

Plum Borough School District



PROPOSAL INFO

Response to RFP No:
000006120

District Manager:
Pat O'Donnell

Date:
May 13, 2013



**PROPOSAL TO PROVIDE FACILITY MANAGEMENT SERVICES
FOR CUSTODIAL, MAINTENANCE, AND GROUNDS SERVICES**

**Healthier Environments,
Stronger Foundations**



ARAMARK Education

Pat O'Donnell
District Manager

May 13, 2013

Michael Brewer
Plum Borough School District
Director of Administrative Services
900 Elicker Road
Plum, Pennsylvania 15239

Dear Mr. Brewer,

We are pleased to submit our Proposal for the operations of Plum Borough's Facility Services Program. Plum Borough and ARAMARK Educational Services, LLC have developed a strong working relationship during our nearly two-year partnership.

At the start of our relationship we were asked to provide a manager and an electronic work order system in order to bring professional oversight and standardized processes into the District. On July 1, 2012, we amended the Agreement to add purchasing of certain ARAMARK supplies and products for the District, and due to our vast purchasing power, the District is estimated to realize in excess of \$57,877 in savings over the approved three-year term.

ARAMARK's commitment to our continued partnership with Plum Borough focuses on the following:

- We are proud to offer the District an upfront, unrestricted grant in the amount of \$50,000. This grant will be provided to the District in the form of a check upon contract signature and these funds can be used by the District at its discretion. We know and understand the challenges faced by all public school districts, and it is our hope that this grant can help fund a current liability the District is currently facing with respect to a program, a teaching position, or capital repair which it would otherwise not be able to support.
- We have included an additional \$50,000 in new custodial equipment purchases to ensure our staff is equipped with the latest, "greenest," and most efficient technology to provide the outcomes you have requested and we are committed to exceeding on a daily basis. This includes implementing our Quantum Leap program. More detail on this program can be found in our proposal.
- We are adding one additional management resource to support our current Director, Bob Holleron, and ensure our proposed operational plan is properly resourced and executed. This new position, assistant manager, will be primarily tasked with ensuring our custodial services staff members are properly scheduled, trained, and equipped and are meeting our collective cleaning quality control standards on a daily basis.



Pat O'Donnell
District Manager

- We will relentlessly emphasize operating metrics to ensure we remain focused on our core program deliverables; that our resources are properly allocated; and that we are tracking, documenting, and communicating these metrics to you to ensure complete alignment on a daily, weekly, monthly, and annual basis.

Capable leadership and a proven business model form the platform on which ARAMARK builds its reputation for excellence. We will provide responsive, courteous service and work closely with the District to complement and expand upon our current partnership.

We appreciate the opportunity to continue working together and we look forward to a long and successful partnership with Plum Borough.

Sincerely yours,



Pat O'Donnell
District Manager

STATEMENT OF CONFIDENTIALITY

Confidential. Contains Trade Secrets and Proprietary Information.

This Proposal and the documents submitted therewith (collectively, the "Proposal") are the sole and exclusive property of ARAMARK Management Services Limited Partnership ("ARAMARK") and contain trade secrets, personnel information, plans, projections, client information, and other highly confidential and proprietary material. This information has been compiled on a confidential basis and may be reviewed by Plum Borough solely for the purpose of awarding a contract to a successful bidder. The information contained in this Proposal is information in which ARAMARK has a proprietary interest and is not intended for public use and/or dissemination. Any public use and/or dissemination of this information would cause substantial and irreparable competitive harm to ARAMARK. Reproduction of any part of this Proposal without the express written permission of ARAMARK is prohibited. If negotiations relating to the award of contract to ARAMARK are discontinued for any reason, Plum Borough shall return the original of the Proposal to ARAMARK and shall either return to ARAMARK, destroy, or cause to be destroyed, all copies of the Proposal, all analyses and any other documents incorporating any portion of the Proposal.

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**Healthier Environments,
Stronger Foundations**

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EXECUTIVE SUMMARY

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ARAMARK Education has a proven record of successfully managing facilities for school districts. From aging buildings and underfunded budgets to facility employees stretched thin, we understand that school districts face a range of challenges.

Whether your District's goals are to improve school appearance, maximize limited budgets, or enhance employee training, ARAMARK Education will continue to work with you to yield great returns and help you achieve your most important goals.

Our top priorities are to continue to work with you to create environments that support your dedication to ensuring excellence in student achievement. With our dedicated, empowered employees and proven processes and technology, your District will continue to gain measurable results.

ARAMARK is a trusted and valued partner to our clients because we understand, align with, and support their goals with unmatched technical expertise and resources, allowing us to deliver far better outcomes for our clients than any other management alternative. We are proud of our near 60-year history in Facility Services in creating optimal environments for student learning and achievement.

Plum Borough Objectives

Our approach is to continue to collaborate with you to craft specific, effective solutions tailored to your District.

We will continue to work with Plum Borough to:

- Maximize limited budgets.
- Achieve operational efficiencies.
- Increase responsiveness to daily service requests.
- Enhance the student learning environment.
- Improve the overall quality of district facilities.
- Increase employee supervision and accountability.
- Implement service culture development and reinforcement.

As your current partner we are uniquely positioned to ensure your vision of "Excellence and Customer Service" continues with this new operating model.

We are confident we have developed a proposal and organizational structure which will exceed your expectations around service levels, as well as scope and quality of services, all while reducing the overall cost of your current program.

References and District Success Stories



Our clients welcome the opportunity to share their experiences with you. We encourage you to reach out to them with any questions. Many of these references are from districts that share your specific challenges or services.

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¹C=Custodial, G=Grounds, P=Plant Ops. & Maint., F=Facilities Mgmt., CPM=Certified Purchasing Mgr., IT=IT Mgmt.

Client Name and Address	Client Contact and Title	Client Phone and Email	Enrollment/ Buildings/ Square Feet	Service ¹	Start Date
Bethel Park School District 301 Church Road Bethel Park, PA 15102	Matt Howard, Asst. Supt., Finance and Operations Leonard Corazzi, Business Manager	412-833-5000 howard.matt@bpsd.org corazzi.leonard@bpsd.org	5,000 18 922,000	F	6/1/2007
Bucks County Technical School 610 Wistar Road Fairless Hills, PA 19030-4196	Sharon Rendeiro, Business Manager	215-949-1700 srendeiro@bcths.com	1,500 1 333,000	C P	10/26/01
Burgettstown Area School District 100 Bavington Road Burgettstown, PA 15021	Deborah Jackson, Superintendent Jamie O'Donnell, Business Manager	724-947-8100 djackson@burgettstown.k12.pa.us jodonnell@burgettstown.k12.pa.us	1,600 2 267,000	C P	8/1/1985
Council Rock School District 301 Twining Ford Road, Bldg. C Richboro, PA 18954	Bob Reinhart, Business Manager	215-944-1042 breinhart@crsd.org	12,500 18 1,760,611	C	7/1/1999
East Pennsboro Area School District 890 Valley Street Enola, PA 17025	Bruce Deveney, Superintendent	717-732-3601 bdeveney@epasd.org	2,889 5 555,160	C P	7/1/2000
Eastern Center for Arts and Technology 3075 Terwood Road Willow Grove, PA 19090	Kenneth King, Business Manager Thomas Allen, Director	215-784-4840 kking@easttech.org tallen@easttech.org	500 2 200,000	C P	6/1/1982
George School Route #413, P.O. Box 4000 Newtown, PA 18940	Cynthia Coleman, Business Manager Mike Gersie, Director of Operations	215-679-6501 cynthia_coleman@georgeschool.org mike_gersie@georgeschool.org	533 13 245,733	C	6/1/1985
Germantown Academy 340 Morris Road Ft. Washington, PA 19034-0287	Debi Schulman, Facility Manager Steve Hill, Assistant Business Manager	215-646-3300 debischulman@germantownacademy.org stevhill@germantownacademy.org	1,500 2 250,000	C	3/15/2004
Green Tree School 146 Walnut Lane, Box 25639 Philadelphia, PA 19144	Colly Burgwin, Chief Financial Officer	215-843-4528 cburgwin@greentreeschool.org	115 3 52,419	P	7/1/1987
Hempfield Area School District 4347 Route 136 Greensburg, PA 45601	Jude Abraham, Business Manager Andrew Leopold, Superintendent	724-850-2238 abrahamj@hasdpa.net leopolda@hasdpa.net	6,227 11 1,300,000	F	3/1/2010

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Jenkintown School District 325 Highland Avenue Jenkintown, PA 19046	Zorian Dubenko, Business Administrator Dr. Timothy Wade, Superintendent	215-885-3722 zdubenko@jenkintown.org twade@jenkintown.org	590 4 120,047	C	7/1/1979
Lincoln Intermediate Unit (LIU) 775 Marion Road York, PA 17402	Lynn Krause, Management Services Director	717-624-4616 lkraus@liu12.org	520 1 212,000	C P	3/1/2008
Mt. Lebanon School District 7 Horsman Drive Pittsburgh, PA 15228-1128	Janice Klein, Director of Business Dr. Tim Steinhauer, Superintendent	412-344-2098 jklein@mltsd.net 412-344-2077 tsteinhauer@mltsd.net	5,606 13 1,164,538	C P	3/1/1999
Mt. Saint Joseph Academy 120 West Wissahickon Avenue Flourtown, PA 19031	Sr. Kathleen Brabson, President Dr. Judy Caviston, Principal	215-233-3177 kbrabson@msjacad.org jcaviston@msjacad.org	520 4 83,656	C P	6/1/1984
Pennsylvania School for the Deaf 100 West School House Lane Philadelphia, PA 19144	Maria Brandon, Head of School Greg Kelleher, Business Manager	215-951-4705 mbrandon@psd.org 215-951-4712 gkelleher@psd.org	180 9 94,000	C P CPM	7/1/1980
Penn Ridge School District 1200 North Fifth Street Perkasie, PA 18944	Jeff Loeffler, Director of Operations Kathy Johnson, Business Administrator	215-257-5011 jloeffle@pennridge.org kjohnson@pennridge.org	7,300 11	Energy	3/1/2009
Pennsbury School District 134 Yardley Avenue Fallsington PA 19058	Dan Rodgers, Business Administrator Thomas Gillette, Dir., Physical Plant & Facilities	215-428-4100 drodgers@pennsbury.k12.pa.us tgillette@pennsbury.k12.pa.us	10,875 17	Energy	9/1/2008
Quakertown Community School District 100 Commerce Drive Quakertown, PA 18951	Bob Riegel, Business Administrator Mr. Kelly Harper, Director of Facilities	215-529-2000 rriegel@qcsd.org kharper@qcsd.org	5,370 10 1,104,984	Energy	5/1/2011
Slippery Rock Area School District 201 Kiester Road Slippery Rock, PA 16057	Dr. Kathleen Nogay, Superintendent	724-794-2960 kathleen_nogay@slipperyrock.k12.pa.us	2,253 5 463,599	F C P	6/1/1996

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St. Joseph's Preparatory School 1733 Girard Avenue Philadelphia, PA 19130	Fr. George Bur, President Richard Scanlan, Chief Financial Officer	215-978-1010 gbur@sjp.org rscanlan@sjsprep.org	1,000 4 238,000	F	6/22/2009
St. Mary's Area School District 977 South Saint Marys Road Saint Marys, PA 15857	Cynthia Fingado, Business Manager Ann Kearney, Superintendent	814-781-2111 cfingado@smasd.org 814-781-2110 akearney@smasd.org	2,800 6 420,000	C P	11/01/84
Sto-Rox School District 19 May Avenue McKees Rock, PA 15136	Sheila Lubert, Business Manager Dr. Michael Panza, Superintendent	412-778-8871 slubert@srsd.k12.pa.us mpanza@srsd.k12.pa.us	1,550 4 200,950	P	9/1/2002
Stratford Friends School 2 Bishop Hollow Road Newtown Square, PA 19073	Nadia Murray, Business Manager	610-355-9580 nmurray@stratfordfriends.org	75 1 52,000	C	9/9/2009
Thomas Edison Charter School 2200 North Locust Street Wilmington, DE 19802	Thomas Salome, Superintendent Patricia Winder, Chief Financial Officer	302-778-1101 sthomasl@tecs.k12.de.us pwinder@tecs.de.us	791 1 80,000	C G P F	11/1/2006
Upper Darby School District P.O. Box 1354 Havertown, PA 19082	Mike Miele, Facilities Manager Edward Smith, Director of Business	610-352-7111 mmiele@udsd.k12.org 610-789-7200 esmith@udsd.k12.pa.us	11,944 14 2,457,716	F	10/2/1993
Upper St. Clair School District 1825 Mc Laughlin Road Pittsburgh, PA 15241	Frosina Cordisco, Director, Business and Finance Patrick O'Toole, Superintendent	412-833-1600 fcordisco@uscscd.812.pa.us potoole@uscscd.k12.pa.us	4,121 7 720,000	C F	6/8/2000
William Penn School District 200 Pine Street Colwyn, PA 19023	Joseph Bruni, Superintendent	610-284-8005 x236 supt@wpsd.k12.pa.us	5,465 11 665,619	F	6/6/1997

