery position and get medical attention immediately. Maintain an open airway.

Section 4. First aid measures

Loosen tight clothing such as a collar, tie, belt or waistband.

Most important symptoms/effects, acute and delayed

Potential acute health effects

Eye contact	:Causes serious eye damage.
Inhalation	:No known significant effects or critical hazards.
Skin contact	:Causes skin irritation.
Ingestion	:No known significant effects or critical hazards.

Over-exposure signs/symptoms

Eye contact	:Adverse symptoms may include the following: pain watering redness
Inhalation	:No specific data.
Skin contact	:Adverse symptoms may include the following: pain or irritation redness blistering may occur
Ingestion	:Adverse symptoms may include the following: stomach pains

Indication of immediate medical attention and special treatment needed, if necessary

Notes to physician	:In case of inhalation of decomposition products in a fire, symptoms may be delayed. The exposed person may need to be kept under medical surveillance for 48 hours.
Specific treatments	:No specific treatment.
Protection of first-aiders	:No action shall be taken involving any personal risk or without suitable training. If it is suspected that fumes are still present, the rescuer should wear an appropriate mask or self-contained breathing apparatus. It may be dangerous to the person providing aid to give mouth-to-mouth resuscitation. Wash contaminated clothing thoroughly with water before removing it, or wear gloves.

See toxicological information (Section 11)

Section 5. Fire-fighting measures

Extinguishing media

Suitable extinguishing media	:Use an extinguishing agent suitable for the surrounding fire.
Unsuitable extinguishing media	:None known.

Specific hazards arising from the chemical	:In a fire or if heated, a pressure increase will occur and the container may burst.
Hazardous thermal decomposition products	:Decomposition products may include the following materials: carbon dioxide carbon monoxide nitrogen oxides halogenated compounds metal oxide/oxides

Special protective actions for fire-fighters	:Promptly isolate the scene by removing all persons from the vicinity of the incident if there is a fire. No action shall be taken involving any personal risk or without suitable training.
--	--

Section 5. Fire-fighting measures

Special protective equipment for fire-fighters

:Fire-fighters should wear appropriate protective equipment and self-contained breathing apparatus (SCBA) with a full face-piece operated in positive pressure mode.

Section 6. Accidental release measures

Personal precautions, protective equipment and emergency procedures

For non-emergency personnel

:No action shall be taken involving any personal risk or without suitable training. Evacuate surrounding areas. Keep unnecessary and unprotected personnel from entering. Do not touch or walk through spilled material. Do not breathe vapor or mist. Provide adequate ventilation. Wear appropriate respirator when ventilation is inadequate. Put on appropriate personal protective equipment.

For emergency responders

:If specialized clothing is required to deal with the spillage, take note of any information in Section 8 on suitable and unsuitable materials. See also the information in "For non-emergency personnel".

Environmental precautions

:Avoid dispersal of spilled material and runoff and contact with soil, waterways, drains and sewers. Inform the relevant authorities if the product has caused environmental pollution (sewers, waterways, soil or air).

Methods and materials for containment and cleaning up

Small spill

:Stop leak if without risk. Move containers from spill area. Dilute with water and mop up water-soluble. Alternatively, or if water-insoluble, absorb with an inert dry material and place in an appropriate waste disposal container. Dispose of via a licensed waste disposal contractor.

Large spill

:Stop leak if without risk. Move containers from spill area. Approach release from upwind. Prevent entry into sewers, water courses, basements or confined areas. Wash spillages into an effluent treatment plant or proceed as follows. Contain and collect spillage with non-combustible, absorbent material e.g. sand, earth, vermiculite or diatomaceous earth and place in container for disposal according to local regulations (see Section 13). Dispose of via a licensed waste disposal contractor. Contaminated absorbent material may pose the same hazard as the spilled product. Note: see Section 1 for emergency contact information and Section 13 for waste disposal.

Section 7. Handling and storage

Precautions for safe handling

Protective measures

:Put on appropriate personal protective equipment (see Section 8). Do not get in eyes or on skin or clothing. Do not breathe vapor or mist. Do not ingest. If during normal use the material presents a respiratory hazard, use only with adequate ventilation or wear appropriate respirator. Keep in the original container or an approved alternative made from a compatible material, kept tightly closed when not in use. Empty containers retain product residue and can be hazardous. Do not reuse container.

Advice on general occupational hygiene

:Eating, drinking and smoking should be prohibited in areas where this material is handled, stored and processed. Workers should wash hands and face before eating, drinking and smoking. Remove contaminated clothing and protective equipment before entering eating areas. See also Section 8 for additional information on hygiene measures.

Conditions for safe storage, including any incompatibilities

:Store in accordance with local regulations. Store in original container protected from direct sunlight in a dry, cool and well-ventilated area, away from incompatible materials (see Section 10) and food and drink. Store locked up. Keep container tightly closed and sealed until ready for use. Containers that have been opened must be carefully resealed and kept upright to prevent leakage. Do not store in unlabeled containers. Use appropriate containment to avoid environmental contamination. See Section 10 for incompatible materials before handling or use.

Section 8. Exposure controls/personal protection

Control parameters

Occupational exposure limits

Ingredient name	Exposure limits
didecyldimethylammonium chloride	None.
Quaternary ammonium compounds, benzyl-C12-16-alkyldimethyl, chlorides	None.

Appropriate engineering controls

:If user operations generate dust, fumes, gas, vapor or mist, use process enclosures, local exhaust ventilation or other engineering controls to keep worker exposure to airborne contaminants below any recommended or statutory limits.

Environmental exposure controls

:Emissions from ventilation or work process equipment should be checked to ensure they comply with the requirements of environmental protection legislation. In some cases, fume scrubbers, filters or engineering modifications to the process equipment will be necessary to reduce emissions to acceptable levels.

Individual protection measures

Hygiene measures

:Wash hands, forearms and face thoroughly after handling chemical products, before eating, smoking and using the lavatory and at the end of the working period. Appropriate techniques should be used to remove potentially contaminated clothing. Wash contaminated clothing before reusing. Ensure that eyewash stations and safety showers are close to the workstation location.

Eye/face protection

:Safety eyewear complying with an approved standard should be used when a risk assessment indicates this is necessary to avoid exposure to liquid splashes, mists, gases or dusts. If contact is possible, the following protection should be worn, unless the assessment indicates a higher degree of protection: chemical splash goggles and/or face shield. If inhalation hazards exist, a full-face respirator may be required instead. Recommended: safety glasses

Skin protection

Hand protection

:Chemical-resistant, impervious gloves complying with an approved standard should be worn at all times when handling chemical products if a risk assessment indicates this is necessary. Considering the parameters specified by the glove manufacturer, check during use that the gloves are still retaining their protective properties. It should be noted that the time to breakthrough for any glove material may be different for different glove manufacturers. In the case of mixtures, consisting of several substances, the protection time of the gloves cannot be accurately estimated.

Body protection

:Personal protective equipment for the body should be selected based on the task being performed and the risks involved and should be approved by a specialist before handling this product.

Other skin protection

:Appropriate footwear and any additional skin protection measures should be selected based on the task being performed and the risks involved and should be approved by a specialist before handling this product.

Respiratory protection

:Based on the hazard and potential for exposure, select a respirator that meets the appropriate standard or certification. Respirators must be used according to a respirator protection program to ensure proper fitting, training, and other important aspects of use.

Personal protective equipment (Pictograms)



Section 9. Physical and chemical properties

Appearance

Physical state	: Liquid.
Color	: Yellow.
Odor	: Lemon-like.
Odor threshold	: Not available.
pH	: 7.2 to 8.2
Melting point	: Not available.
Boiling point	: Not available.
Flash point	: Closed cup: Not applicable. [Product does not sustain combustion.]
Evaporation rate	: Not available.
Flammability (solid, gas)	: Not available.
Lower and upper explosive (flammable) limits	: Not available.
Vapor pressure	: Not available.
Vapor density	: Not available.
Relative density	: 0.998
Solubility	: Easily soluble in the following materials: cold water and hot water.
Solubility in water	: Not available.
Partition coefficient: n-octanol/water	: Not available.
Auto-ignition temperature	: Not available.
Decomposition temperature	: Not available.
Viscosity	: Not available.
Flow time (ISO 2431)	: Not available.

Section 10. Stability and reactivity

Reactivity	: No specific test data related to reactivity available for this product or its ingredients.
Chemical stability	: The product is stable.
Possibility of hazardous reactions	: Under normal conditions of storage and use, hazardous reactions will not occur.
Conditions to avoid	: No specific data.
Incompatible materials	: Not available.
Hazardous decomposition products	: Under normal conditions of storage and use, hazardous decomposition products should not be produced.

Section 11. Toxicological information

Information on toxicological effects

Acute toxicity

Section 11. Toxicological information

Product/ingredient name	Result	Species	Dose	Exposure
didecyldimethylammonium chloride Quaternary ammonium compounds, benzyl-C12-16-alkyldimethyl, chlorides	LD50 Oral	Rat	84 mg/kg	-
	LD50 Oral	Rat	426 mg/kg	-

Irritation/Corrosion

Product/ingredient name	Result	Species	Score	Exposure	Observation
didecyldimethylammonium chloride Quaternary ammonium compounds, benzyl-C12-16-alkyldimethyl, chlorides	Skin - Severe irritant	Rabbit	-	500 milligrams	-
	Skin - Severe irritant	Rabbit	-	25 milligrams	-

Sensitization

Not available.

Mutagenicity

Not available.

Carcinogenicity

Not available.

Reproductive toxicity

Not available.

Teratogenicity

Not available.

Specific target organ toxicity (single exposure)

Not available.

Specific target organ toxicity (repeated exposure)

Not available.

Aspiration hazard

Not available.

Information on the likely routes of exposure

:Routes of entry anticipated: Oral, Dermal.
Routes of entry not anticipated: Inhalation.

Potential acute health effects

Eye contact

:Causes serious eye damage.

Inhalation

:No known significant effects or critical hazards.

Skin contact

:Causes skin irritation.

Ingestion

:No known significant effects or critical hazards.

Symptoms related to the physical, chemical and toxicological characteristics

Eye contact

:Adverse symptoms may include the following:
pain
watering
redness

Inhalation

:No specific data.

Section 11. Toxicological information

Skin contact	:Adverse symptoms may include the following: pain or irritation redness blistering may occur
Ingestion	:Adverse symptoms may include the following: stomach pains

Delayed and immediate effects and also chronic effects from short and long term exposure

Short term exposure

Potential immediate effects	:Not available.
Potential delayed effects	:Not available.

Long term exposure

Potential immediate effects	:Not available.
Potential delayed effects	:Not available.

Potential chronic health effects

Not available.

General	:No known significant effects or critical hazards.
Carcinogenicity	:No known significant effects or critical hazards.
Mutagenicity	:No known significant effects or critical hazards.
Teratogenicity	:No known significant effects or critical hazards.
Developmental effects	:No known significant effects or critical hazards.
Fertility effects	:No known significant effects or critical hazards.

Numerical measures of toxicity

Acute toxicity estimates

Route	ATE value
Oral	26843.1 mg/kg
Inhalation (vapors)	415.88 mg/l

Section 12. Ecological information

Toxicity

Product/ingredient name	Result	Species	Exposure
didecyltrimethylammonium chloride	Acute EC50 110 µg/l Fresh water	Algae - Chlorella	72 hours
	Acute EC50 14.22 ppb Fresh water	Algae - Pseudokirchneriella subcapitata	96 hours
	Acute EC50 18 ppb Fresh water	Daphnia - Daphnia magna	48 hours
	Acute LC50 39 µg/l Marine water	Crustaceans - Americamysis bahia - Juvenile (Fledgling, Hatchling, Weanling)	48 hours
	Acute LC50 0.01 µg/l Fresh water	Fish - Acipenser transmontanus - Larvae	96 hours
	Chronic NOEC 25 µg/l Fresh water	Algae - Pseudokirchneriella subcapitata - Exponential growth phase	72 hours
	Chronic NOEC 125 µg/l Fresh water	Daphnia - Daphnia magna	21 days
Quaternary ammonium compounds, benzyl-	Acute EC50 37 ppb Fresh water	Daphnia - Daphnia magna	48 hours

Section 12. Ecological information

C12-16-alkyldimethyl,
chlorides

Acute LC50 64 ppb Fresh water
Chronic NOEC 4.15 ppb Fresh water
Chronic NOEC 32.2 ppb

Fish - Oncorhynchus mykiss
Daphnia - Daphnia magna
Fish - Pimephales promelas

96 hours
21 days
34 days

Persistence and degradability

Not available.

Bioaccumulative potential

Not available.

Mobility in soil

Soil/water partition
coefficient (KOC)

:Not available.

Other adverse effects

:No known significant effects or critical hazards.

Section 13. Disposal considerations

Disposal methods

:The generation of waste should be avoided or minimized wherever possible. Disposal of this product, solutions and any by-products should at all times comply with the requirements of environmental protection and waste disposal legislation and any regional local authority requirements. Dispose of surplus and non-recyclable products via a licensed waste disposal contractor. Waste should not be disposed of untreated to the sewer unless fully compliant with the requirements of all authorities with jurisdiction. Waste packaging should be recycled. Incineration or landfill should only be considered when recycling is not feasible. This material and its container must be disposed of in a safe way. Care should be taken when handling emptied containers that have not been cleaned or rinsed out. Empty containers or liners may retain some product residues. Avoid dispersal of spilled material and runoff and contact with soil, waterways, drains and sewers.

Section 14. Transport information

	DOT Classification	TDG Classification	Mexico Classification	ADR/RID	IMDG	IATA
UN number	Not regulated.	Not regulated.	Not regulated.	Not regulated.	Not regulated.	Not regulated.
UN proper shipping name	-	-	-	-	-	-
Transport hazard class(es)	-	-	-	-	-	-
Packing group	-	-	-	-	-	-
Environmental haz ards	No.	No.	No.	No.	No.	No.

Special precautions for user

:**Transport within user's premises:** always transport in closed containers that are upright and secure. Ensure that persons transporting the product know what to do in the event of an accident or spillage.

Section 14. Transport information

Transport in bulk according to Annex II of MARPOL and the IBC Code :Not available.

Section 15. Regulatory information

U.S. Federal regulations :TSCA 4(a) proposed test rules: Quaternary ammonium compounds, benzyl-C12-16-alkyldimethyl, chlorides
 TSCA 8(a) CDR Exempt/Partial exemption: Not determined
 Clean Water Act (CWA) 307: 3,7-dimethyloct-6-enenitrile
 Clean Water Act (CWA) 311: edetic acid; sodium hydroxide

Clean Air Act Section 112 :Listed

(b) Hazardous Air Pollutants (HAPs)

Clean Air Act Section 602 Class I Substances :Not listed

Clean Air Act Section 602 Class II Substances :Not listed

DEA List I Chemicals :Not listed

(Precursor Chemicals)

DEA List II Chemicals :Not listed

(Essential Chemicals)

SARA 302/304

Composition/information on ingredients

No products were found.

SARA 304 RQ :Not applicable.

SARA 311/312

Classification :SKIN IRRITATION - Category 2
 SERIOUS EYE DAMAGE - Category 1

Composition/information on ingredients

Name	%	Classification
didecyltrimethylammonium	≤3	ACUTE TOXICITY (inhalation) - Category 4
Quaternary ammonium compounds, benzyl-C12-16-alkyldimethyl, chlorides	≤1.8	SKIN CORROSION - Category 1B SERIOUS EYE DAMAGE - Category 1 ACUTE TOXICITY (oral) - Category 4 SKIN CORROSION - Category 1B SERIOUS EYE DAMAGE - Category 1

State regulations

Massachusetts :None of the components are listed.

New York :None of the components are listed.

New Jersey :The following components are listed: ETHYL ALCOHOL; ALCOHOL

Pennsylvania :The following components are listed: DENATURED ALCOHOL; ETHANOL

California Prop. 65

This product does not require a Safe Harbor warning under California Prop. 65.

International regulations

Chemical Weapon Convention List Schedules I, II & III Chemicals

Not listed.

Montreal Protocol

Section 15. Regulatory information

Not listed.

Stockholm Convention on Persistent Organic Pollutants

Not listed.

Rotterdam Convention on Prior Informed Consent (PIC)

Not listed.

UNECE Aarhus Protocol on POPs and Heavy Metals

Not listed.

Inventory list

Australia	:Not determined.
Canada	:Not determined.
China	:Not determined.
Europe	:Not determined.
Japan	: Japan inventory (ENCS) : Not determined. : Japan inventory (ISHL) : Not determined.
Malaysia	:Not determined
New Zealand	:Not determined.
Philippines	:Not determined.
Republic of Korea	:Not determined. :Not determined. :Not
Taiwan	determined. :Not determined. :All
Thailand	components are listed or exempted.
Turkey	:Not determined.
United States	
Viet Nam	

Section 16. Other information

Hazardous Material Information System (U.S.A.)

Health	/ 3
Flammability	0
Physical hazards	0

Caution: HMIS® ratings are based on a 0-4 rating scale, with 0 representing minimal hazards or risks, and 4 representing significant hazards or risks. Although HMIS® ratings and the associated label are not required on SDSs or products leaving a facility under 29 CFR 1910.1200, the preparer may choose to provide them. HMIS® ratings are to be used with a fully implemented HMIS® program. HMIS® is a registered trademark and service mark of the American Coatings Association, Inc.

The customer is responsible for determining the PPE code for this material. For more information on HMIS® Personal Protective Equipment (PPE) codes, consult the HMIS® Implementation Manual.

National Fire Protection Association (U.S.A.)



Reprinted with permission from NFPA 704-2001, Identification of the Hazards of Materials for Emergency Response Copyright ©1997, National Fire Protection Association, Quincy, MA 02269. This reprinted material is not the complete and official position of the National Fire Protection Association, on the referenced subject which is represented only by the standard in its entirety.

Section 16. Other information

Copyright ©2001, National Fire Protection Association, Quincy, MA 02269. This warning system is intended to be interpreted and applied only by properly trained individuals to identify fire, health and reactivity hazards of chemicals. The user is referred to certain limited number of chemicals with recommended classifications in NFPA 49 and NFPA 325, which would be used as a guideline only. Whether the chemicals are classified by NFPA or not, anyone using the 704 systems to classify chemicals does so at their own risk.

Procedure used to derive the classification

Classification	Justification
SKIN IRRITATION - Category 2	Calculation method
SERIOUS EYE DAMAGE - Category 1	Calculation method

History

Date of printing	: 4/6/2020
Date of issue/Date of revision	: 4/6/2020
Date of previous issue	: 11/19/2019
Version	: 2.01
Key to abbreviations	: ATE = Acute Toxicity Estimate BCF = Bioconcentration Factor GHS = Globally Harmonized System of Classification and Labelling of Chemicals IATA = International Air Transport Association IBC = Intermediate Bulk Container IMDG = International Maritime Dangerous Goods LogPow = logarithm of the octanol/water partition coefficient MARPOL = International Convention for the Prevention of Pollution From Ships, 1973 as modified by the Protocol of 1978. ("Marpol" = marine pollution) UN = United Nations
References	: Not available.

Indicates information that has changed from previously issued version.

Notice to reader

To the best of our knowledge, the information contained herein is accurate. However, neither the above-named supplier, nor any of its subsidiaries, assumes any liability whatsoever for the accuracy or completeness of the information contained herein.

Final determination of suitability of any material is the sole responsibility of the user. All materials may present unknown hazards and should be used with caution. Although certain hazards are described herein, we cannot guarantee that these are the only hazards that exist.

SAFETY DATA SHEET



Green Earth Glass Cleaner

Section 1. Identification

GHS product identifier : Green Earth Glass Cleaner
Product code : 535
Other means of identification : Not available.
Product type : Liquid.

Relevant identified uses of the substance or mixture and uses advised against

Identified uses

Glass & Surface Cleaner

Uses advised against

For Industrial and Institutional Use Only

Reason

-

Supplier's details : Betco Corporation
400 Van Camp Road
Bowling Green, Ohio 43402
www.betco.com
888-462-3826

Emergency telephone number (with hours of operation) : Chemtrec (800) 424-9300 24 hour

Section 2. Hazards identification

OSHA/HCS status : This material is considered hazardous by the OSHA Hazard Communication Standard (29 CFR 1910.1200).

Classification of the substance or mixture : EYE IRRITATION - Category 2A

GHS label elements

Hazard pictograms



Signal word : Warning

Hazard statements : Causes serious eye irritation.

Precautionary statements

Prevention : Wear eye or face protection. Wash hands thoroughly after handling.

Response : IF IN EYES: Rinse cautiously with water for several minutes. Remove contact lenses, if present and easy to do. Continue rinsing. If eye irritation persists: Get medical attention.

Storage : Not applicable.

Disposal : Not applicable.

Hazards not otherwise classified : None known.

Section 3. Composition/information on ingredients

Substance/mixture : Mixture
Other means of identification : Not available.

Ingredient name	%	CAS number
D-Glucopyranose, oligomers, decyl octyl glycosides	≤10	68515-73-1

Any concentration shown as a range is to protect confidentiality or is due to batch variation.

There are no additional ingredients present which, within the current knowledge of the supplier and in the concentrations applicable, are classified as hazardous to health or the environment and hence require reporting in this section.

Occupational exposure limits, if available, are listed in Section 8.

Section 4. First aid measures

Description of necessary first aid measures

- Eye contact** : Immediately flush eyes with plenty of water, occasionally lifting the upper and lower eyelids. Check for and remove any contact lenses. Continue to rinse for at least 10 minutes. Get medical attention.
- Inhalation** : Remove victim to fresh air and keep at rest in a position comfortable for breathing. If not breathing, if breathing is irregular or if respiratory arrest occurs, provide artificial respiration or oxygen by trained personnel. It may be dangerous to the person providing aid to give mouth-to-mouth resuscitation. Get medical attention if adverse health effects persist or are severe. If unconscious, place in recovery position and get medical attention immediately. Maintain an open airway. Loosen tight clothing such as a collar, tie, belt or waistband.
- Skin contact** : Flush contaminated skin with plenty of water. Remove contaminated clothing and shoes. Get medical attention if symptoms occur. Wash clothing before reuse. Clean shoes thoroughly before reuse.
- Ingestion** : Wash out mouth with water. Remove dentures if any. Remove victim to fresh air and keep at rest in a position comfortable for breathing. If material has been swallowed and the exposed person is conscious, give small quantities of water to drink. Stop if the exposed person feels sick as vomiting may be dangerous. Do not induce vomiting unless directed to do so by medical personnel. If vomiting occurs, the head should be kept low so that vomit does not enter the lungs. Get medical attention if adverse health effects persist or are severe. Never give anything by mouth to an unconscious person. If unconscious, place in recovery position and get medical attention immediately. Maintain an open airway. Loosen tight clothing such as a collar, tie, belt or waistband.