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CONFIDENTIAL

Nationwide Facilities Clients

Allen ISD	Graylake Community H.S.D. 127	Pennsylvania School for the Deaf
Alton Community S.D. 11	Green Tree School	Person County Schools
Barstow School	Harrisonville Cass R-9 School District	Plumsted Township Public Schools
Bedford County School System	Hempfield Area School District	Point Pleasant School District
Belmar Public Schools	Hickory Public Schools	Polk County School District
Belmar Township School District	Hillsborough Township School District	Providence Public Schools
Bethel Park School District	Hillsdale Public Schools	Quakertown Community School District
Bishop Fenwick High School	Hudson School District	Recovery School District
Bolles School	Indian Prairie C.U.S.D. 204	Riverside/Brookfield H.S.D. 208
Bucks County Technical School	Inkster School District	Roxbury Public Schools
Burgelstown Area School District	Jenkinson School District	Rye City School District
Burkumett ISD	Kearnsburg Public School District	School District of Reedsburg
Burlington Township School District	Kent County Public Schools	Shore Regional High School
Cape May Schools	Lakewood School District	Slippery Rock Area School District
Cathedral High School	Lebanon School Corporation	South Orange-Maplewood School District
Charlotte Country Day School	Lee County Schools	Springfield Public Schools
Chemsford Public Schools	Libertyville H.S.D. 128	St. James Parish Schools
Chinle Unified S.D. 24	Lincoln Intermediate Unit (LU)	St. Joseph's Preparatory School
Churchville Chill School District	Logan Township School District	St. Louis Abbey
Collegiate School	Manchester City Schools	St. Louis Public School District
Coppell ISD	Mater Dei Catholic High School	St. Mary's Area School District
Council Rock School District	Matteson Elementary S.D. 159	Silo-Rox School District
Detroit Country Day School	McKinney ISD	Stratford Friends School
East Pennsboro Area School District	Monroe BOCES 2	Thomas Edison Charter School
Eastern Center for Arts and Technology	Mount Vernon City School District	Three Rivers/Josephine County
Eatonown Public School District	Mt. Lebanon School District	Tinton Falls School District
Education Achievement Authority	Mt. Saint Joseph Academy	Troup County School District
Evanston School District 65	Nash-Rocky Mount Schools	Unit Joint School District
Fair Lawn Public Schools	National Heritage Academies	Upper Darby School District
Fennville Public Schools	New Rochelle School District	Upper St. Clair School District
Flemington Raritan School District	Niskayuna Central School District	Volusia County School District
Flint Hill School	Norfolk Academy	West Windsor Plainsboro Public Schools
Frankfort C.C.S.D. 157-C	North Palms School District 117	Westerly Public Schools
Galena Park ISD	Oyster River Coop. School District	Westside Community S.D. 86
Gateway Regional High School District	Pekin School District 108	William Penn School District
George School	Pembroke Hill School	Winslow Township Public Schools
Germaniown Academy	Penn Ridge School District	
Glen Rock School District	Pennsbury School District	

Financial Summary



Our proposal provides for the following:

- We are proud to offer the District an upfront, unrestricted grant, in the amount of \$50,000. This grant will be provided to the District in the form of a check upon contract signature and these funds can be used by the District at its discretion. We know and understand the challenges faced by all public school districts, and it is our hope that this grant can help fund a current liability the District is currently facing with respect to a program, a teaching position, or capital repair which it would otherwise not be able to support.
- The addition of one assistant custodial services manager to ensure we have the right organizational structure in place to supervise, train, and work hand in hand with our staff members on a daily basis. We are focused on providing the outcomes you require and that we are committed to providing.
- We have honored all current employee union wage rates and are providing a competitive and comprehensive benefits package for all staff members.
- All staff member positions are accounted for—no reductions—and all positions are full time.
- We have included \$50,000 in new custodial services equipment to ensure the staff has the latest in technology to ensure they are operating as efficiently as possible.
- All our custodial cleaning products are Green Seal certified to ensure a safer operating environment for all building constituents.

These are just some of the highlights. Additional detail will be found throughout our proposal.



LEZ / ARAMARK EDUCATION

CARE. SUSTAIN. GROW.



CORE SERVICES

2.1

ARAMARK provides customized facility service solutions for our clients, including operations and maintenance, engineering, custodial, landscaping, energy management, and other related facility services. Whether your challenge is facility cleanliness, ongoing maintenance, renovation, or new construction, ARAMARK will continue to collaborate with you to create a safe, comfortable, and optimal learning environment that supports student achievement.

Our comprehensive Facility Management Program delivers financial and operational efficiencies and focuses on asset preservation. Our systems provide leadership, develop supervisors, and educate staff in the techniques of modern facility management.

SPECIFICALLY, WE WILL CONTINUE:

- To provide ongoing, documented training programs covering all local, state, and federally mandated training
- To ensure continued compliance with all applicable federal and state laws, codes, and regulations, including but not limited to OSHA and Right to Know
- To ensure that all safety-related deficiencies are corrected immediately upon identification
- To ensure that all corrective-related work requests are completed within three days of receipt request
- To ensure that the specified and detailed Preventive Maintenance Plan is executed to schedule and 100 percent of all scheduled tasks are completed monthly
- To ensure custodial services inspections are completed weekly and all scores maintain a score no lower than 80 percent

In the following three subsections, you will find specific details regarding our custodial, maintenance, grounds, and energy programs.



“**The entire Burlington Township educational community views ARAMARK as a partner in providing the environment necessary for student achievement. I am quite proud of the relationship between ARAMARK and Burlington Township School District. The company has integrated company and District goals to achieve a seamless goal-oriented facilities program.**”

—**Mary Ann Bell, Business Administrator/
Board Secretary**



CUSTODIAL PROGRAM

2A.1

ARAMARK Education specializes in creating and sustaining clean, safe, and attractive environments for your District. We know that clean facilities are conducive to successful teaching and learning, and well-maintained facilities represent a well-managed school district.



We empower teams and equip them with tools and training and support them with the industry's deepest and broadest pool of facility services technical experts.



The ARAMARK Education Custodial Program

The ARAMARK Custodial Program is an integrated system, designed to employ state-of-the-art technologies and cleaning methods to ensure a healthy learning and working environment that promotes learning. We'll continue to help maintain comfortable, clean facilities; reduce Plum Borough's environmental footprint; and decrease upkeep costs.

OUR CUSTODIAL PROGRAM DRIVES THE FOLLOWING RESULTS:

- Clean, safe, healthy environments for learning and working
- Maximization of asset life
 - Preserving the quality and longevity of your District's floors, floor coverings, and other surfaces
 - Increasing building quality and ensuring consistency throughout the District
- Budget management and savings optimization
 - Controlling costs and improving overall departmental efficiencies with industry-leading cleaning systems
 - Leveraging national discount programs for supplies and chemicals
- Enhanced employee training, development, productivity, and engagement, which leads to:
 - Improved response time
 - Reduced turnover and increased morale among support employees
- Reduction of the use of chemicals through green technology that uses electrically activated water to yield superb results
- Elevated customer satisfaction among your District's stakeholders, students, faculty, staff, and community, due to clean and healthy environments



OUR CUSTODIAL PROGRAM APPROACH:

- Employs industry-leading, proprietary cleaning systems
- Designs and implements clearly defined work schedules using proven and field-tested work standards
- Introduces a fully integrated process for project execution and a corresponding training program, which address appropriate equipment, cleaning products, and procedures
- Develops and practices standard operations policy and procedures that incorporate requirements made by all applicable state and federal agencies
- Trains staff members to continually evaluate their work, ensuring that the result is best-in-class service
- Continually seeks out solutions that support environmental stewardship and sustainability

**QUANTUM LEAP**

ARAMARK Education has invested extensive resources into the research and development of our **proprietary Quantum Leap InnovationSM professional cleaning systems.**



The ARAMARK Quantum Leap Innovation (QL) platform is a **results-oriented, systems-approach to cleaning that provides the most innovative support solutions** to our school district clients. Each QL cleaning system:

- Is developed with a focus on innovation and the use of state-of-the-art technology in four areas: product, process, equipment, and training
- Undergoes extensive lab testing and field verification and is supported before, during, and after implementation by a team of corporate cleaning professionals

For your District, the ARAMARK comprehensive Quantum Leap cleaning system will:

- Determine the optimal strategy for service delivery.
- Maximize quality, productivity, and safety.
- Increase asset preservation for District facilities.
- Enhance the skill level and job satisfaction of custodial employees.

QUANTUM LEAP PROPRIETARY PROGRAMS

As part of a successful Custodial Program for Plum Borough, ARAMARK Education will continue to implement our proprietary systems, including:

SPACECARE QL

An innovative, integrated system for routine, daily cleaning of rooms, SpaceCare QL improves quality and productivity by using new concepts that shift the focus of routine cleaning; reducing the number of products, tools, and supplies; and simplifying cleaning processes and training. The flexibility of the SpaceCare QL System allows for detail work on a weekly basis and the completion of urgent or emergency tasks.



SPACECARE QL BENEFITS INCLUDE:

- Improved quality
- Higher productivity
- Reduced costs
- Easy training
- Reduced product, process, and equipment confusion



CARPETCARE QL

An innovative system to clean and maintain the appearance of commercial carpets, this unique system of high-speed equipment and specific products has been designed to reduce labor and increase productivity for maintenance on carpeted surfaces.

CARPETCARE QL BENEFITS INCLUDE:

- Clean, well-maintained carpet
- Reduced maintenance costs
- Productivity increases ranging from 20 to 80 percent
- Improvement in morale, due to improved job execution processes

CarpetCare QL benefits include productivity increases ranging from 20 to 80 percent.

FLOORCARE QL

The next generation in advanced resilient floor maintenance, this proprietary system employs high-speed equipment and specific finishes, designed to reduce labor and increase productivity for maintenance on resilient flooring.

TOUCHLESS CLEANING QL

Touch-free surface cleaning brings together the leading-edge technology of the EnVerros products from Ecolab, innovative Kaiovac equipment, and the ARAMARK Touchless Cleaning System. Employed exclusively in ARAMARK-managed facilities, this specialized system is for use in wet cleanable areas. It includes general purpose and neutral cleaners, degreasers, and disinfectants, and is designed to clean restrooms, locker rooms, showers, corridors, and classroom areas.

TOUCHLESS CLEANING QL BENEFITS INCLUDE:

- **Productivity enhancement** by allowing workers to clean large restrooms in about half the time required with manual procedures
- **Improved cleaning quality** due to the ability to clean places that traditional cleaning processes do not reach, such as behind wall-mounted objects, in corners, and under sinks and toilets (These areas harbor bacteria that can produce malodors, detracting from an otherwise clean-looking area.)
- **Improved employee morale and elevation of worker dignity** by providing employees with a method to clean restrooms more effectively and more quickly, while enabling them to complete the task without physically touching the toilets or urinals
- **Improved safety while ensuring effective results**
- **Improved ergonomics**



TILE AND GROUT QL

The system uses new concepts to bring out the beauty of unglazed ceramic tile floors without the application or maintenance requirements of using a floor finish. With a two-step process using an enzyme-activated cleaner, this system produces a level of cleanliness and appearance that cannot be matched by conventional procedures.



TILE AND GROUT QL BENEFITS INCLUDE:

- Digestion of soils and prevention of buildup that cause stains and odors, to keep floors smelling clean and fresh
- Reduction of project labor hours
- Efficient, long-lasting process, requiring only minimal routine maintenance
- Easy-to-learn system



MARBLE AND TERRAZZO QL

This innovative system improves the appearance of natural stone floors, such as marble and terrazzo, without the application or maintenance requirements of using a floor finish. With an easy-to-use, low-odor special paste that polishes floors much like a rubbing compound brings out the natural shine on a car's finish, the system produces excellent results on most types of marble, cement-based, and epoxy-based terrazzo floors.

Custodial Training Programs



ARAMARK understands that a comprehensive, well-executed, professional training program for our on-site managers and production employees is critical to an effective, efficient, and quality Custodial Program. So, we employ highly specialized curriculum training for our managers, and then we follow up with a focused and seamlessly integrated Train-the-Trainer Program to ensure that the appropriate skills and processes reach the on-site production employees who must deliver our quality program to Plum Borough.

ARAMARK TECHWEEK

ARAMARK Education's training features **TechWEEK**, an internal week-long technical training certification program designed to train and develop ARAMARK leadership, managers, and staff on the innovative systems, processes, and procedures used to operate efficiently and effectively. Held several times a year, TechWEEK provides a comprehensive week of Custodial Program instruction, with a full course load, hands-on training, team interaction, and application of processes, for an optimal learning experience. Current managers reattend TechWEEK minimally once every three years.