Most important symptoms/effects, acute and delayed

Potential acute health effects

- Eye contact** : Causes serious eye irritation. :No known significant effects or critical hazards.
- Inhalation** :No known significant effects or critical hazards.
- Skin contact** :No known significant effects or critical hazards.
- Ingestion** :No known significant effects or critical hazards.

Over-exposure signs/symptoms

- Eye contact** : Adverse symptoms may include the following:
 pain or irritation
 watering
 redness
- Inhalation** :No specific data.
- Skin contact** :No specific data.
- Ingestion** :No specific data.

Indication of immediate medical attention and special treatment needed, if necessary

Section 4. First aid measures

Notes to physician

:Treat symptomatically. Contact poison treatment specialist immediately if large quantities have been ingested or inhaled.

Specific treatments

:No specific treatment.

Protection of first-aiders

:No action shall be taken involving any personal risk or without suitable training. It may be dangerous to the person providing aid to give mouth-to-mouth resuscitation.

See toxicological information (Section 11)

Section 5. Fire-fighting measures

Extinguishing media

Suitable extinguishing media

:Use an extinguishing agent suitable for the surrounding fire.

Unsuitable extinguishing media

:None known.

Specific hazards arising from the chemical

:In a fire or if heated, a pressure increase will occur and the container may burst.

Hazardous thermal decomposition products

:No specific data.

Special protective actions for fire-fighters

:Promptly isolate the scene by removing all persons from the vicinity of the incident if there is a fire. No action shall be taken involving any personal risk or without suitable training.

Special protective equipment for fire-fighters

:Fire-fighters should wear appropriate protective equipment and self-contained breathing apparatus (SCBA) with a full face-piece operated in positive pressure mode.

Section 6. Accidental release measures

Personal precautions, protective equipment and emergency procedures

For non-emergency personnel

:No action shall be taken involving any personal risk or without suitable training. Evacuate surrounding areas. Keep unnecessary and unprotected personnel from entering. Do not touch or walk through spilled material. Avoid breathing vapor or mist. Provide adequate ventilation. Wear appropriate respirator when ventilation is inadequate. Put on appropriate personal protective equipment.

For emergency responders

:If specialized clothing is required to deal with the spillage, take note of any information in Section 8 on suitable and unsuitable materials. See also the information in "For non-emergency personnel".

Environmental precautions

:Avoid dispersal of spilled material and runoff and contact with soil, waterways, drains and sewers. Inform the relevant authorities if the product has caused environmental pollution (sewers, waterways, soil or air).

Methods and materials for containment and cleaning up

Small spill

:Stop leak if without risk. Move containers from spill area. Dilute with water and mop up if water-soluble. Alternatively, or if water-insoluble, absorb with an inert dry material and place in an appropriate waste disposal container. Dispose of via a licensed waste disposal contractor.

Large spill

:Stop leak if without risk. Move containers from spill area. Approach release from upwind. Prevent entry into sewers, water courses, basements or confined areas. Wash spillages into an effluent treatment plant or proceed as follows. Contain and collect spillage with non-combustible, absorbent material e.g. sand, earth, vermiculite or diatomaceous earth and place in container for disposal according to local regulations (see Section 13). Dispose of via a licensed waste disposal contractor. Contaminated absorbent material may pose the same hazard as the spilled product. Note: see Section 1 for emergency contact information and Section 13 for waste disposal.

Section 7. Handling and storage

Precautions for safe handling

Protective measures

:Put on appropriate personal protective equipment (see Section 8). Do not ingest. Avoid contact with eyes, skin and clothing. Avoid breathing vapor or mist. Keep in the original container or an approved alternative made from a compatible material, kept tightly closed when not in use. Empty containers retain product residue and can be hazardous. Do not reuse container.

Advice on general occupational hygiene

:Eating, drinking and smoking should be prohibited in areas where this material is handled, stored and processed. Workers should wash hands and face before eating, drinking and smoking. Remove contaminated clothing and protective equipment before entering eating areas. See also Section 8 for additional information on hygiene measures.

Conditions for safe storage, including any incompatibilities

:Store in accordance with local regulations. Store in original container protected from direct sunlight in a dry, cool and well-ventilated area, away from incompatible materials (see Section 10) and food and drink. Keep container tightly closed and sealed until ready for use. Containers that have been opened must be carefully resealed and kept upright to prevent leakage. Do not store in unlabeled containers. Use appropriate containment to avoid environmental contamination. See Section 10 for incompatible materials before handling or use.

Section 8. Exposure controls/personal protection

Control parameters

Occupational exposure limits

Ingredient name	Exposure limits
D-Glucopyranose, oligomers, decyl octyl glycosides	None.

Appropriate engineering controls

:Good general ventilation should be sufficient to control worker exposure to airborne contaminants.

Environmental exposure controls

:Emissions from ventilation or work process equipment should be checked to ensure they comply with the requirements of environmental protection legislation. In some cases, fume scrubbers, filters or engineering modifications to the process equipment will be necessary to reduce emissions to acceptable levels.

Individual protection measures

Hygiene measures

:Wash hands, forearms and face thoroughly after handling chemical products, before eating, smoking and using the lavatory and at the end of the working period. Appropriate techniques should be used to remove potentially contaminated clothing. Wash contaminated clothing before reusing. Ensure that eyewash stations and safety showers are close to the workstation location.

Eye/face protection

:Safety eyewear complying with an approved standard should be used when a risk assessment indicates this is necessary to avoid exposure to liquid splashes, mists, gases or dusts. If contact is possible, the following protection should be worn, unless the assessment indicates a higher degree of protection: chemical splash goggles.

Skin protection

Hand protection

:Chemical-resistant, impervious gloves complying with an approved standard should be worn at all times when handling chemical products if a risk assessment indicates this is necessary. Considering the parameters specified by the glove manufacturer, check during use that the gloves are still retaining their protective properties. It should be noted that the time to breakthrough for any glove material may be different for different glove manufacturers. In the case of mixtures, consisting of several substances, the protection time of the gloves cannot be accurately estimated.

Body protection

:Personal protective equipment for the body should be selected based on the task being performed and the risks involved and should be approved by a specialist before handling this product.

Section 8. Exposure controls/personal protection

Other skin protection

: Appropriate footwear and any additional skin protection measures should be selected based on the task being performed and the risks involved and should be approved by a specialist before handling this product.

Respiratory protection

: Based on the hazard and potential for exposure, select a respirator that meets the appropriate standard or certification. Respirators must be used according to a respiratory protection program to ensure proper fitting, training, and other important aspects of use.

Personal protective equipment (Pictograms)



Section 9. Physical and chemical properties

Appearance

Physical state	: Liquid.
Color	: Clear. Blue. [Dark]
Odor	: Lemon-like. Fragrance Added.
Odor threshold	: Not available.
pH	: 6.5 to 7.5
Melting point	: Not available.
Boiling point	: Not available.
Flash point	: Closed cup: Not applicable. [Product does not sustain combustion.]
Evaporation rate	: Not available.
Flammability (solid, gas)	: Not available.
Lower and upper explosive (flammable) limits	: Not available.
Vapor pressure	: Not available.
Vapor density	: Not available.
Relative density	: 1.0124
Solubility	: Easily soluble in the following materials: cold water and hot water.
Solubility in water	: Not available.
Partition coefficient: n-octano l/w ater	: Not available.
Auto-ignition temperature	: Not available.
Decomposition temperature	: Not available.
Viscosity	: Not available.
Flow time (ISO 2431)	: Not available.

Section 10. Stability and reactivity

Reactivity	: No specific test data related to reactivity available for this product or its ingredients.
Chemical stability	: The product is stable.
Possibility of hazardous reactions	: Under normal conditions of storage and use, hazardous reactions will not occur.
Conditions to avoid	: No specific data.
Incompatible materials	: Not available.

Section 10. Stability and reactivity

Hazardous decomposition products

:Under normal conditions of storage and use, hazardous decomposition products should not be produced.

Section 11. Toxicological information

Information on toxicological effects

Acute toxicity

Not available.

Irritation/Corrosion

Not available.

Sensitization

Not available.

M utag enicity

Not available.

Carcinogenicity

Not available.

Reproductive toxicity

Not available.

Teratogenicity

Not available.

Specific target organ toxicity (single exposure)

Not available.

Specific target organ toxicity (repeated exposure)

Not available.

Aspiration hazard

Not available.

Information on the likely routes of exposure

:Routes of entry anticipated: Oral.
Routes of entry not anticipated: Dermal, Inhalation.

Potential acute health effects

Eye contact

:Causes serious eye irritation.

Inhalation

:No known significant effects or critical hazards.

Skin contact

:No known significant effects or critical hazards.

Ingestion

:No known significant effects or critical hazards.

Symptoms related to the physical, chemical and toxicological characteristics

Eye contact

:Adverse symptoms may include the following:
pain or irritation
watering
redness

Inhalation

:No specific data.

Skin contact

:No specific data.

Ingestion

:No specific data.

Delayed and immediate effects and also chronic effects from short and long term exposure

Short term exposure

Potential immediate effects

:Not available.

Section 11. Toxicological information

Potential delayed effects :Not available.

Long term exposure

Potential immediate effects :Not available.

Potential delayed effects :Not available.

Potential chronic health effects

Not available.

General :No known significant effects or critical hazards.

Carcinogenicity :No known significant effects or critical hazards.

Mutagenicity :No known significant effects or critical hazards.

Teratogenicity :No known significant effects or critical hazards.

Developmental effects :No known significant effects or critical hazards.

Fertility effects :No known significant effects or critical hazards.

Numerical measures of toxicity

Acute toxicity estimates

Not available.

Section 12. Ecological information

Toxicity

Not available.

Persistence and degradability

Not available.

Bioaccumulative potential

Product/ingredient name	LogP _{ow}	BCF	Potential
D-Glucopyranose, oligomers, decyl octyl glycosides	-0.07	-	low

Mobility in soil

Soil/water partition coefficient (KOC) :Not available.

Other adverse effects :No known significant effects or critical hazards.

Section 13. Disposal considerations

Disposal methods

:The generation of waste should be avoided or minimized wherever possible. Disposal of this product, solutions and any by-products should at all times comply with the requirements of environmental protection and waste disposal legislation and any regional local authority requirements. Dispose of surplus and non-recyclable products via a licensed waste disposal contractor. Waste should not be disposed of untreated to the sewer unless fully compliant with the requirements of all authorities with jurisdiction. Waste packaging should be recycled. Incineration or landfill should only be considered when recycling is not feasible. This material and its container must be disposed of in a safe way. Care should be taken when handling emptied containers that have not been cleaned or rinsed out. Empty containers or liners may retain some product residues. Avoid dispersal of spilled material and runoff and contact with soil, waterways, drains and sewers.