Facility managers attend this specialized training to learn the core fundamentals of our custodial systems, such as SpaceCare QL, FloorCare QL, CarpetCare QL, and Marble and Terrazzo Care QL. Additionally, TechWEEK provides an overview of carpet care, tile and grout maintenance, and a touchless cleaning system for restrooms, locker rooms, and showers. The course curriculum has been developed to introduce new innovative cleaning procedures, products and equipment that will continue to improve quality while providing opportunities to identify more effective use of limited resources.



Participants can expect a vigorous schedule, starting at 8:00 AM each day and not finishing until 7:00 PM on some evenings. Attendees should be prepared for intense study during all the sessions and after each, there is a test. Certification for the entire training is dependent on passing each session. It is suggested that this training should be completed by all custodial managers every three years.

AREAS OF FOCUS FOR TECHWEEK CUSTODIAL TRAINING

In TechWEEK and through consistent on-site training, ARAMARK Education enhances the skills of our employees, with specialized focus on areas such as:

- Equipment and chemical use training
- One-on-one process training
- Safety training
- Certification training in carpet care, hard floor care, wall and upholstery care, and other innovative systems
- Proper waste handling and management

IN-DEPTH COURSES PROVIDED TO PLUM BOROUGH CUSTODIAL STAFF:

- **Wood Floor Care**—Covers proper care and maintenance procedures for wood floor surfaces (Topics include floor construction, floor materials, terminology, daily and weekly maintenance procedures, and project work processes.)
- **Hard Surface Floors**—Focuses on the types of hard surface flooring, principles of soiling, maintenance programs, equipment, troubleshooting, and cleaning processes
- **Wall and Upholstery**—Explains the proper care and maintenance of upholstered walls and furniture (Topics include fabric construction, principles of soiling, equipment, stain removal, troubleshooting, and cleaning processes.)
- **Carpet Care**—Covers the construction and manufacturing of carpet, principles of soiling, maintenance program, equipment, stain removal, troubleshooting, and cleaning processes

Additionally, a complete library of technical bulletins is continually provided for on-site use. These technical bulletins cover a variety of subjects to assist the on-site manager in diagnosing and remedying a situation that may not be covered by our normal operating standards.

ARAMARK TECHNICAL TRAINING CENTER

ARAMARK's Technical Training Center, our state-of-the-art training lab in Downers Grove, is home to TechWEEK. With carpeted areas and terrazzo, marble, ceramic, and epoxy floors, this highly specialized, one-of-a-kind center allows for hands-on training in settings that simulate actual cleaning environments. Since the opening in 2009, many TechWEEK training classes have been conducted, including the 200th TechWEEK class, which was conducted in June 2010. The Center has also hosted tours from Japan, Ireland, Brazil, Chile, Taiwan, and Singapore.

The Center is also used to host meetings and tours with some of our largest customers like East Baton Rouge Parish School District, St. Louis School District, and District Manager Fall Conferences. Additionally, the Center is used as a lab to work on the development of new and innovative technology with our key partners at Tennant, Kaivac, Windsor, Ecolab, NSS, and ProTeam. Some of the innovations that were tested in the lab include the ec-H2O cleaning system, Electrically Activated Water (EAW), Superior 30 floor with Ecolab and the microfiber washer.

"It's very specific. For example, we identify products and supplies, the costs of implementation, return on investment, impact on labor, and the quest for consistent execution."

—Craig Arnold,
Chief Facilitator of Training





Green Cleaning Program

ARAMARK Education's Green Cleaning Program is more than a scientifically proven process—it represents **our commitment to your District's environmental stewardship and safe, healthy indoor environment**. We will continue to work closely with our clients to deliver innovative solutions that support environmental stewardship, sustainability, and thriving school communities.

OUR GREEN CLEANING PROGRAM DEFINED

Our green cleaning approach is based on more than 50 years of ARAMARK facility management experience. The ARAMARK Education **SpaceCare QLSM cleaning system drives our program**, with standardized techniques and tasks; concentrated effort on daily cleaning; and high-functioning, supplies, tools, and products that meet stringent environmental standards.

ARAMARK partners with Ecolab to develop and provide industry-leading **Green Seal-approved products**, which include:


- **All-Purpose Cleaner 2 (APC 2)**—This Green Seal-approved product is used as a general purpose cleaner for routine cleaning of glass, metal, ceramic, laminate, and painted surfaces.
- **FloorStar Light Duty Cleaner 4 (LDC4)**—This neutral pH floor cleaner is Green Seal-approved and applied to surfaces with microfiber mops, which provide a single-step cleaning method for greater productivity.
- **FaST Light Duty Cleaner**—This Green Seal-approved neutral pH detergent is used with the T7, T5, and T3 models to remove soil and black marks, reduces water consumption by 70 percent, and increases productivity by up to 30 percent. This is the only scrubbing system certified by the National Floor Safety Institute.
- **ec-H2O**—The environmental benefits of this electrically converted water include reduced chemical production and reduced water consumption by up to 70 percent. Floor scrubbers deliver an advanced state of safety and cleanliness available with ec-H2O technology.



For more information about environmental stewardship and sustainability, please refer to **Section XX**.

Here are examples of some of our sustainable cleaning product offerings:

SUSTAINABLE CLEANING



FloorStar® Light Duty Cleaner 4

A concentrated neutral pH cleaner for hard surface floors. Removes soil without attacking the floor finish. Equally effective in both hard or soft water. Requires no rinsing. Phosphate free, biodegradable, and Green Seal Certified.

Dilution rate: Damp Mopping: 0.5 oz./gal.
Automatic Floor Machine: 4.5 oz./18 gal. of water

SKU	Unit of Measurement
708304	RTU label
66332910	30 gal. drum
66332914	Case 4x1 gal
66332915	5 gal. pail

FloorStar® Light Duty Cleaner 4 with FAST™*

A concentrated cleaner for use on hard surface floors. To be used in a daily maintenance program in conjunction with Tennant FAST™ equipment. Certified by National Floor Safety Institute to improve slip resistance. Biodegradable and Green Seal Certified.

* This item must be ordered through Tennant.

Dilution rate: Automatic Floor Machine

SKU	Unit of Measurement
9001908	2 liter cartridge
1021878	4 liter cartridge (for use with Z400, Z500, 8300, 8410, M20, and T20 machines)

All-Purpose Cleaner 2

A concentrated cleaner for use in routine cleaning of multiple surfaces. Use on glass, metal, ceramic, laminate, and painted surfaces. Phosphate free, biodegradable, and Green Seal certified.

Dilution rate: RTU

SKU	Unit of Measurement
71462	RTU label
407469	24 oz. bottle s/sk-screened
66332980	Case 4x1 gal

34

SUSTAINABLE CLEANING



Zinc Free Floor Finish

A metal free floor finish for use on resilient and other floor finishes. Has high level of mark resistance and durability. Green Seal certified.

SKU	Unit of Measurement
6551023	5 gal. pail

Zinc Free Floor Finish Remover

A super concentrated floor finish stripper designed specifically to remove Ecoloc's Zinc Free floor finish additive for use on vinyl floor, tile, ceramic tile, terrazzo, and concrete floors. Green Seal Certified.

SKU	Unit of Measurement
6551057	5 gal. pail

Revitalize™ Carpet and Upholstery Prespray Cleaner

Revitalize™ Carpet and Upholstery Prespray Cleaner is a fast drying prespray that is designed to be used as a pretreatment spray on traffic lanes prior to extraction or steamponing. Also effective as a spot bonnet cleaner for interim use. May be used on all carpet types. Carpet and Rug Institute (CRI), Green Seal, and Wool Safe certified.

Dilution rate: 4-8 oz./gal

SKU	Unit of Measurement
61495050	Case 4x1 gal
61495089	2.5 gal

Revitalize™ Carpet and Upholstery Extraction Cleaner

Superior extraction chemistry with excellent penetration, soil lifting, and cleaning performance. May be used on all carpet types and upholstery. Carpet and Rug Institute (CRI), Green Seal, and Wool Safe certified.

Dilution rate: 1-2 oz./gal

SKU	Unit of Measurement
61495074	Case 4x1 gal
61495078	2.5 gal

35

GREEN CLEANING BENEFITS

Studies show that green cleaning programs in K-12 schools contribute to the well-being of both students and the administration. With the successful implementation of green cleaning programs, your District will gain a healthier, more productive environment for the entire District community.

Our Green Cleaning Program will continue to help Plum Borough promote beneficial results in these key areas:

HEALTH AND WELLNESS:

- Enhanced student and teacher comfort
- Improvements in overall health and safety
- Reduction of long-term health issues
- Increased student productivity and higher test scores
- Better student attendance rates
- More frequent visitation by parents and community
- Attraction and retention of well-qualified teachers and administrators
- Increased open space and day lighting inside schools

ENVIRONMENTAL PROTECTION:

- Use of safer chemicals to protect users while minimizing environmental damage
- Reduced packaging and transportation impact through the use of concentrated products
- Water reduction
- Energy savings

COST-EFFECTIVE SERVICE:

- Reduction of cleaning product quantity required for daily cleaning
- Cost savings from transition from ready-to-use to concentrated products
- Reduced staff turnover as a result of worker safety priority



ARAMARK takes a practical approach to green cleaning operations while supporting leading environmental organizations and governmental legislations and guidelines.

GREEN CLEANING ASSESSMENT

ARAMARK Education will continue to collaborate with Plum Borough's school administrators and staff to determine the Green Cleaning Program that best meets the District's needs. Our green cleaning assessment outlines the following:

- Green cleaning policy and vision
- Green operating practices (including current and future plans)
- Training program to achieve "green goals"
- Administration of customer satisfaction surveys to gauge your District's needs
- Leadership in Energy and Environmental Design (LEED) certification alignment
- Distribution of educational literature on ARAMARK's green product line

We will focus on engaged collaboration and education with your District to develop, customize, and improve Plum Borough's green cleaning solutions while continually elevating the service level we deliver and our corporate and social responsibilities.



Custodial CMMS



The ARAMARK Education Custodial Program uses ISISpro for the day-to-day management and support of your custodial services operation. Access to the latest information on products, equipment, work processes, and codes and regulations also is available to you.

- **Production Scheduling**—Production scheduling details your entire inventory and produces work schedules based on tested production standards, which allows us to clean Plum Borough as efficiently and effectively as possible. This portion of the program optimizes schedules for your employees and improves time management.
- **Quality Control**—Quality control is used to track areas where improvements are being made, areas that need more attention, or employees who need additional training. It encompasses all inspections performed by supervisors and managers. This data can be categorized by employee, supervisor, or building.
- **Personnel Management**—This module tracks each employee's training records, performance, and any necessary correspondence, addressing both positive and concern areas.
- **Financial Management**—Financial management is crucial to effective cost control and aids in reducing cost. This module records all labor costs, supply expenditures, equipment outlays, and overtime, including both reimbursable and non-reimbursable items. It also lists each individual's production time, sick time, holidays, and overtime by number of hours and actual cost. The program reports where and when dollars are spent according to each building or individual.

- **Inventory Management**—Inventory management ensures you receive the most value from your supplies and equipment expenditures. We inventory all existing supplies and equipment, provide a detailed list of all equipment, and assist in a life cycle analysis of the capital equipment. Each piece of equipment that is retired and replaced is noted. Restroom supplies are monitored using this inventory management. The inventory system includes automatic recording and automatic generation of accurate inventory status information.
- **Program Evaluation**—This report evaluates the training programs we offer. It covers employees who lack training, as well as all employees hired during the past 60 days who have participated in orientation. Program evaluation also tracks monthly dollar calculations and other department expenses.







PLANT AND OPERATIONS MAINTENANCE

2B.1



Buildings are essential assets that all school districts must operate, maintain, and renew for current and future generations. Through routine preventive and corrective maintenance, ARAMARK Education will continue to bring systems, programs, on-site management, and facilities support to provide a well-run, safe, and comfortable environment for Plum Borough's students, staff, and administrators.

Our comprehensive Maintenance Program approach extends the life of your District's assets in a variety of ways:

- Provides greater efficiencies and savings in labor, productivity, purchased services, and supplies.
- Ensures guaranteed measurable results
- Provides accelerated savings through energy conservation
- Ensures achievement of regulatory compliances
- Reduces emergency breakdowns and repairs
- Focuses on quality control to manage maintenance activity and work processes with greatest efficiency
- Trains staff to analyze root causes and implement reliability in maintenance processes, ensuring that end results provide best-in-class service for students, staff, and parents
- Continually seeks out solutions that support environmental stewardship and sustainability
- Employs a state-of-the-art computerized maintenance management system to ensure measurable and favorable program results

ARAMARK Education
currently maintains
1.6 billion square
feet in K-12 school
districts throughout
North America.

ARAMARK at Plum Borough



Maintenance Program

ARAMARK has experience establishing programs that are designed to benchmark and measure the expenditures associated with labor, utilities, outside services, supplies, and capital. We understand how the quantity and quality of labor affects your expenditure categories and asset value. We also understand how the implementation of a formalized Maintenance Program reduces the need for capital and optimizes your facility assets.

The key components of your Maintenance Program will continue to include preventive and corrective maintenance, minor construction and corresponding project management, and safety and code compliance.

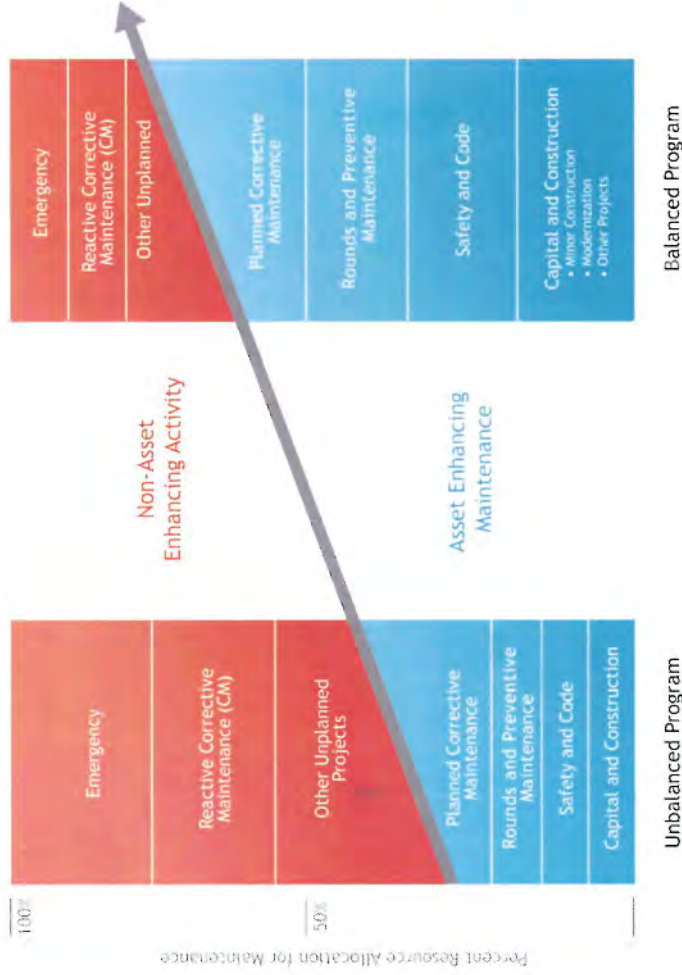
PLANNED CORRECTIVE MAINTENANCE

The goal of planned corrective maintenance is to ensure your building's equipment continues to operate in the most efficient manner through the timely and proactive correction of deficiencies. The ARAMARK corrective maintenance program includes:

- A priority system that enables immediate attention to the corrective maintenance critical to your ongoing operations (such as, making sure heating systems operate on a cold day) or for safety reasons
- A maintenance and repair requisition process, tailored to fit your requirements, to provide accurate records of corrective maintenance repairs that were completed in your buildings

Balancing Program Components Brings Efficiency

Unbalanced versus Balanced Maintenance Programs



- A reporting mechanism to determine the current status of actions in progress
- Information to make critical repair-versus-replace decisions

ROUNDS AND PREVENTIVE MAINTENANCE

The preventive maintenance approach uses a logical, technical process to determine the appropriate maintenance tasks required to achieve design reliability, under specific operating conditions and in the particular environment. Workloads are balanced, quantified, and prioritized throughout the year, factoring in seasonal requirements, physical location of equipment, and total time available.

A systematic process of continuous improvement is used to ensure a constant review of the maintenance process and adjustments to improve quality at every opportunity. With preventive maintenance, we reduce the amount of future corrective work required.

CAPITAL AND CONSTRUCTION

The minor construction and project management component of your program will include actions or work processes that alter the physical appearance of a structure or the use of your facility.

- Some adjustments, changes, and additions are always necessary, within the time and economic capability of the internal workforce.
- We measure these efforts to ensure they are cost effective and do not interrupt the normal functions of preventive, corrective, and life safety programs.

SAFETY AND CODE COMPLIANCE

The safety and code compliance component of your Maintenance Program is designed to meet codes and requirements established by applicable regulatory agencies. This compliance enables ARAMARK Education to continue to assist Plum Borough with department-related safety inspections that minimize and reduce liability to buildings, equipment, students, and employees.



We handle every corrective work order as a means to discovering root cause for the occurrence, and we use that knowledge to better structure preventive maintenance.

KEY AREAS OF SAFETY AND CODE COMPLIANCE THAT WE CAN HELP YOU WITH INCLUDE:

- Providing guidance in support of your Maintenance Department's policies and procedures, including compliance with the Environmental Protection Agency; the National Fire Protection Association; and other local, state, and federal requirements
- Collecting and maintaining all your pertinent documentation and compliance certification, per the requirements of applicable local, state, and federal laws or regulations
- Providing recommendations for correction of physical plant deficiencies, as required
- Performing hazard assessments and make recommendations regarding the procedures and provisions of safety to meet or exceed the manner described in applicable standards, rules, regulations, and codes
- Assisting with implementing processes and operational procedures that support infection control
- Assisting with instituting and documenting fire prevention measures in buildings where needed. Administrative support also is provided to help institute written procedures, drills and safety inspections.
- Assisting with preparing disaster plans

ADDITIONAL KEY RESOURCES

The constantly changing landscapes of education and maintenance require that we remain abreast of current best practices. ARAMARK employs proven and established protocols for maintenance and continually refines them to ensure their applicability in support of our clients and their missions.

Besides offering our core program support, we also act as a professional engineering liaison with other departments and those professional organizations, districts, and commercial organizations deemed necessary by Plum Borough. To better enable your on-site managers to deliver operational and service excellence, your ARAMARK Education maintenance program delivers other valuable resources including:

- An on-site technical library, which includes detailed information on fire protection and prevention
- Documentation logs detailing work performed and corresponding work locations:
 - Filler logs
 - Fire alarm systems
 - Fire extinguisher logs

- Daily journal of rounds
- Boiler and chiller logs
- Water treatment logs on boilers, chillers, and cooling towers
- Contractor visit logs
- ARAMARK proven operations procedures for:
 - Personnel selection and development
 - Maintenance program implementation
 - Safety and code compliance
 - Financial and materials management
 - Maintenance and repair requisition system
 - Program auditing
- Support and consultation through:
 - ARAMARK corporate and area support personnel
 - Rapid response email system
 - The ARAMARK Intranet site, with its robust arsenal of tools, such as Best practices and "Ask the Expert" information
 - Document and video libraries
 - Policies, procedures, operation instructions, and safety precautions
 - Benchmarking data
 - Equipment recall notifications
 - Industry updates, press releases, and links to related
 - Websites





Maintenance Training Programs

To deliver an efficient and effective Maintenance Program to your District, ARAMARK Education has developed a comprehensive maintenance training regimen, for both the on-site manager and the maintenance staff.

We make significant investments to train your on-site managers in customer service, technical support, safety, and leadership skills. Our training program features include:

- One-on-one training, emphasizing personal and occupational growth
- Monthly in-service educational programs are conducted for all department employees
- Continuous professional development and training on technical aspects and market-related issues

SAMPLE OF KEY MAINTENANCE TRAINING PROGRAMS WE OFFER TO ALL STAFF INCLUDE:

FM ACADEMY

FM Academy I training is designed to be taken by all of our facility maintenance managers within the first 12 months of their employment. The program's emphasis is on basics, such as daily, weekly, monthly inspections; program balance; work order backlog analysis; emergency management; customer quality standards; energy management; and benchmarking.



CORE MAINTENANCE TRAINING

This program provides comprehensive staff training in the areas of:

- Hazardous materials management
- Hazard communication
- Lockout/tagout
- Personal protective equipment
- Bloodborne pathogens
- Asbestos awareness
- Confined space entry
- Respiratory protection/tuberculosis
- Fall protection



CERTIFIED MAINTENANCE TECHNICIANS (CMT) CERTIFICATION FOR LEVELS I, II, AND III

Through ARAMARK's Intranet, staff members are enabled to complete the Certified Maintenance Technician Programs. These certifications establish standards of knowledge for maintenance personnel, recognize individuals who have met those standards, provide credentials that are universally recognized throughout the industry, and encourage continuing education. Areas covered include:

- Blueprints
- Schematics
- Industrial safety and health
- Basic electricity and electronics
- Air-conditioning and refrigeration systems
- Mechanical maintenance applications, including hydraulics, pneumatics, pumps, and control systems; and operation of physical plant equipment

The series also provides a full suite of general safety and health training, along with comprehensive OSHA and regulatory compliance coursework.

- Pretests are used to assess the appropriateness of learning levels for students.
- Students can show proficiency in a course for credit by obtaining a score of 80 percent or higher on the pretest.
- Post-tests are available for each course, and satisfactory completion requires an 80 percent or higher score.

Maintenance CMMS



ISISpro supports, integrates, and monitors your Maintenance Program. ISISpro measures corrective maintenance and preventive maintenance for all your equipment and assets on site; creates code compliance and safety compliance checks; tracks inventory, contracts, and contractors; and monitors the purchasing activities of your department. This live database is constantly updated with best practice procedures.

ARAMARK integrates Internet work orders with a Pocket PC. This paperless work order system magnifies your department's efficiencies in capturing necessary data. Work orders are generated during daily inspections and entered in the PC. Work orders are automatically transferred from ISISpro, allowing the scheduler to prioritize and distribute work while the technicians are on the floor.

This customized system eliminates duplication of work entries and increases work performance, thereby reducing costs.

SPECIFICALLY, WE PROVIDE PLUM BOROUGH WITH:

- **Equipment Database**—Maintains the most exhaustive equipment database with maintenance information on more than 1.5 million pieces of electromechanical equipment
- **Life-cycle Analysis**—Aids in life cycle cost analysis by providing repair history to help determine whether to repair or replace current equipment
- **Equipment Audit Program**—Includes an audit of your equipment in order to build a database that enables systematic anticipation of scheduled maintenance requests and provides information for warranty protection and replacement assessment
- **Tracking Capabilities**—Tracks people, training, maintenance schedules, and major and minor projects
- **Customer Satisfaction Audit**—Assesses customer satisfaction and provides a benchmark for evaluating future satisfaction scores
- **Formalized Maintenance Summaries**—Helps accurately determine both long- and short-term maintenance needs, and generates inspection forms and procedures



RISK AND SAFETY MANAGEMENT

3.1



THE ARAMARK EDUCATION SAFETY PROGRAM

Schools today are challenged with an environment of increasingly complex safety, regulatory compliance, and accident prevention. Managing this exposure is critical to your success. ARAMARK combines 50 years of facility services experience with proven, powerful risk exposure expertise, systems, and analytics tools.

Our safety solutions are shaped by expert guidance from our Executive Safety and Risk Control Steering Teams, which develop annual Strategic Loss Improvement Plans based on prioritized risks and established goals. These proven safety solutions will be customized for your District, with specific focus on occupational safety and health and environmental risk. Continuous benchmarking and monitoring will continue to drive sustainable safety and risk control for Plum Borough.

**ARAMARK combines
50 years of
facility services
experience with
proven, powerful risk
exposure expertise,
systems, and
analytics tools.**

ARAMARK at Plum Borough

OCCUPATIONAL SAFETY AND HEALTH

ARAMARK's unique safety-enabling tools and systems aim to mitigate the major loss drivers within ARAMARK businesses and ensure compliance with OSHA and other regulatory requirements. Our occupational safety and health tools and systems include:

- Safe S.T.E.P. (Slip Trip Elimination Process) is designed to prevent slip, trips, and falls that lead to frequent and severe injuries to our people.
- The ergoTEC (Targeted Exposure Control) process is designed to reduce exposure to the ergonomic risks that lead to musculoskeletal injuries.
- Our proprietary 5S process (**S**ort, **S**et in Order, **S**hine, **S**tandardize, **S**ustain) is designed to address workplace clutter and improve physical organization. In addition to reducing trip hazards, the process has led to improved operating efficiency. This process also provides a link between Safe S.T.E.P. and ergoTEC, since many of the risk exposures controlled through this process can lead to slips, trips, and falls and musculoskeletal injuries.
- ARAMARK's compliance-enabling tools address common OSHA regulations. These tools include procedures, simplified checklists, training processes, quick start guides, and self-assessment processes. Examples of these processes are hazard communication, personal protective equipment (PPE), airborne pathogens, and energy isolation.

- ARAMARK uses the 5 Whys process of incident investigation as a simple root cause analysis tool. The process involves defining a problem and asking "why" five (or more) times until the root cause is found. Once the root cause is identified, corrective actions are implemented to prevent future occurrences of the problem. Locations are required to report all accidents within a 48-hour time frame of occurrences, and the manager of the injury location is required to complete a 5 Whys analysis. The root-cause information and lessons learned are shared with the other team members and locations during monthly safety calls.

Safe
S.T.E.P.