Section 14. Transport information

	DOT Classification	TDG Classification	Mexico Classification	ADR/RID	IMDG	IATA
UN number	Not regulated.	Not regulated.	Not regulated.	Not regulated.	Not regulated.	Not regulated.
UN proper shipping name	-	-	-	-	-	-
Transport hazard class(es)	-	-	-	-	-	-
Packing group	-	-	-	-	-	-
Environmental hazards	No.	No.	No.	No.	No.	No.

Special precautions for user : **Transport within user's premises:** always transport in closed containers that are upright and secure. Ensure that persons transporting the product know what to do in the event of an accident or spillage.

Transport in bulk according to Annex II of MARPOL and the IBC Code : Not available.

Section 15. Regulatory information

U.S. Federal regulations : **TSCA 5(a)2 proposed significant new use rules:** 5-chloro-2-methyl-2H-isothiazol-3-one
TSCA 8(a) PAIR: 2-methylundecanal
TSCA 8(a) CDR Exempt/Partial exemption: Not determined

Clean Air Act Section 112 : Not listed

(b) Hazardous Air Pollutants (HAPs)

Clean Air Act Section 602 Class I Substances : Not listed

Clean Air Act Section 602 Class II Substances : Not listed

DEA List I Chemicals (Precursor Chemicals) : Not listed

DEA List II Chemicals (Essential Chemicals) : Not listed

SARA 302/304

Composition/information on ingredients

No products were found.

SARA 304 RQ : Not applicable.

SARA 311/312

Classification : EYE IRRITATION - Category 2A

Composition/information on ingredients

Name	%	Classification
D-Glucopyranose, oligomers, decyl octyl glycosides	≤10	SKIN IRRITATION - Category 2 SERIOUS EYE DAMAGE - Category 1

Section 15. Regulatory information

State regulations

Massachusetts	:None of the components are listed.
New York	:None of the components are listed.
New Jersey	:None of the components are listed.
Pennsylvania	:None of the components are listed.
California Prop. 65	

This product does not require a Safe Harbor warning under California Prop. 65.

International regulations

[Chemical Weapon Convention List Schedules I, II & III Chemicals](#)

Not listed.

[Montreal Protocol](#)

Not listed.

[Stockholm Convention on Persistent Organic Pollutants](#)

Not listed.

[Rotterdam Convention on Prior Informed Consent \(PIC\)](#)

Not listed.

[UNECE Aarhus Protocol on POPs and Heavy Metals](#)

Not listed.

Inventory list

Australia	:Not determined.
Canada	:Not determined.
China	:Not determined.
Europe	:Not determined.
Japan	: Japan inventory (ENCS) : Not determined. : Japan inventory (ISHL) : Not determined.
Malaysia	:Not determined
New Zealand	:Not determined.
Philippines	:Not determined.
Republic of Korea	:Not determined.
Taiwan	:Not determined.
Thailand	:Not determined.
Turkey	:Not determined.
United States	:All components are listed or exempted.
Viet Nam	:Not determined.

Section 16. Other information

[Hazardous Material Information System \(U.S.A.\)](#)

Health	/ 2
Flammability	0
Physical hazards	0

Caution: HMIS® ratings are based on a 0-4 rating scale, with 0 representing minimal hazards or risks, and 4 representing significant hazards or risks. Although HMIS® ratings and the associated label are not required on SDSs or products leaving a facility under 29 CFR 1910.1200, the preparer may choose to provide them. HMIS® ratings are to be used with a fully implemented HMIS® program. HMIS® is a registered trademark and service mark of the American Coatings Association, Inc.

Section 16. Other information

The customer is responsible for determining the PPE code for this material. For more information on HMIS® Personal Protective Equipment (PPE) codes, consult the HMIS® Implementation Manual.

[National Fire Protection Association \(U.S.A.\)](#)



Reprinted with permission from NFPA 704-2001, Identification of the Hazards of Materials for Emergency Response Copyright ©1997, National Fire Protection Association, Quincy, MA 02269. This reprinted material is not the complete and official position of the National Fire Protection Association, on the referenced subject which is represented only by the standard in its entirety.

Copyright ©2001, National Fire Protection Association, Quincy, MA 02269. This warning system is intended to be interpreted and applied only by properly trained individuals to identify fire, health and reactivity hazards of chemicals. The user is referred to certain limited number of chemicals with recommended classifications in NFPA 49 and NFPA 325, which would be used as a guideline only. Whether the chemicals are classified by NFPA or not, anyone using the 704 systems to classify chemicals does so at their own risk.

Procedure used to derive the classification

Classification	Justification
EYE IRRITATION - Category 2A	Expert judgment

History

Date of printing : 6/22/2020

Date of issue/Date of : 6/22/2020

revision

Date of previous issue : No previous validation

Version : 1

Key to abbreviations

: ATE = Acute Toxicity Estimate
 BCF = Bioconcentration Factor
 GHS = Globally Harmonized System of Classification and Labelling of Chemicals
 IATA = International Air Transport Association
 IBC = Intermediate Bulk Container
 IMDG = International Maritime Dangerous Goods
 LogPow = logarithm of the octanol/water partition coefficient
 MARPOL = International Convention for the Prevention of Pollution From Ships, 1973 as modified by the Protocol of 1978. ("Marpol" = marine pollution)
 UN = United Nations

References : Not available.

☑ Indicates information that has changed from previously issued version.

Notice to reader

To the best of our knowledge, the information contained herein is accurate. However, neither the above-named supplier, nor any of its subsidiaries, assumes any liability whatsoever for the accuracy or completeness of the information contained herein.

Final determination of suitability of any material is the sole responsibility of the user. All materials may present unknown hazards and should be used with caution. Although certain hazards are described herein, we cannot guarantee that these are the only hazards that exist.

SAFETY DATA SHEET



Kling

Section 1. Identification

GHS product identifier :Kling
Product code : 075
Other means of identification :Not available.
Product type : Liquid.

Relevant identified uses of the substance or mixture and uses advised against

Identified uses	
Toilet Bowl Cleaner	
Uses advised against	Reason
For Industrial and Institutional Use Only	-

Supplier's details : Betco Corporation
400 Van Camp Road
Bowling Green, Ohio 43402
www.betco.com
888-462-3826

Emergency telephone number (with hours of operation) :Chemtrec (800) 424-9300 24 hour

Section 2. Hazards identification

OSHA/HCS status :This material is considered hazardous by the OSHA Hazard Communication Standard (29 CFR 1910.1200).

Classification of the substance or mixture :SKIN CORROSION - Category 1
SERIOUS EYE DAMAGE - Category 1

GHS label elements

Hazard pictograms



Signal word : Danger
Hazard statements :Causes severe skin burns and eye damage.

Precautionary statements

Prevention :Wear protective gloves. Wear eye or face protection: Recommended: splash goggles.
Wear protective clothing. Wash hands thoroughly after handling.

Section 2. Hazards identification

Response : IF INHALED: Remove person to fresh air and keep comfortable for breathing. Immediately call a POISON CENTER or physician. IF SWALLOWED: Immediately call a POISON CENTER or physician. Rinse mouth. Do NOT induce vomiting. IF ON SKIN (or hair): Take off immediately all contaminated clothing. Rinse skin with water or shower. Wash contaminated clothing before reuse. 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. Immediately call a POISON CENTER or physician. Store locked up.

Storage : Dispose of contents and container in accordance with all local, regional, national and
Disposal : international regulations.
 : None known.

**Hazards not otherwise
classified** :

Section 3. Composition/information on ingredients

Substance/mixture : Mixture
**Other means of
identification** : Not available.

Ingredient name	%	CAS number
Hydrochloric Acid	<10	7647-01-0

Any concentration shown as a range is to protect confidentiality or is due to batch variation.

There are no additional ingredients present which, within the current knowledge of the supplier and in the concentrations applicable, are classified as hazardous to health or the environment and hence require reporting in this section.

Occupational exposure limits, if available, are listed in Section 8.

Section 4. First aid measures

Description of necessary first aid measures

Eye contact : Get medical attention immediately. Call a poison center or physician. Immediately flush eyes with plenty of water, occasionally lifting the upper and lower eyelids. Check for and remove any contact lenses. Continue to rinse for at least 10 minutes. Chemical burns must be treated promptly by a physician.

Inhalation : Get medical attention immediately. Call a poison center or physician. Remove victim to fresh air and keep at rest in a position comfortable for breathing. If it is suspected that fumes are still present, the rescuer should wear an appropriate mask or self-contained breathing apparatus. If not breathing, if breathing is irregular or if respiratory arrest occurs, provide artificial respiration or oxygen by trained personnel. It may be dangerous to the person providing aid to give mouth-to-mouth resuscitation. If unconscious, place in recovery position and get medical attention immediately. Maintain an open airway. Loosen tight clothing such as a collar, tie, belt or waistband.

Skin contact : Get medical attention immediately. Call a poison center or physician. Wash contaminated skin with soap and water. Remove contaminated clothing and shoes. Wash contaminated clothing thoroughly with water before removing it, or wear gloves. Continue to rinse for at least 10 minutes. Chemical burns must be treated promptly by a physician. Wash clothing before reuse. Clean shoes thoroughly before reuse.

Section 4. First aid measures

Ingestion :Get medical attention immediately. Call a poison center or physician. Wash out mouth with water. Remove dentures if any. Remove victim to fresh air and keep at rest in a position comfortable for breathing. If material has been swallowed and the exposed person is conscious, give small quantities of water to drink. Stop if the exposed person feels sick as vomiting may be dangerous. Do not induce vomiting unless directed to do so by medical personnel. If vomiting occurs, the head should be kept low so that vomit does not enter the lungs. Chemical burns must be treated promptly by a physician. Never give anything by mouth to an unconscious person. If unconscious, place in recovery position and get medical attention immediately. Maintain an open airway. Loosen tight clothing such as a collar, tie, belt or waistband.

Most important symptoms/effects, acute and delayed

Potential acute health effects

Eye contact :Causes serious eye damage.
Inhalation :No known significant effects or critical hazards.
Skin contact : Causes severe burns.
Ingestion :No known significant effects or critical hazards.

Over-exposure signs/symptoms

Eye contact :Adverse symptoms may include the following:
 pain
 watering
 redness
Inhalation :No specific data.
Skin contact :Adverse symptoms may include the following:
 pain or irritation
 redness
 blistering may occur
Ingestion :Adverse symptoms may include the following:
 stomach pains

Indication of immediate medical attention and special treatment needed, if necessary

Notes to physician :Treat symptomatically. Contact poison treatment specialist immediately if large quantities have been ingested or inhaled.
Specific treatments :No specific treatment.
Protection of first-aiders :No action shall be taken involving any personal risk or without suitable training. If it is suspected that fumes are still present, the rescuer should wear an appropriate mask or self-contained breathing apparatus. It may be dangerous to the person providing aid to give mouth-to-mouth resuscitation. Wash contaminated clothing thoroughly with water before removing it, or wear gloves.

See toxicological information (Section 11)

Section 5. Fire-fighting measures

Extinguishing media

Suitable extinguishing media : Use an extinguishing agent suitable for the surrounding fire.
Unsuitable extinguishing media :None known.

Section 5. Fire-fighting measures

Specific hazards arising from the chemical	: In a fire or if heated, a pressure increase will occur and the container may burst.
Hazardous thermal decomposition products	: Decomposition products may include the following materials: halogenated compounds
Special protective actions for fire-fighters	: Promptly isolate the scene by removing all persons from the vicinity of the incident if there is a fire. No action shall be taken involving any personal risk or without suitable training.
Special protective equipment for fire-fighters	: Fire-fighters should wear appropriate protective equipment and self-contained breathing apparatus (SCBA) with a full face-piece operated in positive pressure mode.

Section 6. Accidental release measures

Personal precautions, protective equipment and emergency procedures

For non-emergency : No action shall be taken involving any personal risk or without suitable training.

For emergency responders: If specialized clothing is required to deal with the spillage, take note of any information in Section 8 on suitable and unsuitable materials. See also the information in "For non-emergency personnel".

Environmental precautions : Avoid dispersal of spilled material and runoff and contact with soil, waterways, drains and sewers. Inform the relevant authorities if the product has caused environmental pollution (sewers, waterways, soil or air).

Methods and materials for containment and cleaning up

Small spill : Stop leak if without risk. Move containers from spill area. Dilute with water and mop up if water-soluble. Alternatively, or if water-insoluble, absorb with an inert dry material and place in an appropriate waste disposal container. Dispose of via a licensed waste disposal contractor.

Large spill : Stop leak if without risk. Move containers from spill area. Approach release from upwind. Prevent entry into sewers, water courses, basements or confined areas. Wash spillages into an effluent treatment plant or proceed as follows. Contain and collect spillage with non-combustible, absorbent material e.g. sand, earth, vermiculite or diatomaceous earth and place in container for disposal according to local regulations (see Section 13). The spilled material may be neutralized with sodium carbonate, sodium bicarbonate or sodium hydroxide. Dispose of via a licensed waste disposal contractor. Contaminated absorbent material may pose the same hazard as the spilled product. Note: see Section 1 for emergency contact information and Section 13 for waste disposal.

Section 7. Handling and storage

Precautions for safe handling

Protective measures : Put on appropriate personal protective equipment (see Section 8). Do not get in eyes or on skin or clothing. Do not breathe vapor or mist. Do not ingest. If during normal use the material presents a respiratory hazard, use only with adequate ventilation or wear appropriate respirator. Keep in the original container or an approved alternative made from a compatible material, kept tightly closed when not in use. Keep away from alkalis. Empty containers retain product residue and can be hazardous. Do not reuse container.

Section 7. Handling and storage

Advice on general occupational hygiene

:Eating, drinking and smoking should be prohibited in areas where this material is handled, stored and processed. Workers should wash hands and face before eating, drinking and smoking. Remove contaminated clothing and protective equipment before entering eating areas. See also Section 8 for additional information on hygiene measures.

Conditions for safe storage, including any incompatibilities

:Store in accordance with local regulations. Store in original container protected from direct sunlight in a dry, cool and well-ventilated area, away from incompatible materials (see Section 10) and food and drink. Store locked up. Separate from alkalis. Keep container tightly closed and sealed until ready for use. Containers that have been opened must be carefully resealed and kept upright to prevent leakage. Do not store in unlabeled containers. Use appropriate containment to avoid environmental contamination. See Section 10 for incompatible materials before handling or use.

Section 8. Exposure controls/personal protection

Control parameters

Occupational exposure limits

Ingredient name	Exposure limits
Hydrogen chloride	ACGIH TLV (United States, 3/2018). C: 2 ppm OSHA PEL 1989 (United States, 3/1989). CEIL: 5 ppm CEIL: 7 mg/m ³ NIOSH REL (United States, 10/2016). CEIL: 5 ppm CEIL: 7 mg/m ³ OSHA PEL (United States, 5/2018). CEIL: 5 ppm CEIL: 7 mg/m ³

Appropriate engineering controls

:If user operations generate dust, fumes, gas, vapor or mist, use process enclosures, local exhaust ventilation or other engineering controls to keep worker exposure to airborne contaminants below any recommended or statutory limits.

Environmental exposure controls

:Emissions from ventilation or work process equipment should be checked to ensure they comply with the requirements of environmental protection legislation. In some cases, fume scrubbers, filters or engineering modifications to the process equipment will be necessary to reduce emissions to acceptable levels.

Individual protection measures

Hygiene measures

:Wash hands, forearms and face thoroughly after handling chemical products, before eating, smoking and using the lavatory and at the end of the working period. Appropriate techniques should be used to remove potentially contaminated clothing. Wash contaminated clothing before reusing. Ensure that eyewash stations and safety showers are close to the workstation location.

Eye/face protection

:Safety eyewear complying with an approved standard should be used when a risk assessment indicates this is necessary to avoid exposure to liquid splashes, mists, gases or dusts. If contact is possible, the following protection should be worn, unless the assessment indicates a higher degree of protection: chemical splash goggles and/or face shield. If inhalation hazards exist, a full-face respirator may be required instead. Recommended: splash goggles

Skin protection

Section 8. Exposure controls/personal protection

Hand protection

: Chemical-resistant, impervious gloves complying with an approved standard should be worn at all times when handling chemical products if a risk assessment indicates this is necessary. Considering the parameters specified by the glove manufacturer, check during use that the gloves are still retaining their protective properties. It should be noted that the time to breakthrough for any glove material may be different for different glove manufacturers. In the case of mixtures, consisting of several substances, the protection time of the gloves cannot be accurately estimated.

Body protection

: Personal protective equipment for the body should be selected based on the task being performed and the risks involved and should be approved by a specialist before handling this product.

Other skin protection

: Appropriate footwear and any additional skin protection measures should be selected based on the task being performed and the risks involved and should be approved by a specialist before handling this product.

Respiratory protection

: Based on the hazard and potential for exposure, select a respirator that meets the appropriate standard or certification. Respirators must be used according to a respiratory protection program to ensure proper fitting, training, and other important aspects of use.

Personal protective equipment (Pictograms)



Section 9. Physical and chemical properties

Appearance

Physical state

: Liquid.

Color

: Blue. Hazy

Odor

: Minty.

Odor threshold

: Not available.

pH

: <1.5

Melting point

: Not available.

Boiling point

: Not available.

Flash point

: Closed cup: Not applicable. [Product does not sustain combustion.]

Evaporation rate

: Not available.

Flammability (solid, gas)

: Not available.

Lower and upper explosive (flammable) limits

: Not available.

Vapor pressure

: Not available.

Vapor density

: Not available.

Relative density

: 1.047

Solubility

: Easily soluble in the following materials: cold water and hot water.

Solubility in water

: Not available.

Partition coefficient: n-octanol / water

: Not available.

Auto-ignition temperature

: Not available.

Decomposition temperature

: Not available.

Viscosity

: Not available.

Flow time (ISO 2431)

: Not available.

Section 10. Stability and reactivity

- Reactivity** : No specific test data related to reactivity available for this product or its ingredients.
- Chemical stability** : The product is stable.
- Possibility of hazardous reactions** : Hazardous reactions or instability may occur under certain conditions of storage or use.
- Conditions to avoid** : No specific data.
- Incompatible materials** : Not available.
- Hazardous decomposition products** : Under normal conditions of storage and use, hazardous decomposition products should not be produced.

Section 11. Toxicological information

Information on toxicological effects

Acute toxicity

Not available.

Irritation/Corrosion

Product/ingredient name	Result	Species	Score	Exposure	Observation
Hydrogen chloride	Eyes - Mild irritant	Rabbit	-	0.5 minutes 5 milligrams	-
	Skin - Mild irritant	Human	-	24 hours 4 Percent	

Sensitization

Not available.

Mutagenicity

Not available.

Carcinogenicity

Not available.

Classification

Product/ingredient name	OSHA	IARC	NTP
Hydrogen chloride	-	3	-

Reproductive toxicity

Not available.

Teratogenicity

Not available.

Specific target organ toxicity (single exposure)

Not available.

Specific target organ toxicity (repeated exposure)

Not available.

Aspiration hazard

Section 11. Toxicological information

Not available.

Information on the likely routes of exposure

:Routes of entry anticipated: Oral, Dermal.
Routes of entry not anticipated: Inhalation.

Potential acute health effects

Eye contact

:Causes serious eye damage.

Inhalation

:No known significant effects or critical hazards.

Skin contact

: Causes severe burns.

Ingestion

:No known significant effects or critical hazards.

Symptoms related to the physical, chemical and toxicological characteristics

Eye contact

:Adverse symptoms may include the following:
pain
watering
redness

Inhalation

:No specific data.

Skin contact

:Adverse symptoms may include the following:
pain or irritation
redness
blistering may occur

Ingestion

:Adverse symptoms may include the following:
stomach pains

Delayed and immediate effects and also chronic effects from short and long term exposure

Short term exposure

Potential immediate effects

:Not available.

Potential delayed effects

: Not available.

Long term exposure

Potential immediate effects

:Not available.

Potential delayed effects

: Not available.

Potential chronic health effects

Not available.

General

:No known significant effects or critical hazards.

Carcinogenicity

: No known significant effects or critical hazards.

Mutagenicity

:No known significant effects or critical hazards.

Teratogenicity

: No known significant effects or critical hazards.

Developmental effects

:No known significant effects or critical hazards.

Fertility effects

:No known significant effects or critical hazards.

Numerical measures of toxicity

Acute toxicity estimates

Route	ATE value
Oral	5543.32 mg/kg
Dermal	12195.31 mg/kg

Section 11. Toxicological information

Section 12. Ecological information

Toxicity

Product/ingredient name	Result	Species	Exposure
Hydrogen chloride	Acute LC50 240000 µg/l Marine water	Crustaceans - Carcinus maenas - Adult	48 hours
	Acute LC50 282 ppm Fresh water	Fish - Gambusia affinis - Adult	96 hours

Persistence and degradability

Not available.

Bioaccumulative potential

Product/ingredient name	LogP _{ow}	BCF	Potential
Hydrogen chloride	0.25	-	low

Mobility in soil

Soil/water partition coefficient (KOC) : Not available.

Other adverse effects : No known significant effects or critical hazards.

Section 13. Disposal considerations

Disposal methods







The generation of waste should be avoided or minimized wherever possible. Disposal of this product, solutions and any by-products should at all times comply with the requirements of environmental protection and waste disposal legislation and any regional local authority requirements. Dispose of surplus and non-recyclable products via a licensed waste disposal contractor. Waste should not be disposed of untreated to the sewer unless fully compliant with the requirements of all authorities with jurisdiction. Waste packaging should be recycled. Incineration or landfill should only be considered when recycling is not feasible. This material and its container must be disposed of in a safe way. Care should be taken when handling emptied containers that have not been cleaned or rinsed out. Empty containers or liners may retain some product residues. Avoid dispersal of spilled material and runoff and contact with soil, waterways, drains and sewers.

Section 14. Transport information

	DOT Classification	TDG Classification	Mexico Classification	ADR/RID	IMDG	IATA
UN number	UN1760	UN1760	UN1760	UN1760	UN1760	UN1760
UN proper shipping name	Corrosive liquid, n.o.s. (Hydrochloric Acid)	Corrosive liquid, n.o.s. (Hydrochloric Acid)	Corrosive liquid, n.o.s. (Hydrochloric Acid)	Corrosive liquid, n.o.s. (Hydrochloric Acid)	Corrosive liquid, n.o.s. (Hydrochloric Acid)	Corrosive liquid, n.o.s. (Hydrochloric Acid)

Date of issue/Date of revision : 4/13/2021 Date of previous issue : 2/4/2021 Version : 2.01 9/13

Section 14. Transport information

Transport hazard class(es)	8	8	8	8	8	8
						
Packing group	II	II	II	II	II	II
Environmental hazards	No.	No.	No.	No.	No.	No.