Slip Trip Elimination Process



Bloodborne Pathogens Form: Quick Start Guide		Header: ES-C Form: BBP 01-01
<p>Quick Start – Bloodborne Pathogens Program</p> <p>STEP 1 Admin</p> <ul style="list-style-type: none"> Select a Program Administrator Complete designation of Program Administrator on Program Administrator and ACP-100 Notification Form (Form BBP-0100) 		
<p>STEP 2 At-Risk Tasks & Jobs and Obtain Supplies</p> <ul style="list-style-type: none"> Identify job tasks and obtain resources on Program Administrator and ACP-100 Notification Form (Form BBP-0100). Enclose any Hazardous Waste Obtain correct Bloodborne Pathogens kit, PPE, decontamination and other supplies required to control the incident. 		
<p>STEP 3 Training and Communication</p> <ul style="list-style-type: none"> Conduct BLP and HEP training for all employees – Reference Training Culture Document in Training Agenda and Report (Form BBP-0100) 		
<p>STEP 4 Hepatitis B Vaccines</p> <ul style="list-style-type: none"> Offer HBV to all at-risk employees – to be administered by ARAMARK's designated occupational health service provider Document after using Hepatitis B Vaccine Form (Form BBP-0104) 		
<p>STEP 5 Review and Check</p> <ul style="list-style-type: none"> Re-evaluate and update the Bloodborne Pathogens Program annually (Form BBP-0104) Determine the Goals and Objectives for next Process 		

SAFETY MANUAL AND SAFETY TOOL KIT

The Safety Program is comprised of the Safety Manual and the Safety Tool Kit.

- Our formal, documented Safety Manual integrates written policies and procedures, records, and work instructions. It consists of a step-by-step approach to compliance and contains written programs that can continue to be tailored to the services we are providing at Plum Borough.
- The Safety Tool Kit contains adult learning-style training modules with built-in learning activities. It includes training on the following topics:
 - Safety Orientation
 - Hazard Communication
 - Bloodborne Pathogens
 - Lockout/Tagout
 - Asbestos Awareness
 - Personal Protective Equipment
 - Respiratory Protection
 - Confined Space Entry
 - Fall Protection

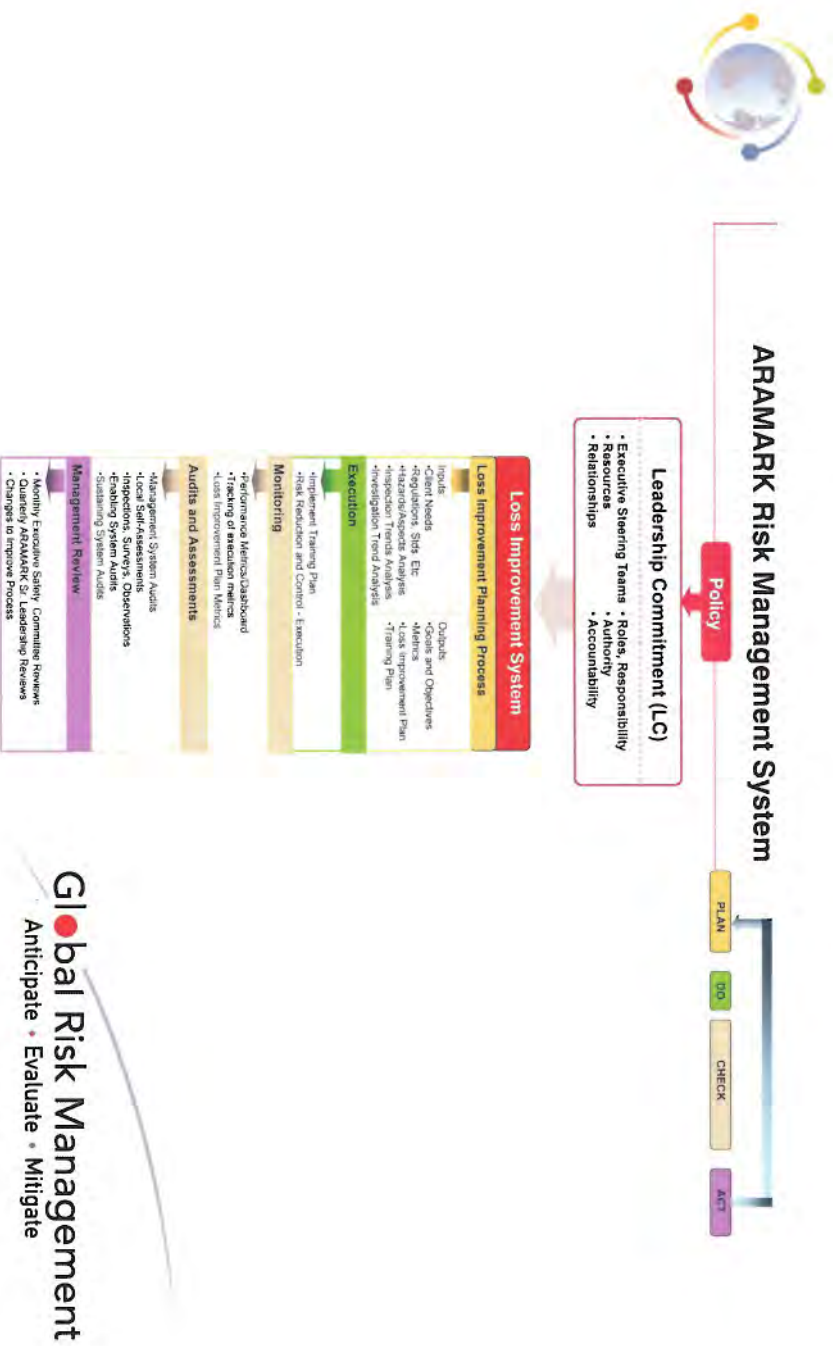
ARAMARK RISK MANAGEMENT SYSTEM

ARAMARK has long been committed to protecting our employees, clients, customers, and the environment from harm. This commitment is demonstrated by ARAMARK's long-term strategy to drive continuous and sustainable safety and risk control performance across the entire enterprise. Stated simply, our vision is to provide and sustain a workplace where "No one gets hurt."

Our strategy, shown below, is closely aligned with the ARAMARK business purpose and guiding principles. By putting "our people first" and using safety as a path to meaningful employee engagement at all levels, we will build a workplace where people can reach their full potential to deliver world-class experiences, environments, and outcomes.



As part of our strategy and approach to safety and risk control, ARAMARK has developed an ARAMARK Risk Management System (ARMS) which identifies, evaluates, manages, and controls risk to ensure continuous improvement throughout the organization.



ARAMARK is committed to continuous reduction of risk exposure during our operations now and into the future. We will continue to partner with Plum Borough to build an environment of continuous and sustained sanitation and safety performance improvement.

ENVIRONMENTAL

We have developed a comprehensive environmental strategy to increase environmental awareness and provide training, compliance tools, and guidance to our front-line managers and their teams. The strategy is aligned and integrated within the ARAMARK risk management system. Environmental compliance requirements are integrated into our Operational Excellence platform and support ARAMARK's overarching management system approach.

We will continue to work with Plum Borough to identify specific requirements that can be integrated into your programs, provide opportunities for continuous improvement, and address any other environmental aspects unique to your operations.

OUR DECISION METRICS AND MONITORING SYSTEM (DMM)

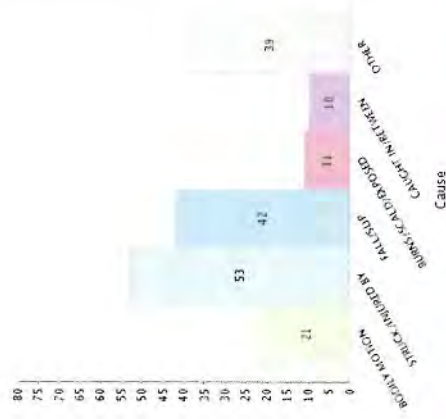
ARAMARK has developed a powerful analytic system to assist our school districts with managing and monitoring the complex safety, health, environmental, and food safety processes. Our front-line district managers can easily generate dashboards and scorecards to monitor execution and overall results of the various risk control processes on a daily basis. These managers can work with Plum Borough to report details of performance on a consistent basis—monthly, quarterly, or annually. This information and metrics will continue to provide Plum Borough with background for solid decision making and optimal functioning of your risk control system.

SAFETY LEADERSHIP



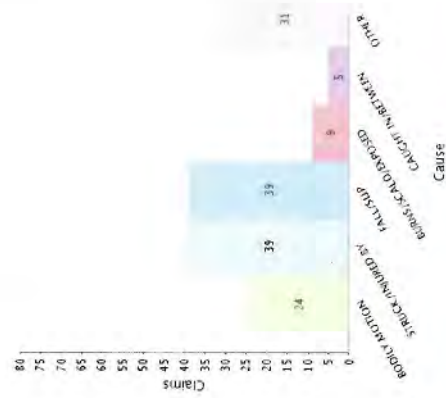
FY2009 as of 03/04/2009

Total claims: 176



FY2010 as of 03/04/2010

Total claims: 147



While our Executive Safety and Risk Control Steering Teams provide rigorous safety and risk control guidance, we also support each individual District with targeted safety leadership. As part of our Safety Leaders Program, Bob Holleran will continue to serve as the safety leader reporting to our regional safety leader and their respective district manager.

- The safety leader, with support from the general manager, will be responsible for forming and facilitating a Safety Committee, comprised of both management and hourly employees, to assist with your District's overall safety effort.
 - The group meets on a monthly basis and focuses on safety performance and a range of safety topics, such as OSHA regulations, Material Safety Data Sheets (MSDS), and evacuation plans.
 - All meetings are documented and forwarded to the safety director for review.

ENCOURAGING AND RECOGNIZING LEADERSHIP IN SAFETY

As part of a corporate-wide Safety Excellence Plan Program, ARAMARK North America Food, Hospitality and Facility Services created two safety awards.

- The two awards are the President's Safety Leadership Award and Safety Innovation Award.
- These awards are intended to recognize leaders within each business for their efforts that go beyond what is expected to create a workplace where "No One Gets Hurt."

INCENTIVE PROGRAMS

Each district establishes a safety incentive program that reinforces safe behaviors, rewards performance, and demonstrates that safety can be fun. Safety goals and objectives focused on safety performance and prevention also are established for all managers as part of the performance appraisal process.

AS PART OF OUR APPROACH TO ACHIEVE A SAFE, WELL-RUN DISTRICT ENVIRONMENT:

- Safety is part of every manager's job responsibility. Managers are trained, provided the tools to be successful, and held accountable for safety performance at their locations.
- Management bonuses are tied to safety performance, and supervisors are held accountable for the timely reporting of incidents.

TRAINING TOOLS FOR THE ARAMARK EDUCATION SAFETY PROGRAM INCLUDE:

- A written program section containing step-by-step compliance requirements written in common language descriptions
- A leader's guide with a complete lesson plan for conducting training using videos and group learning activities that contains pre- and post-tests, and training documentation
- A participant's handbook for employees during the training session, available in English and Spanish
- A glossary section containing technical terms interpreted in layperson's language for easy understanding

ARAMARK Education
places great emphasis
on safety; we bring a
proven, comprehensive
approach to safety
training and cost
containment, providing
measurable results.

BENEFITS OF THE ARAMARK EDUCATION SAFETY PROGRAM INCLUDE:

Through our “no one gets hurt” approach, we will continue to work with you to protect the asset that together we value most—the Plum Borough community.

Our safety performance will continue to provide significant benefits to Plum Borough, including:

- Safer environments for everyone present at our clients’ facilities
- Financial benefits to clients based upon operational efficiencies and safer environments
- An engaged workforce able to reach their full potential in producing world-class experiences, environments, and outcomes
- The protection of your staff, students, and assets, so your District is better able to focus on core missions

In the past several years, our sanitation and safety solutions have achieved a **25 percent reduction** in work-related injuries.

“ Their courteous and professional expertise has been a major factor in the success of our District’s day-to-day operations for the past 24 years and I look forward to our continued professional relationship.”

**—Shannon M. Whalen, Ed.L
Superintendent of Schools**



PEOPLE FIRST

4.1

Our employees will continue to provide the services and create the environments where students can focus, learn, and flourish.

With ARAMARK Education, you can be assured we will:

- Attract the most qualified team members to serve your school district.
- Develop and enhance the skills and capabilities of our/your team members.
- Retain team members with a positive and engaging work environment.



OUR Promise is ARAMARK Education's commitment to employees to provide:

- A clear understanding of their roles
- A respectful and engaging work environment
- Familiarity with resources that will facilitate learning and growth
- Recognition for a job well done

Through our Flourish pillars of Job, Team, Growth, and Pride, ARAMARK Education will seek to fulfill our promise at Plum Borough to improve service levels, student and staff satisfaction, and employee retention.



We want every team member to understand his or her role and how it fits into the larger picture of student and district success. This clarity enables employees to meet their objectives.



We develop diverse team environments that foster respect, transparency, and two-way feedback to create a culture where everyone is an engaged member, continually improving performance and providing the highest level of service.



Training and development programs enhance skill sets and promote short- and long-term career growth, including leadership opportunities. We seek to create opportunities for employees to learn and grow in their current roles while creating foundations for career growth.



Individual and team recognition and rewards for achievement, sharing expertise, and delivering outstanding service to our clients reinforce employees' personal value.



Recruitment, Transition, Orientation, and Performance Management



OUR Job is to ensure all employees are connected to student growth and achievement, which requires:

- Attracting and selecting the best talent
- Pre-employment screening processes
- A smooth transition process
- Orientation and onboarding
- Clarity of role and accountabilities

RECRUITMENT

Our recruitment and staffing processes deliver a cost-effective, world-class candidate experience while branding ARAMARK as an employer of choice. The team uses innovative search capabilities and technology, combined with our leadership competency framework, to employ the right people. We help current employees advance to new positions through succession planning and internal job postings. ARAMARK also encourages employee referrals to fill management and non-management positions with referral bonuses ranging from \$500 to \$5,000.

RECRUITING SOURCES INCLUDE:

- Internal job postings on aramark.net
- Colleges and universities via ARAMARK College Relations
- Networking—cold calling
- Internet—niche sites and major job boards—back-end web sourcing, including Monster, CareerBuilder, and industry-specific job boards
- Military training assistance program (TAP)
- Career fairs
- Specialized media advertising
- Newsletters
- Community organizations
- External career website on aramark.com

ARAMARK uses the latest technology to select the best candidates for your District. Since 2003, we've partnered with Taleo to provide our Applicant Tracking System solution, which is used company-wide.

BusinessWeek

• **BEST** •
PLACES TO LAUNCH
A CAREER

ARAMARK Education fills salaried positions in less than 30 days.

ACQUIRING DIVERSE TALENT

We continuously develop a pool of diverse candidates at all levels of employment. The range of opportunities for skills development and career enhancement positions ARAMARK as a company where the best people want to work. We promote a culture of inclusion that welcomes employees from different backgrounds and beliefs and ensures they feel highly valued.

We use multiple strategies to hire employees who reflect the unique demographics of our client districts.

Nearly 60 percent of salaried positions are filled internally providing career growth to existing employees.

REGIONAL STAFFING CENTERS

Regional Staffing Centers partner closely with local community organizations to identify qualified job candidates.

ARAMARK COLLEGE RELATIONS

ARAMARK College Relations partners with:

- Colleges and universities across the country
- Historically and predominantly black colleges and universities, including Virginia State, North Carolina Central University, and University of Maryland-Eastern Shore; we also partner with the National Society of Minorities in Hospitality, a professional organization for minority hospitality students, which has also been an additional feeder of African-American student hires
- Hispanic-serving institutions, including University of Houston, New Mexico State University, and San Diego State University, as well as the National Society of Minorities in Hospitality and the Hispanic Association of Colleges and Universities
- Communities to provide opportunities for high school students through the ARAMARK Career Training (ACT) Program



MANAGEMENT SELECTION RESOURCES AND TOOLS

Our commitment to Plum Borough is to continue to provide an uninterrupted source of management personnel with the skill sets that make a difference in your facility's operations.

- The hiring process begins with an initial interview and survey that screens for work history, management style, dependability, cultural fit, work values, job stability, customer service orientation, honesty, motivational fit, compensation, education, and technical skills.
- We also use behavioral interviewing tools because we think past behavior is the best indicator of future performance.
- We focus on past performance using our leadership competency model.
- Potential candidates participate in multiple interviews before a hiring decision is made.

PEOPLE TRANSITION

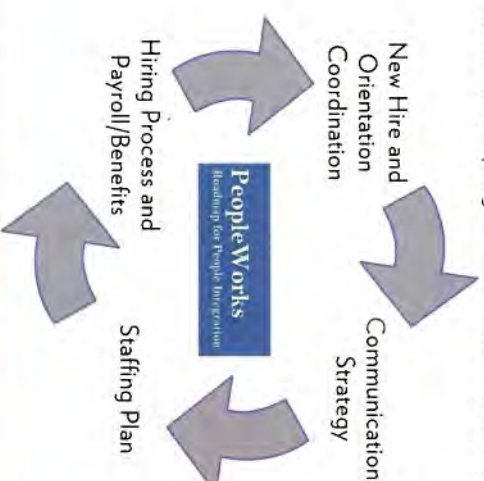
With more than 60 years of experience, we have a proven track record of smoothly transitioning employees to

the ARAMARK payroll and benefits systems. This success has been accomplished through a customized plan that ensures all employee concerns and questions are addressed.

We have organized the numerous tasks and activities into a well-defined process, with defined roles and responsibilities, and supported with effective tools.

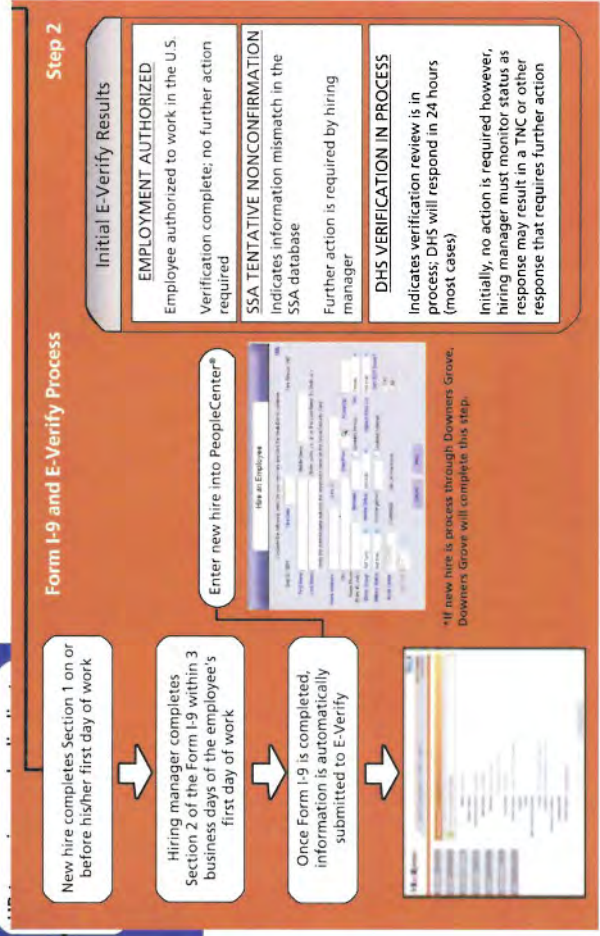
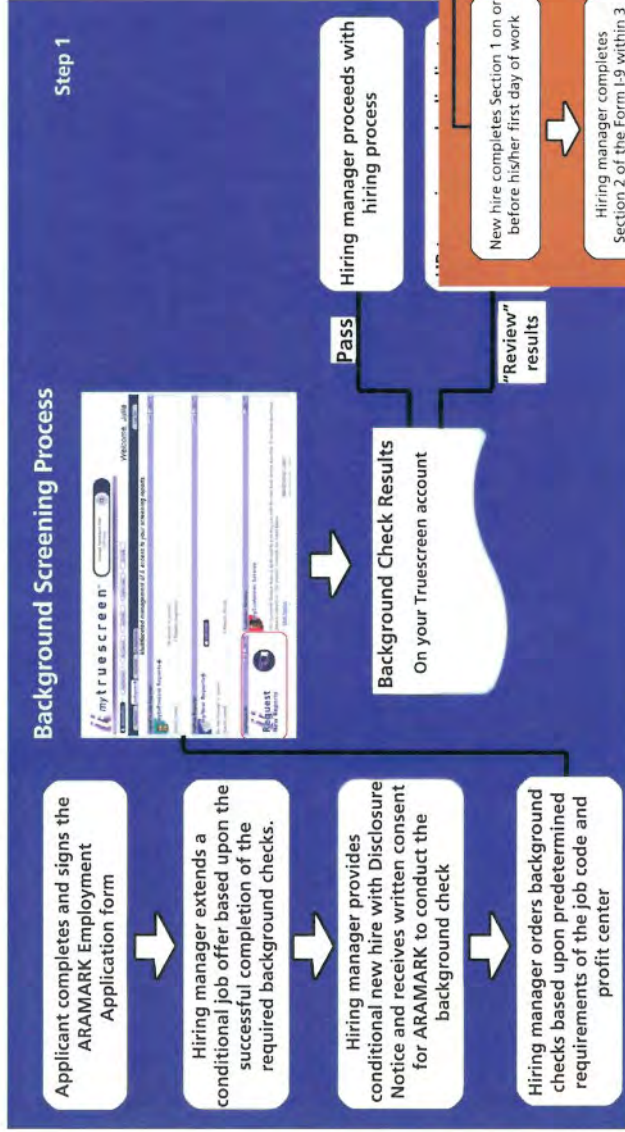
Our PeopleWorks platform will continue to provide Plum Borough:

- A communication strategy
- Process support to ensure all pre-employment checks are conducted and accurate set up of payroll and benefits.
- A staffing plan to ensure optimal service and program implementation.
- Coordination of employee orientation and training



ARAMARK's proprietary process H.I.R.E.S. uses a tracking system to screen and manage candidates against our required employment standards. We also continue to grow and use our diverse network of community organizations and business partners, which connects us to potential candidates.

ARAMARK H.I.R.E.S.



100 percent of new hires will undergo a thorough background check to support the safety and protection of Plum Borough's students, staff, and employees.

FRONT-LINE MANAGER ORIENTATION AND ONBOARDING

New managers participate in a detailed process of hiring, orientation, and training. The process consists of these distinct phases:

WITHIN FIRST WEEK

- New hire payroll and benefit processing
- Welcome and introduction to the school district
- Meet-and-greet key resources

WITHIN FIRST 30 DAYS

- Job shadowing
- Specific job training
- Introduction to ARAMARK, through participation in "On Your Mark Program"

FIRST 90 DAYS

- Core ARAMARK management training, including participation in our ARAMARK Education Connections New Manager Onboarding Program
- Peer coaching
- 30-, 60-, and 90-day reviews

EDUCATION XPRESS:

Education Xpress is a five-week program that helps new managers who have recently graduated from college start off on the right track. In this program, managers will learn about the K-12 environment role expectations of facilities managers, and the tools and resources available to them. They are also introduced to important technical topics that will help them become more productive on the job. Upon completing the program, the new managers begin working in their assigned school districts.



EDUCATION CONNECTIONS:

Our Connections provides front-line managers new to ARAMARK Education the opportunity to connect with peers and subject matter experts to learn about different aspects of their role. Similar to Education Xpress, managers are introduced to important topics, such as finance, safety, marketing, and other areas, that will help to support them. This is a week-long course, and new managers are expected to complete it within 90 to 120 days of hire.

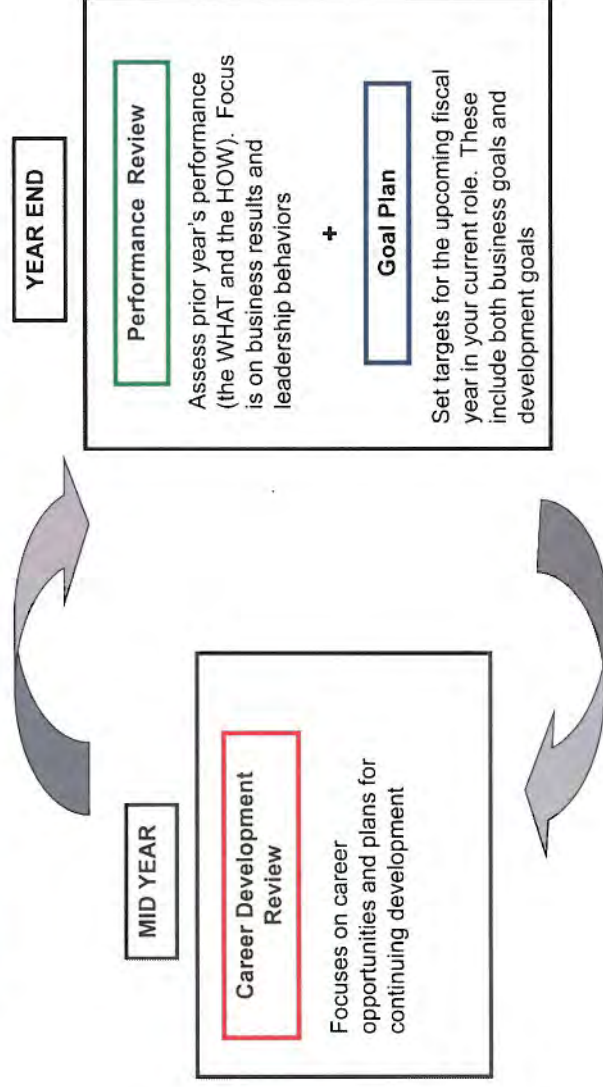


FRONT-LINE MANAGER JOB AND PERFORMANCE EXPECTATIONS

ARAMARK's performance management solutions are based on an ongoing communication process between the employee and his or her manager. It involves establishing expectations of essential job functions, setting goals, and then evaluating performance.