Additional information

DOT Classification

: **Limited quantity** Yes.

TDG Classification

: Product classified as per the following sections of the Transportation of Dangerous Goods Regulations: 2.40-2.42 (Class 8).
Explosive Limit and Limited Quantity Index 1

ADR/RID

: **Tunnel code** (E)

IMDG

: **Limited quantity** Yes.

IATA

: **Limited quantity** Yes.

Special precautions for user

: **Transport within user's premises:** always transport in closed containers that are upright and secure. Ensure that persons transporting the product know what to do in the event of an accident or spillage.

Transport in bulk according to Annex II of MARPOL and the IBC Code

: Not available.

Section 15. Regulatory information

U.S. Federal regulations

: **TSCA 4(a) proposed test rules:** Quaternary ammonium compounds, benzyl-C12-16-alkyldimethyl, chlorides

TSCA 8(a) PAIR: 4-Nonylphenol, branched, ethoxylated

TSCA 8(a) CDR Exempt/Partial exemption: Not determined

Clean Water Act (CWA) 307: chromium

Clean Water Act (CWA) 311: Hydrogen chloride

Clean Air Act (CAA) 112 regulated toxic substances: Hydrogen chloride

Clean Air Act Section 112 (b) Hazardous Air Pollutants (HAPs)

: Listed

Clean Air Act Section 602 Class I Substances

: Not listed

Clean Air Act Section 602 Class II Substances

: Not listed

DEA List I Chemicals (Precursor Chemicals)

: Not listed

DEA List II Chemicals (Essential Chemicals)

: Listed

SARA 302/304

Section 15. Regulatory information

Composition/information on ingredients

Name	%	EHS (lbs)	SARA 302 TPQ		SARA 304 RQ	
			(gallons)	(lbs)	(gallons)	(lbs)
Hydrogen chloride	<10	Yes.	500	-	5000	-

SARA 304 RQ :55433.2 lbs / 25166.7 kg [6349.9 gal / 24037 L]

SARA 311/312

Classification :SKIN CORROSION - Category 1
SERIOUS EYE DAMAGE - Category 1

Composition/information on ingredients

Name	%	Classification
Hydrogen chloride	<10	ACUTE TOXICITY (oral) - Category 4 ACUTE TOXICITY (dermal) - Category 4 SKIN CORROSION - Category 1A SERIOUS EYE DAMAGE - Category 1

SARA 313

	Product name	CAS number	%
Form R - Reporting requirements	Hydrogen chloride	7647-01-0	<10
Supplier notification	Hydrogen chloride	7647-01-0	<10

SARA 313 notifications must not be detached from the SDS and any copying and redistribution of the SDS shall include copying and redistribution of the notice attached to copies of the SDS subsequently redistributed.

State regulations

Massachusetts :The following components are listed: HYDROGEN CHLORIDE; HYDROCHLORIC ACID

New York :The following components are listed: Hydrochloric acid

New Jersey :The following components are listed: HYDROGEN CHLORIDE; HYDROCHLORIC ACID

Pennsylvania :The following components are listed: HYDROCHLORIC ACID

California Prop. 65

This product does not require a Safe Harbor warning under California Prop. 65.

International regulations

Chemical Weapon Convention List Schedules I, II & III Chemicals

Not listed.

Montreal Protocol

Not listed.

Stockholm Convention on Persistent Organic Pollutants

Not listed.

Rotterdam Convention on Prior Informed Consent (PIC)

Not listed.

UNECE Aarhus Protocol on POPs and Heavy Metals

Not listed.

Inventory list

Australia :All components are listed or exempted.

Canada :At least one component is not listed in DSL but all such components are listed in NDSL.

Section 15. Regulatory information

China	:All components are listed or exempted.
Europe	:Not determined.
Japan	: Japan inventory (ENCS) : Not determined. : Japan inventory (ISHL) : Not determined.
Malaysia	:Not determined
New Zealand	:All components are listed or exempted.
Philippines	:All components are listed or exempted.
Republic of Korea	:All components are listed or exempted.
Taiwan	:All components are listed or exempted.
Thailand	:Not determined.
Turkey	:Not determined.
United States	:All components are listed or exempted.
Viet Nam	:Not determined.

Section 16. Other information

Hazardous Material Information System (U.S.A.)



Caution: HMIS® ratings are based on a 0-4 rating scale, with 0 representing minimal hazards or risks, and 4 representing significant hazards or risks. Although HMIS® ratings and the associated label are not required on SDSs or products leaving a facility under 29 CFR 1910.1200, the preparer may choose to provide them. HMIS® ratings are to be used with a fully implemented HMIS® program. HMIS® is a registered trademark and service mark of the American Coatings Association, Inc.

The customer is responsible for determining the PPE code for this material. For more information on HMIS® Personal Protective Equipment (PPE) codes, consult the HMIS® Implementation Manual.

National Fire Protection Association (U.S.A.)



Reprinted with permission from NFPA 704-2001, Identification of the Hazards of Materials for Emergency Response Copyright ©1997, National Fire Protection Association, Quincy, MA 02269. This reprinted material is not the complete and official position of the National Fire Protection Association, on the referenced subject which is represented only by the standard in its entirety.

Copyright ©2001, National Fire Protection Association, Quincy, MA 02269. This warning system is intended to be interpreted and applied only by properly trained individuals to identify fire, health and reactivity hazards of chemicals. The user is referred to certain limited number of chemicals with recommended classifications in NFPA 49 and NFPA 325, which would be used as a guideline only. Whether the chemicals are classified by NFPA or not, anyone using the 704 systems to classify chemicals does so at their own risk.

Procedure used to derive the classification

Classification	Justification
SKIN CORROSION - Category 1	On basis of test data
SERIOUS EYE DAMAGE - Category 1	On basis of test data

History

Date of issue/Date of revision	: 4/13/2021	Date of previous issue	: 2/4/2021	Version	: 2.01	12/13
--------------------------------	-------------	------------------------	------------	---------	--------	-------

Section 16. Other information

Date of printing : 4/13/202

Date of issue/Date of revision : 1
4/13/202

Date of previous issue : 2
1/4/2021

Version : 2.01

Key to abbreviations

: ATE = Acute Toxicity Estimate
BCF = Bioconcentration Factor
GHS = Globally Harmonized System of Classification and Labelling of Chemicals
IATA = International Air Transport Association
IBC = Intermediate Bulk Container
IMDG = International Maritime Dangerous Goods
LogPow = logarithm of the octanol/water partition coefficient
MARPOL = International Convention for the Prevention of Pollution From Ships, 1973 as modified by the Protocol of 1978. ("Marpol" = marine pollution)
UN = United Nations

References : Not available.

✔ Indicates information that has changed from previously issued version.

Notice to reader

To the best of our knowledge, the information contained herein is accurate. However, neither the above-named supplier, nor any of its subsidiaries, assumes any liability whatsoever for the accuracy or completeness of the information contained herein.

Final determination of suitability of any material is the sole responsibility of the user. All materials may present unknown hazards and should be used with caution. Although certain hazards are described herein, we cannot guarantee that these are the only hazards that exist.

SAFETY DATA SHEET



Stainless Steel Cleaner Polish

Section 1. Identification

GHS product identifier :Stainless Steel Cleaner Polish
Product code : 065
Other means of identification :Not available.
Product type : Liquid.

Relevant identified uses of the substance or mixture and uses advised against

Identified uses

dm:e2bo:7xx

Uses advised against

Not applicable.

Supplier's details :Betco Corporation
400 Van Camp Road
Bowling Green, Ohio 43402
www.betco.com
888-462-3826

Emergency telephone number :Chemtrec (800) 424-9300 24 hour

Section 2. Hazards identification

OSHA/HCS status :This material is considered hazardous by the OSHA Hazard Communication Standard (29 CFR 1910.1200).

Classification of the substance or mixture :FLAMMABLE AEROSOLS - Category 1
GASES UNDER PRESSURE - Liquefied gas
SKIN IRRITATION - Category 2
SPECIFIC TARGET ORGAN TOXICITY (SINGLE EXPOSURE) (Respiratory tract irritation) - Category 3
ASPIRATION HAZARD - Category 1

GHS label elements

Hazard pictograms



Signal word : Danger

Hazard statements :Extremely flammable aerosol.
Contains gas under pressure; may explode if heated.
May be fatal if swallowed and enters airways.
Causes skin irritation.
May cause respiratory irritation.

Precautionary statements

Prevention

:Wear protective gloves. Keep away from heat, hot surfaces, sparks, open flames and other ignition sources. No smoking. Do not spray on an open flame or other ignition source. Use only outdoors or in a well-ventilated area. Avoid breathing vapor. Wash thoroughly after handling. Pressurized container: Do not pierce or burn, even after use.

Section 2. Hazards identification

- Response** :IF INHALED: Remove person to fresh air and keep comfortable for breathing. Call a POISON CENTER or doctor if you feel unwell. IF SWALLOWED: Immediately call a POISON CENTER or doctor. Do NOT induce vomiting. Take off contaminated clothing and wash it before reuse. IF ON SKIN: Wash with plenty of water. If skin irritation occurs: Get medical advice or attention.
- Storage** :Store locked up. Protect from sunlight. Do not expose to temperatures exceeding 50 °C/122 °F. Store in a well-ventilated place. Keep container tightly closed.
- Disposal** :Dispose of contents and container in accordance with all local, regional, national and international regulations.
- Hazards not otherwise classified** :None known.

Section 3. Composition/information on ingredients

- Substance/mixture** : Mixture
- Other means of identification** :Not available.

Ingredient name	%	CAS number
Distillates (petroleum), hydro- treated light	≤10	64742-47-8
propane	≤5	74-98-6
sodium benzoate	≤3	532-32-1

Any concentration shown as a range is to protect confidentiality or is due to batch variation.

There are no additional ingredients present which, within the current knowledge of the supplier and in the concentrations applicable, are classified and hence require reporting in this section.

Occupational exposure limits, if available, are listed in Section 8.

Section 4. First aid measures

Description of necessary first aid measures

- Eye contact** :Immediately flush eyes with plenty of water, occasionally lifting the upper and lower eyelids. Check for and remove any contact lenses. Continue to rinse for at least 10 minutes. Get medical attention.
- Inhalation** :Remove victim to fresh air and keep at rest in a position comfortable for breathing. If it is suspected that fumes are still present, the rescuer should wear an appropriate mask or self-contained breathing apparatus. If not breathing, if breathing is irregular or if respiratory arrest occurs, provide artificial respiration or oxygen by trained personnel. It may be dangerous to the person providing aid to give mouth-to-mouth resuscitation. Get medical attention. If necessary, call a poison center or physician. If unconscious, place in recovery position and get medical attention immediately. Maintain an open airway. Loosen tight clothing such as a collar, tie, belt or waistband.
- Skin contact** :Flush contaminated skin with plenty of water. Remove contaminated clothing and shoes. Continue to rinse for at least 10 minutes. Get medical attention. Wash clothing before reuse. Clean shoes thoroughly before reuse.
- Ingestion** :Get medical attention immediately. Call a poison center or physician. Wash out mouth with water. Remove dentures if any. If material has been swallowed and the exposed person is conscious, give small quantities of water to drink. Stop if the exposed person feels sick as vomiting may be dangerous. Aspiration hazard if swallowed. Can enter lungs and cause damage. Do not induce vomiting. If vomiting occurs, the head should be kept low so that vomit does not enter the lungs. Never give anything by mouth to an unconscious person. If unconscious, place in recovery position and get medical attention immediately. Maintain an open airway. Loosen tight clothing such as a collar, tie, belt or waistband.