ARAMARK uses the Performance Management Process (PMP). This process occurs formally twice a year and informally on an ongoing basis to ensure each employee and his or her manager are on target to meet performance goals. Performance planning and evaluation, as well as employee development, are the joint responsibility of managers and employees.

Performance Management Process



FRONT-LINE EMPLOYEE ORIENTATION AND ONBOARDING

Hourly employees can expect to receive a site-specific, new-hire orientation to help them assimilate into the District. They will quickly understand important aspects of their jobs, including work schedule, role, responsibility and safety.

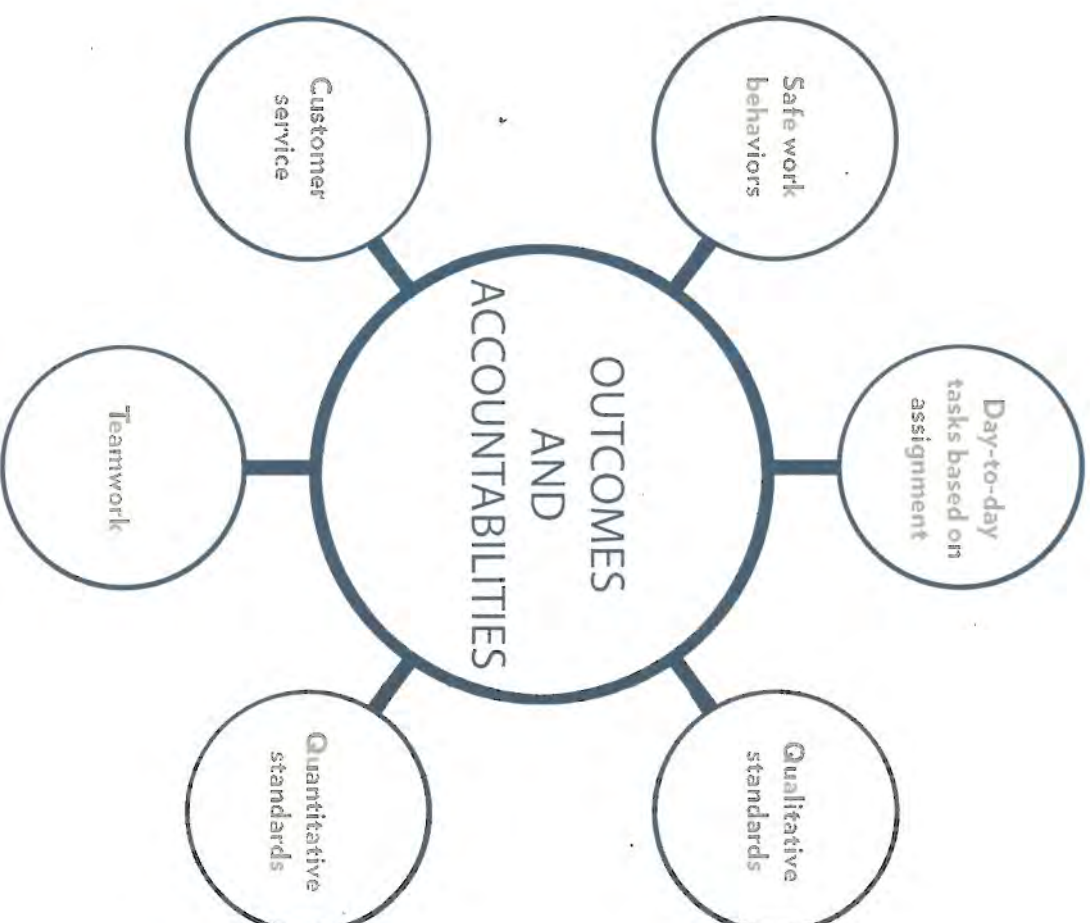
Our onboarding training covers all aspects of job responsibilities, such as:

- Safe chemical and equipment handling
- Use and wear of personal protective equipment (PPE)
- Proper cleaning and maintenance techniques
- Human resources standards and compliance

FRONT-LINE EMPLOYEE JOB AND PERFORMANCE EXPECTATIONS

Job descriptions, which outline job responsibilities and accountabilities, are shared with front-line employees. Informal coaching and feedback on performance are provided throughout the year and a formal evaluation conducted on an annual basis.

We want every team member to understand his or her role and how it fits into the larger picture of student and district success.





Employee Feedback, Employment, and Business Policies



We develop diverse team environments that foster respect, transparency, and two-way feedback to create a culture where everyone is engaged and providing the highest level of service at our client districts.

We create an engaging work environment by:

- Listening to our employees and acting upon the feedback they share individually through surveys and focus groups
- Implementing and consistently applying appropriate employment policies and practices

MANAGER FEEDBACK: GALLUP ENGAGEMENT SURVEY

The ARAMARK Engagement Survey is administered among salaried employees and allows us to measure the level of engagement of our people. The results identify ways to improve satisfaction and create environments where people want to work and are fulfilled and empowered. This survey is administered by the Gallup Organization, the world's leading public opinion polling organization.

FRONT-LINE EMPLOYEE FOCUS GROUPS AND SURVEYS

Our front-line managers regularly conduct employee focus groups and surveys to understand and measure their employees' opinions, attitudes, motivation, and satisfaction.

Gallup is the world's leading public opinion polling organization, studying human nature and behavior for more than 70 years.

GALLUP

Ongoing employee feedback and two-way communication are critical to reducing employee turnover and providing the tools to enhance student and staff service satisfaction.

EMPLOYMENT POLICIES AND PRACTICES

Consistent and fair employment policies and practices are central to promoting a positive work environment, engaging employees, and ultimately retaining talented employees. ARAMARK has developed a set of policies, processes, and practices that ensure our employees are able to continuously operate within the necessary compliance regulations and laws, and maintain a safe, respectful, and professional work environment at all times.

BUSINESS CONDUCT POLICY

It is the continuing commitment of ARAMARK to conduct all company business with the utmost integrity. ARAMARK's policy is to comply with all domestic and foreign laws and conduct its business in an ethical manner.

EQUAL EMPLOYMENT OPPORTUNITY AND AFFIRMATIVE ACTION POLICY

ARAMARK is committed to ensuring equal employment opportunity.

It is the policy of ARAMARK to recruit, hire, train, promote, transfer, and terminate persons without regard to race, color, religion, national origin, age, gender, disability, sexual orientation, special disabled veteran, Vietnam Era veteran, other protected veteran status, or other classification protected by applicable federal, state, or local law. Fundamental to the Policy is the expectation that all personnel decisions will be made on the basis of qualifications, experience, and job performance.

Recognizing that equal opportunity can only be achieved through demonstrated leadership and aggressive implementation of a viable affirmative action program, ARAMARK's policy is to maintain Affirmative Action Plans that set forth the specific affirmative action and equal employment opportunity responsibilities for its officers, managers, and supervisors in accordance with federal laws applicable to federal government contractors.



POLICY AGAINST SEXUAL HARASSMENT AND OTHER WORKPLACE HARASSMENT

It is the policy of ARAMARK that sexual and other workplace harassment, in any form, is strictly prohibited and will not be tolerated in the workplace. ARAMARK is strongly committed to providing a professional working atmosphere free from sexual and other forms of harassment.



PRE-EMPLOYMENT SCREENING, COMPLIANCE, AND EMPLOYMENT BACKGROUND CHECK POLICY

ARAMARK seeks to ensure that its assets, and those of its clients, including property, employees, and information, are protected; that a safe working environment is maintained; and that hiring managers and human resources professionals are equipped to make employment decisions based on a thorough employment and pre-employment evaluation.

Additionally, ARAMARK complies with all state-specific background check requirements as mandated by state law.

- Background checks are required for all ARAMARK Education employees working at Plum Borough, and include a criminal history check, Social Security verification, a sanctions-based search, past address search, and sexual offender registry (national level).
- Additionally, the hiring manager will conduct I-9 verification by examining documents that verify the individual's identity and employment authorization.
- In addition to the pre-employment screening and employment background checks, candidates may be required to undergo supplemental pre-employment screening and/or employment background checks.

DRUG-FREE WORKPLACE ACT POLICY

ARAMARK is committed to the maintenance of a drug-free workplace and ensuring compliance with the Drug-Free Workplace Act of 1988. Our policy prohibits the use of intoxicants and illegal drugs in the workplace in compliance with federal and state regulations. During orientation, all ARAMARK Education employees receive a copy of our drug policy in their employee handbooks. All ARAMARK Education employees working at Plum Borough will be subject to drug testing prior to assignment. Failure to submit to testing, cheating on a test, or failure to pass testing may result in disciplinary action up to and including termination.

OCCUPATIONAL SAFETY AND HEALTH REQUIREMENTS

ARAMARK is committed to a strict compliance to the regulations under the Occupational Safety and Health Administration (OSHA).

LABOR RELATIONS PHILOSOPHY

At ARAMARK, our philosophy is to deal with our employees fairly, honestly, and with respect. Open and frank discussion among employees and management is the most successful method for resolving issues. We prefer that our employees deal directly with management on issues that are important to them. In districts where collective bargaining relationships exist, we have always established and maintained sound working relationships with the involved union, keeping in mind the best interests of our employees, clients, customers, and our business operations.

ARAMARK recognizes the right of its employees to choose whether to be represented by labor organizations for the purpose of bargaining collectively for wages, hours, and other terms and conditions of employment. ARAMARK does not discriminate against any employee because of union membership or non-membership.

ARAMARK has developed and maintains sound employee relations programs. The goal of these programs is to have a motivated labor force within a cost structure necessary to maintain the District's operation efficiently and competitively.



Training and Career Development



ARAMARK Education provides training and development programs that enhance skills and promote short- and long-term career growth, including leadership opportunities.

Our programs include:

- Technical training
- Soft skills training
- Leadership competency training
- Coaching and feedback opportunities

FRONT-LINE EMPLOYEE TRAINING

Our broad-based training and development program for front-line staff members includes our proprietary technical courses, hands-on training, one-on-one coaching, and in-service continuing education sessions.

TECHNICAL TRAINING CURRICULUM

Our facilities managers and front-line employees participate in a developmental curriculum related to their specialty. They move from introductory material to more advanced levels, and in several areas, they can become certified in a specialty. Here is a sample curriculum for custodial employees:

Custodial Courses Sample			
100	101	102	103
	Resilient Floor Care	Carpet Care	SpaceCare QL
200	201	202	203
	FloorCare QL	CarpetCare QL	QuadCare QL
300	301	302	303
	Tile and Grout QL	Marble and Terrazzo QL	Touchless Cleaning
400	401	402	
	Wood Gym Floor Care	Certified Pool Operators	
Specialty			
	OUTLast	Wall and Upholstery Care	Food & Dining Cleaning Programs
100/200/300 Combo			
	TECHWEEK		

BACK TO SCHOOL WORKSHOP

At the beginning of every school year, ARAMARK Education conducts a School Opening Workshop for all employees. We share our objectives for the school year and provide training on topics such as human resources policies, safe work behaviors, marketing promotions, and customer service.

SITE VISITS AND ASSESSMENTS

Site visits provide an excellent opportunity for informal feedback and coaching. ARAMARK's informal coaching strategy is important for developing skills and techniques. It is an effective tool to ensure that all staff members are working toward the same goal. Our management staff visits the schools regularly to review the program, teach, and simply be available to assist the facility services staff. Additionally, we encourage employee suggestions regarding ways to improve and innovate our business.

QUARTERLY IN-SERVICE

All front-line employees receive quarterly in-service training on a variety of subjects to improve their knowledge and skills. Policies, procedures, and operational requirements specific to Plum Borough are incorporated into the training.

MANAGEMENT TRAINING AND DEVELOPMENT

Throughout their careers at ARAMARK, facility services directors are given a range of opportunities for professional development. A hallmark of our program is the ARAMARK Leadership Series, which provides state-of-the-art leadership development at all levels in the organization:

- Intensive skill-building modules
- Practical application
- Participation in action learning projects
- Interaction with ARAMARK executives and peers
- Preparation for integration of learning back-on-the-job

Managers also have access to courses in Strategic Selling, Targeted Selection, Quick Hire, and other human resources-related workshops. Through a partnership with New Horizons Computer Learning Centers, ARAMARK directors can take advantage of training courses in computer and technical applications and business skills. These courses are available via a classroom or online learning experience.

Skills-training also is available, related to new, job-specific initiatives and programs in Marketing, Human Resources, Finance, and Operational Excellence (OpX). These programs are provided quarterly at district manager meetings and annually at regional or national Summer Training Meetings. These meetings provide a great opportunity for facility services directors to network and share best practices with their counterparts from across the country.

ARAMARK'S LEARNING MANAGEMENT SYSTEM

ARAMARK has a new global system for learning registration, delivery, tracking, and reporting.

From required technical training to compliance and leadership development, this system supports all modes of training delivery, houses individual development plans and tracks training completion.

CAREER DEVELOPMENT

The mid-year part of our performance management process is all about development. This is a formal assessment and dialogue between a manager and his or her superior that focuses on abilities and aspirations. During this time, core leadership competencies are assessed, and development plans are put in place to support a manager's growth and ability to take on greater leadership responsibilities.