Most important symptoms/effects, acute and delayed

Potential acute health effects

Section 4. First aid measures

Eye contact	:No known significant effects or critical hazards.
Inhalation	:May cause respiratory irritation.
Skin contact	:Causes skin irritation.
Ingestion	:May be fatal if swallowed and enters airways.

Over-exposure signs/symptoms

Eye contact	:Adverse symptoms may include the following: pain or irritation watering redness
Inhalation	:Adverse symptoms may include the following: respiratory tract irritation coughing
Skin contact	:Adverse symptoms may include the following: irritation
Ingestion	:Adverse symptoms may include the following: nausea or vomiting

Indication of immediate medical attention and special treatment needed, if necessary

Notes to physician	:Treat symptomatically. Contact poison treatment specialist immediately if large quantities have been ingested or inhaled.
Specific treatments	
Protection of first-aiders	:No specific treatment. :No action shall be taken involving any personal risk or without suitable training. If it is suspected that fumes are still present, the rescuer should wear an appropriate mask or self-contained breathing apparatus. It may be dangerous to the person providing aid to give mouth-to-mouth resuscitation.

See toxicological information (Section 11)

Section 5. Fire-fighting measures

Extinguishing media

Suitable extinguishing media	:Use an extinguishing agent suitable for the surrounding fire.
Unsuitable extinguishing media	:None known.
Specific hazards arising from the chemical	:Extremely flammable aerosol. Runoff to sewer may create fire or explosion hazard. In a fire or if heated, a pressure increase will occur and the container may burst, with the risk of a subsequent explosion. Gas may accumulate in low or confined areas or travel a considerable distance to a source of ignition and flash back, causing fire or explosion. Bursting aerosol containers may be propelled from a fire at high speed.
Hazardous thermal decomposition products	:Decomposition products may include the following materials: carbon dioxide carbon monoxide metal oxide/oxides
Special protective actions for fire-fighters	:Promptly isolate the scene by removing all persons from the vicinity of the incident if there is a fire. No action shall be taken involving any personal risk or without suitable training. Move containers from fire area if this can be done without risk. Use water spray to keep fire-exposed containers cool.
Special protective equipment for fire-fighters	:Fire-fighters should wear appropriate protective equipment and self-contained breathing apparatus (SCBA) with a full face-piece operated in positive pressure mode.

Section 6. Accidental release measures

Personal precautions, protective equipment and emergency procedures

- For non-emergency personnel** :No action shall be taken involving any personal risk or without suitable training. Evacuate surrounding areas. Keep unnecessary and unprotected personnel from entering. In the case of aerosols being ruptured, care should be taken due to the rapid escape of the pressurized contents and propellant. If a large number of containers are ruptured, treat as a bulk material spillage according to the instructions in the clean-up section. Do not touch or walk through spilled material. Shut off all ignition sources. No flares, smoking or flames in hazard area. Avoid breathing vapor or mist. Provide adequate ventilation. Wear appropriate respirator when ventilation is inadequate. Put on appropriate personal protective equipment.
- For emergency responders** :If specialized clothing is required to deal with the spillage, take note of any information in Section 8 on suitable and unsuitable materials. See also the information in "For non-emergency personnel".
- Environmental precautions** :Avoid dispersal of spilled material and runoff and contact with soil, waterways, drains and sewers. Inform the relevant authorities if the product has caused environmental pollution (sewers, waterways, soil or air).

Methods and materials for containment and cleaning up

- Small spill** :Stop leak if without risk. Move containers from spill area. Use spark-proof tools and explosion-proof equipment. Dilute with water and mop up if water-soluble. Alternatively, or if water-insoluble, absorb with an inert dry material and place in an appropriate waste disposal container. Dispose of via a licensed waste disposal contractor.
- Large spill** :Stop leak if without risk. Move containers from spill area. Use spark-proof tools and explosion-proof equipment. Approach release from upwind. Prevent entry into sewers, water courses, basements or confined areas. Wash spillages into an effluent treatment plant or proceed as follows. Contain and collect spillage with non-combustible, absorbent material e.g. sand, earth, vermiculite or diatomaceous earth and place in container for disposal according to local regulations (see Section 13). Dispose of via a licensed waste disposal contractor. Contaminated absorbent material may pose the same hazard as the spilled product. Note: see Section 1 for emergency contact information and Section 13 for waste disposal.

Section 7. Handling and storage

Precautions for safe handling

- Protective measures** :Put on appropriate personal protective equipment (see Section 8). Pressurized container: protect from sunlight and do not expose to temperatures exceeding 50°C. Do not pierce or burn, even after use. Do not swallow. Avoid contact with eyes, skin and clothing. Avoid breathing vapor or mist. Use only with adequate ventilation. Wear appropriate respirator when ventilation is inadequate. Keep in the original container or an approved alternative made from a compatible material, kept tightly closed when not in use. Store and use away from heat, sparks, open flame or any other ignition source. Use explosion-proof electrical (ventilating, lighting and material handling) equipment. Use only non-sparking tools. Empty containers retain product residue and can be hazardous. Do not reuse container.
- Advice on general occupational hygiene** :Eating, drinking and smoking should be prohibited in areas where this material is handled, stored and processed. Workers should wash hands and face before eating, drinking and smoking. Remove contaminated clothing and protective equipment before entering eating areas. See also Section 8 for additional information on hygiene measures.
- Conditions for safe storage, including any incompatibilities** :Do not store above the following temperature: 50°C (122°F). Store in accordance with local regulations. Store in original container protected from direct sunlight in a dry, cool and well-ventilated area, away from incompatible materials (see Section 10) and food and drink. Protect from sunlight. Store locked up. Eliminate all ignition sources. Keep container tightly closed and sealed until ready for use. Containers that have been opened must be carefully resealed and kept upright to prevent leakage. Do not store in unlabeled containers. Use appropriate containment to avoid environmental contamination. See Section 10 for incompatible materials before handling or use.

Section 8. Exposure controls/personal protection

Control parameters

Occupational exposure limits

Ingredient name	Exposure limits
Distillates (petroleum), hydro- treated light	ACGIH TLV (United States, 1/2022). [Kerosene as total hydrocarbon vapor] Absorbed through skin. TWA: 200 mg/m ³ , (as total hydrocarbon vapor) 8 hours.
propane	OSHA PEL 1989 (United States, 3/1989). TWA: 1000 ppm 8 hours. TWA: 1800 mg/m ³ 8 hours. NIOSH REL (United States, 10/2020). TWA: 1000 ppm 10 hours. TWA: 1800 mg/m ³ 10 hours.
sodium benzoate	OSHA PEL (United States, 5/2018). TWA: 1000 ppm 8 hours. TWA: 1800 mg/m ³ 8 hours. ACGIH TLV (United States, 1/2022). Oxygen Depletion [Asphyxiant]. Explosive potential. CAL OSHA PEL (United States, 5/2018). TWA: 1800 mg/m ³ 8 hours. TWA: 1000 ppm 8 hours. ACGIH TLV (United States, 1/2022). Absorbed through skin. TWA: 2.5 mg/m ³ , (as benzoate) 8 hours. Form: Inhalable fraction

Biological exposure indices

No exposure indices known.

Appropriate engineering controls

:Use only with adequate ventilation. If user operations generate dust, fumes, gas, vapor or mist, use process enclosures, local exhaust ventilation or other engineering controls to keep worker exposure to airborne contaminants below any recommended or statutory limits. The engineering controls also need to keep gas, vapor or dust concentrations below any lower explosive limits. Use explosion-proof ventilation equipment.

Environmental exposure controls

:Emissions from ventilation or work process equipment should be checked to ensure they comply with the requirements of environmental protection legislation. In some cases, fume scrubbers, filters or engineering modifications to the process equipment will be necessary to reduce emissions to acceptable levels.

Individual protection measures

Hygiene measures

:Wash hands, forearms and face thoroughly after handling chemical products, before eating, smoking and using the lavatory and at the end of the working period. Appropriate techniques should be used to remove potentially contaminated clothing. Wash contaminated clothing before reusing. Ensure that eyewash stations and safety showers are close to the workstation location.

Eye/face protection

:Safety eyewear complying with an approved standard should be used when a risk assessment indicates this is necessary to avoid exposure to liquid splashes, mists, gases or dusts. If contact is possible, the following protection should be worn, unless the assessment indicates a higher degree of protection: chemical splash goggles. Recommended: safety glasses with side-shields

Skin protection

Section 8. Exposure controls/personal protection

Hand protection

: Chemical-resistant, impervious gloves complying with an approved standard should be worn at all times when handling chemical products if a risk assessment indicates this is necessary. Considering the parameters specified by the glove manufacturer, check during use that the gloves are still retaining their protective properties. It should be noted that the time to breakthrough for any glove material may be different for different glove manufacturers. In the case of mixtures, consisting of several substances, the protection time of the gloves cannot be accurately estimated.

Body protection

: Personal protective equipment for the body should be selected based on the task being performed and the risks involved and should be approved by a specialist before handling this product. When there is a risk of ignition from static electricity, wear anti-static protective clothing. For the greatest protection from static discharges, clothing should include anti-static overalls, boots and gloves. Recommended: Chemical resistant gloves

Other skin protection

: Appropriate footwear and any additional skin protection measures should be selected based on the task being performed and the risks involved and should be approved by a specialist before handling this product.

Respiratory protection

: Based on the hazard and potential for exposure, select a respirator that meets the appropriate standard or certification. Respirators must be used according to a respiratory protection program to ensure proper fitting, training, and other important aspects of use.

Personal protective equipment (Pictograms)



Section 9. Physical and chemical properties and safety characteristics

The conditions of measurement of all properties are at standard temperature and pressure unless otherwise indicated.

Appearance

Physical state	: Liquid.
Color	: Clear.
Odor	: Characteristic.
Odor threshold	: Not available.
pH	: Not available.
Melting point/freezing point	: Not available.
Boiling point, initial boiling point, and boiling range	: Not available.
Flash point	: Open cup: -104.4°C (-155.9°F)
Flammability	: Not available.
Lower and upper explosion limit/flammability limit	: Not available.
Vapor pressure	:

Ingredient name	Vapor Pressure at 20 °C			Vapor pressure at 50 °C		
	mm Hg	kPa	Method	mm Hg	kPa	Method
prop ane	6300.51	840	213.7			
butan e	1602.88	33	4.4			
prop an-2 -ol	17.5		2.3			
water	0.99		0.13			
2,2,4,4,6,6,8,8-octamethylcyclotetrasiloxane	0.23	to	0.031	to		
Distillates (petroleum), hydro-treated light	0.45		0.06			

Section 9. Physical and chemical properties and safety characteristics

Relative vapor density : Not available.

Relative density : 0.948

Solubility(ies) :

Media	Result
cold water	Very slightly soluble
hot water	Very slightly soluble

Solubility in water : Not available.

Miscible with water : No.

Partition coefficient: n-octanol/water : Not applicable.

Auto-ignition temperature : Not available.

Decomposition temperature : Not available.

Heat of combustion : 3.65 kJ/g

Viscosity : Not available.

Particle characteristics

Median particle size : Not applicable.

Aerosol product

Type of aerosol : Spray

Section 10. Stability and reactivity

Reactivity : No specific test data related to reactivity available for this product or its ingredients.

Chemical stability : The product is stable.

Possibility of hazardous reactions : Under normal conditions of storage and use, hazardous reactions will not occur.

Conditions to avoid : Avoid all possible sources of ignition (spark or flame).

Incompatible materials : No specific data.

Hazardous decomposition products : Under normal conditions of storage and use, hazardous decomposition products should not be produced.

Section 11. Toxicological information

Information on toxicological effects

Acute toxicity

Product/ingredient name	Result	Species	Dose	Exposure
sodium benzoate	LD50 Oral	Rat	4070 mg/kg	-

Irritation/Corrosion

Not available.

Sensitization

Not available.

Mutagenicity

Not available.

Carcinogenicity

Not available.

Section 11. Toxicological information

Reproductive toxicity

Not available.

Teratogenicity

Not available.

Specific target organ toxicity (single exposure)

Product/ingredient name	Category	Route of exposure	Target organs
Stainless Steel Cleaner Polish	Category 3	--	Respiratory tract
propane	Category 3		irritation Respiratory tract irritation

Specific target organ toxicity (repeated exposure)

Not available.

Aspiration hazard

Product/ingredient name	Result
Stainless Steel Cleaner Polish	ASPIRATION HAZARD - Category 1
Distillates (petroleum), hydro- treated light	ASPIRATION HAZARD - Category 1

Information on the likely routes of exposure

:Routes of entry anticipated: Dermal, Inhalation, Eyes.
Routes of entry not anticipated: Oral.

Potential acute health effects

Eye contact

:No known significant effects or critical hazards.

Inhalation

:May cause respiratory irritation.

Skin contact

:Causes skin irritation.

Ingestion

:May be fatal if swallowed and enters airways.

Symptoms related to the physical, chemical and toxicological characteristics

Eye contact

:Adverse symptoms may include the following:
pain or irritation
watering
redness

Inhalation

:Adverse symptoms may include the following:
respiratory tract irritation
coughing

Skin contact

:Adverse symptoms may include the following:
irritation
redness

Ingestion

:Adverse symptoms may include the following:
nausea or vomiting

Delayed and immediate effects and also chronic effects from short and long term exposure

Short term exposure

Potential immediate effects

:Not available.

Potential delayed effects

:Not available.

Long term exposure

Potential immediate effects

:Not available.

Potential delayed effects

:Not available.

Potential chronic health effects

Not available.

Section 11. Toxicological information

General	:No known significant effects or critical hazards.
Carcinogenicity	:No known significant effects or critical hazards.
Mutagenicity	:No known significant effects or critical hazards.
Reproductive toxicity	:No known significant effects or critical hazards.

Numerical measures of toxicity

Acute toxicity estimates

Product/ingredient name	Oral (mg/kg)	Dermal (mg/kg)	Inhalation (gases) (ppm)	Inhalation (vapors) (mg/l)	Inhalation (dusts and mists) (mg/l)
sodium benzoate	4070	N/A	N/A	N/A	N/A

Section 12. Ecological information

Toxicity

Product/ingredient name	Result	Species	Exposure
Distillates (petroleum), hydro-treated light	Acute LC50 2200 µg/l Fresh water	Fish - <i>Lepomis macrochirus</i>	4 days
sodium benzoate	Acute LC50 484000 µg/l Fresh water	Fish - <i>Pimephales promelas</i>	96 hours

Persistence and degradability

Not available.

Bioaccumulative potential

Product/ingredient name	LogPow	BCF	Potent
propane	1.09	-	ial Low
sodium benzoate	-2.27	-	Low

Mobility in soil

Soil/water partition coefficient (KOC)	:Not available.
---	-----------------






Other adverse effects	:No known significant effects or critical hazards.
------------------------------	--

Section 13. Disposal considerations

Disposal methods

:The generation of waste should be avoided or minimized wherever possible. Disposal of this product, solutions and any by-products should at all times comply with the requirements of environmental protection and waste disposal legislation and any regional local authority requirements. Dispose of surplus and non-recyclable products via a licensed waste disposal contractor. Waste should not be disposed of untreated to the sewer unless fully compliant with the requirements of all authorities with jurisdiction. Waste packaging should be recycled. Incineration or landfill should only be considered when recycling is not feasible. This material and its container must be disposed of in a safe way. Care should be taken when handling emptied containers that have not been cleaned or rinsed out. Empty containers or liners may retain some product residues. Avoid dispersal of spilled material and runoff and contact with soil, waterways, drains and sewers.

Section 14. Transport information

	DOT Classification	TDG Classification	Mexico Classification	IMDG	IATA
UN number	UN1950	UN1950	UN1950	UN1950	UN1950
UN proper shipping name	AEROSOLS, FLAMMABLE	AEROSOLS, FLAMMABLE	AEROSOLS, FLAMMABLE	AEROSOLS	AEROSOLS, FLAMMABLE
Transport hazard class(es)	2.1 	2.1 	2.1 	2.1 	2.1 
Packing group	-	-	-	-	-
Environmental hazards	No.	No.	No.	No.	No.

Additional information

DOT Classification

TDG Classification

IMDG

IATA

: **Limited quantity** Yes.

: Product classified as per the following sections of the Transportation of Dangerous Goods Regulations: 2.13-2.17 (Class 2).

: **Limited quantity** Yes -: **Limited quantity** Yes -

Special precautions for user : **Transport within user's premises:** always transport in closed containers that are upright and secure. Ensure that persons transporting the product know what to do in the event of an accident or spillage.

Transport in bulk according to IMO instruments : Not available.

Section 15. Regulatory information

U.S. Federal regulations

: **TSCA 8(a) PAIR:** octamethylcyclotetrasiloxane: **TSCA 8(a) CDR Exempt/Partial exemption:** Not determined: **Clean Air Act (CAA) 112 regulated flammable substances:** butane; propane

Clean Air Act Section 112 (b) Hazardous Air Pollutants (HAPs)

: Not listed

Clean Air Act Section 602 Class I Substances

: Not listed

Clean Air Act Section 602 Class II Substances

: Not listed

DEA List I Chemicals (Precursor Chemicals)

: Not listed

DEA List II Chemicals (Essential Chemicals)

: Not listed

SARA 302/304

Composition/information on ingredients

No products were found.

SARA 304 RQ

: Not applicable.

SARA 311/312

Section 15. Regulatory information

Classification

:FLAMMABLE AEROSOLS - Category 1
 GASES UNDER PRESSURE - Liquefied gas
 SKIN IRRITATION - Category 2
 SPECIFIC TARGET ORGAN TOXICITY (SINGLE EXPOSURE) (Respiratory tract irritation) - Category 3
 ASPIRATION HAZARD - Category 1

Composition/information on ingredients

Name	%	Classification
Distillates (petroleum), hydro-treated light butane	≤10	FLAMMABLE LIQUIDS - Category 3
propane	≤10	ASPIRATION HAZARD - Category 1
	≤5	FLAMMABLE GASES - Category 1
		GASES UNDER PRESSURE - Compressed gas
		FLAMMABLE GASES - Category 1
		GASES UNDER PRESSURE - Liquefied gas
sodium benzoate	≤3	SPECIFIC TARGET ORGAN TOXICITY (SINGLE EXPOSURE) (Respiratory tract irritation) - Category 3
		EYE IRRITATION - Category 2A

State regulations

Massachusetts

:The following components are listed: BUTANE; PROPANE

New York

:None of the components are listed.

New Jersey

:The following components are listed: BUTANE; PROPANE

Pennsylvania

:The following components are listed: BUTANE; PROPANE

California Prop. 65

This product does not require a Safe Harbor warning under California Prop. 65.

International regulations

Chemical Weapon Convention List Schedules I, II & III Chemicals

Not listed.

Montreal Protocol

Not listed.

Stockholm Convention on Persistent Organic Pollutants

Not listed.

Rotterdam Convention on Prior Informed Consent (PIC)

Not listed.

UNECE Aarhus Protocol on POPs and Heavy Metals

Not listed.

Inventory list

Australia

:Not determined. :Not determined.

Canada

:Not determined.

China

:**Russian Federation inventory**: Not determined.

Eurasian Economic Union

:**Japan inventory (CSCL)**: Not determined.

Japan

Japan inventory (ISHL): Not determined.

New Zealand

:Not determined.

Philippines

:Not determined.

Republic of Korea

:Not determined.

Taiwan

:Not determined.

Thailand

:Not determined.

Turkey

:Not determined.

United States

:Not determined.

Section 15. Regulatory information

Viet Nam

:Not determined.

Section 16. Other information

Hazardous Material Information System (U.S.A.)



Caution: HMIS® ratings are based on a 0-4 rating scale, with 0 representing minimal hazards or risks, and 4 representing significant hazards or risks. Although HMIS® ratings and the associated label are not required on SDSs or products leaving a facility under 29 CFR 1910.1200, the preparer may choose to provide them. HMIS® ratings are to be used with a fully implemented HMIS® program. HMIS® is a registered trademark and service mark of the American Coatings Association, Inc.

The customer is responsible for determining the PPE code for this material. For more information on HMIS® Personal Protective Equipment (PPE) codes, consult the HMIS® Implementation Manual.

National Fire Protection Association (U.S.A.)



Procedure used to derive the classification

Classification	Justification
FLAMMABLE AEROSOLS - Category 1	Expert judgment
GASES UNDER PRESSURE - Liquefied gas	Expert judgment
SKIN IRRITATION - Category 2	Expert judgment
SPECIFIC TARGET ORGAN TOXICITY (SINGLE EXPOSURE) (Respiratory tract irritation) - Category 3	Expert judgment
ASPIRATION HAZARD - Category 1	Expert judgment

History

Date of printing : 4/29/2024

Date of issue/Date of revision : 4/29/2024

revision

Date of previous issue : No previous validation

Version : 1

Key to abbreviations

:ATE = Acute Toxicity Estimate

BCF = Bioconcentration Factor

GHS = Globally Harmonized System of Classification and Labelling of Chemicals

IATA = International Air Transport Association

IBC = Intermediate Bulk Container

IMDG = International Maritime Dangerous Goods

LogPow = logarithm of the octanol/water partition coefficient

MARPOL = International Convention for the Prevention of Pollution From Ships, 1973 as modified by the Protocol of 1978. ("Marpol" = marine pollution)

N/A = Not available

SGG = Segregation Group

UN = United Nations

References

: Not available.

✓ Indicates information that has changed from previously issued version.

Notice to reader

Section 16. Other information

To the best of our knowledge, the information contained herein is accurate. However, neither the above-named supplier, nor any of its subsidiaries, assumes any liability whatsoever for the accuracy or completeness of the information contained herein.

Final determination of suitability of any material is the sole responsibility of the user. All materials may present unknown hazards and should be used with caution. Although certain hazards are described herein, we cannot guarantee that these are the only hazards that exist.