Additional Awards, Compensation, and Benefits



ARAMARK Education appreciates and recognizes work well done. Through the practice of informal and formal recognition, we are able to celebrate the success of our employees. Individual and team recognition and rewards for achieving goals, sharing expertise, and other successes reinforce the personal value that every employee brings to their school environment. Our signature formal recognition is called *OUR Pride*. The program offers “on the spot” recognition and quarterly and annual celebrations.

The *OUR Pride* recognition program reinforces behaviors and outcomes that support:

- Building a better team
- Enhancing community and environment
- Providing exceptional service
- Driving for results

ADDITIONAL AWARDS FOR RECOGNITION

- The Jefferson Awards acknowledge key community contributions.
- ARAMARK Service Awards acknowledge key tenure milestones with gifts of appreciation.
- Holiday and year-end celebrations acknowledge team and individual contributions.
- The President’s Leading with Safety Award recognizes a leader who has contributed significantly to shaping ARAMARK Education’s safety culture.

COMPENSATION AND BENEFITS (MANAGEMENT AND FRONT-LINE ASSOCIATES)

Our compensation and benefits philosophy is to be market competitive to ensure we attract and retain the best people.

Please refer to our benefits highlight brochure in the Required Documents section of this proposal.



All full-time employees are eligible for a comprehensive benefits program.



ANNUAL MERIT REVIEW BASED ON PERFORMANCE

ARAMARK conducts annual compensation reviews for all employees. The purpose of the review is to determine what, if any, changes need to be made to an employee's current compensation package based on performance, the position within the salary range, and overall market conditions.







PEOPLE FIRST

4.21



An essential part of your District operation includes the support functions that can be deployed based on your planned or unplanned needs. Our comprehensive support services complement critical facility functions with technical capabilities, certification support, and consistent reporting and benchmarking systems. These functions and tools will help streamline productivity, maximize your budget, and ensure that your District continues to grow and succeed.

TECHNICAL SERVICES

- Project management
- Building commissioning
- Strategic facilities planning

CERTIFICATION SUPPORT

- LEED certification
- Green cleaning
- Certified plant maintenance manager
- Certified plant engineer
- Certified pool operator

REPORTING AND TRACKING

- CMMS software
- Time and labor management
- Performance measurement and benchmarking



1/4" = 1'-0"

FLOOR PLAN



TECHNICAL SERVICES

5A.1



With more than 30 years of experience in the education market, ARAMARK Education has proven expertise in developing and implementing the right combination of mission-driven technical solutions to achieve our clients' goals.

ARAMARK Education consists of 125 technical professionals, including Professional Engineers (PEs), Certified Energy Managers (CEMs), LEED Accredited Professionals (LEED APs), Certified Commissioning Professionals (CCPs), Qualified Commissioning Process Providers (QCCPPs), Certified Building Commissioning Professionals (CBCPs), Registered Architects (RAs), and Project Management Professionals (PMPs).

Our portfolio of technical solutions includes:

- Project management
- Building commissioning
- Strategic facilities planning



ARAMARK at Plum Borough

Project Management



Management of major construction or renovation programs demands technical and financial skills that few districts possess in house. ARAMARK is an experienced partner that will represent your financial and operational interests throughout the entire project. ARAMARK's project management services ensure that planning, design, construction, and turnover of a new or renovated facility meet all of your expectations and remain on task, on time, and on budget.

We have unique capabilities in construction, engineering, systems design, and facilities operations, which ensures unmatched value in the capital project process. Additionally, we are a member of U.S. Green Building Council, with proven ability to support Leadership in Energy and Environmental Design (LEED) certification.

BENEFITS TO YOUR DISTRICT

Our project management services ensure efficient project delivery, with projects delivered on time and within budget, without burdening the existing facilities operations organization.

ARAMARK delivers:

- Cost-saving processes that return real value to the project and your District
- Confidence that your interests are protected by having a single point of contact throughout the entire process
- Assurance that the final project will work according to the needs of those who must operate and maintain it

In addition, we will support your District's environmental stewardship goals and attainment of LEED certification status. Our design process results in efficient building operation and indoor environments that are conducive to the health and well-being of your students, teachers, administration, and guests.

ARAMARK has managed more than 430 capital projects for educational entities.

APPROACH

Our approach supports the major components and timeline requirements required for successful project management. From project planning to building commissioning, we focus on the key processes and milestones.

PROJECT PLANNING

In the project planning phase, ARAMARK ensures project plans meet budget and operational needs. We oversee a total project control budget that identifies all project costs from the outset. ARAMARK provides expert advice in project sequencing to achieve maximum value and minimal disruption to your District. Our project planning also supports environmental and green building ideals.

DESIGN MANAGEMENT

During the design management phases, ARAMARK oversees architect selection and develops the design services Request for Proposal (RFP). We focus on developing an owner-favorable design contract that protects against cost overruns. Key processes in the Design Management phase include:

- Managing the project budget and schedule through the design process
- Implementing an online system to enhance communications between the owner, architect, and other consultants and to track project progress
- Bringing an educational perspective, best practices, and constructability knowledge to design reviews
- Ensuring functional success and complete design from an operational and capital perspective
- Supervising design and consultant teams, and overseeing the contractor selection process

CONSTRUCTION PHASE MANAGEMENT

During the construction management phase, ARAMARK ensures projects are delivered on time and within budget through management of project delivery and supervision of design and construction teams with our web-based system. We create project advocacy by regularly communicating among all parties and the District. ARAMARK also leads the team in obtaining LEED certification with the U.S. Green Building Council.



“**ARAMARK has been providing custodial, maintenance, and grounds management for our District since 1991. During this time they have consistently provided service that exceeds our expectations. From their focus on safety and continuous improvements, to their management of our buildings and budgets, they have provided ‘self-starter’ staffing with a strong work ethic and technical expertise.**”

—Patricia L. Haney, Superintendent

Building Commissioning Services



Plum Borough's new or renovated buildings should perform to expectations from day one. Our commissioning services ensure they do. ARAMARK approaches commissioning from the perspective of the operator—the ultimate owner. Our unique understanding and expertise in engineering, systems design, construction, and facilities operations ensures that the owner's interests are protected at every stage of the project process. Our commissioning experts are involved from the initial design stage through construction and turnover. We make sure your new or renovated facility meets design intent and runs as efficiently as possible.

Our industry-leading CxMS® web-based software promotes design and construction team accountability through real-time reporting of issues identified during the commissioning process.

BENEFITS TO YOUR DISTRICT

Our building commissioning services result in capital and operating efficiencies and reduce your environmental footprint.

We realize capital and operating efficiencies by:

- Maintaining budget integrity by avoiding unnecessary capital design and construction costs
- Realizing long-term financial success with lower operating and energy costs
- Protecting your investment with a highly trained maintenance and operations staff
- Creating a building environment with enhanced occupant safety and comfort

With a portfolio of more than 400 projects including more than 80 green or LEED buildings, ARAMARK is a leader in commissioning educational facilities.

WE REALIZE A SMALLER ENVIRONMENTAL FOOTPRINT BY:

- Assisting Plum Borough with obtaining LEED certification by the U.S. Green Building Council
- Optimizing fresh-air introduction to maintain occupant health and comfort while minimizing energy consumption
- Minimizing greenhouse gas (GHG) emissions through energy-efficient operation

APPROACH

PRE-CONSTRUCTION AND DESIGN REVIEW

ARAMARK performs operational design review to verify minimal energy use and cost. We avoid unnecessary capital costs by ensuring mechanical equipment is properly sized. We avoid costly change orders that can result from incomplete design information. We verify that the needs of maintenance and operations staff are incorporated into the design.

INSTALLATION INSPECTIONS

We protect against post-construction issues by verifying that equipment adheres to design specifications and is installed correctly. ARAMARK inspects systems for compliance, performance, and maintenance exposures.

SYSTEM PERFORMANCE VERIFICATION

ARAMARK verifies new systems work by testing them under various loads and seasonal conditions. We coordinate corrective actions that result in positive outcomes for the District. In addition, we provide operations reviews before equipment warranty expiration.

MAINTENANCE AND OPERATIONS TRAINING

ARAMARK verifies long-term success with comprehensive systems training for maintenance and operations staff. In addition, we confirm operations and maintenance manuals adhere to project specifications.

Strategic Facilities Planning



With more than 30 years of experience meeting the strategic facility needs of school districts, ARAMARK can help you realize your District's long-term vision. Our experienced staff members from a variety of disciplines work together to plan and assess the condition of your facilities, determine a strategic course of action, and ensure long-term sustainability. We use our analytical perspective, benchmarking abilities, and strategic practices to deliver actionable plans to improve your overall facility performance and resource use.

Our experienced interdisciplinary staff includes engineers, architects, energy managers, sustainability experts, and building systems operators. Our unsurpassed analysis and analytical tools include proprietary web-based software. We have a balanced technical and operational perspective to ensure strategic plans are realistic, affordable, and actionable.

BENEFITS TO YOUR DISTRICT

Our building commissioning services result in capital and operating efficiencies and reduce your environmental footprint.

CAPITAL AND OPERATING EFFICIENCIES

We realize capital and operating efficiencies by implementing strategies that integrate with long-range District planning efforts. Our actionable plans address District building and infrastructure needs, with an emphasis placed on avoidance of expensive and unnecessary capital design and construction costs. We develop a data driven sustainability plan to guide your District and lower operating and energy costs through improved efficiency. ARAMARK focuses on educating, training, and involving the District community. In addition, we ensure that assets achieve their maximum intended life cycle.

A SMALLER ENVIRONMENTAL FOOTPRINT

Our strategic facilities planning results in improved indoor environmental quality and occupant comfort, including minimized GHG emissions. Our planning process also takes into account, and aids in the process of, obtaining LEED certification.

APPROACH

ARAMARK has developed best-in-class assessment and planning tools to address the needs of districts nationwide.

OUR FACILITY CONDITION ASSESSMENT

- Comprehensively evaluates all building systems to identify the extent of any known or potential maintenance exposure in terms of asset preservation, life safety, energy, sustainability, and code issues
- Develops financially realistic corrective action plans and long-term capital investment strategies to address outstanding maintenance needs
- Provides an online database and reporting function that form the basis for short- and long-term renewal forecasts and capital plans
- Phases-out implementation planning with the project managers to execute the plan available

DURING UTILITY SYSTEMS MASTER PLANNING, ARAMARK:

- Develops technical and financial strategies to guide the development of utility systems and support future projects within the District master plan
- Conserves capital investments in utility systems and reduces operating and energy costs over the long term
- Provides options and alternatives for renewable energy and sustainable system design

OUR ENVIRONMENTAL STEWARDSHIP ASSESSMENT AND PLANNING

- Elevates District dialogues on sustainability, documents current environmental accomplishments, and develop meaningful goals and action plans for the future
- Conducts a GHG emission inventory and total District carbon footprint calculations

ARAMARK has more than 30 years' experience meeting the strategic facility needs of school districts.



CERTIFICATION SUPPORT

5B.1



LEED CERTIFICATION

INTERESTED IN BECOMING A LEED SCHOOL?

ARAMARK has extensive familiarity and experience commissioning sustainable design, or green buildings. In recent years, we have commissioned 80 LEED projects, including \$3.8 billion in project costs. As part of these efforts, we support our clients' holistic goals of sustainability and also their practical need to achieve Leadership in Energy and Environmental Design (LEED) certification and deliver functional facilities.

For those clients seeking formal LEED for Existing Buildings: Operations and Maintenance (LEED-EBOM) certification, we are a trusted companion in satisfying the commissioning prerequisite and achieving an additional commissioning point credit. We have in-depth LEED expertise as well as a broad network of green building tools and resources. ARAMARK is a member of the U.S. Green Building Council (USGBC), promoting the design, construction, and operation of buildings that are environmentally responsible and healthy places to live and work.

GREEN CLEANING

LEED-EBOM requires all buildings to have a green cleaning policy as a prerequisite to applying for certification. During the green cleaning policy review, we will work with you to determine your desired level of green cleaning within the LEED-EBOM rating system and ensure all your needs are adequately covered.

Achieving LEED certification demonstrates Plum Borough's commitment to the health and safety of your students, teachers, staff, and the community.

ARAMARK at Plum Borough

More specifically, LEED-EBOM criteria that pertain to green cleaning operations include:

- **High-Performance Cleaning Program**—ARAMARK will assist in implementing a high-performance cleaning program, supported by a green cleaning process that will:
 - Provide an appropriate staffing plan.
 - Provide personnel with training on the hazards, use, maintenance, disposal, and recycling of cleaning chemicals, dispensing equipment, and packaging.
- **Custodial Effectiveness Assessment**—ARAMARK will conduct an audit in accordance with APPA Leadership in Educational Facilities' (APPA) "Custodial Staffing Guidelines," to determine the appearance level of the facility.
- **ARAMARK has a newly developed facilities assessment tool** that can support your APPA audit and contribute toward a LEED credit.



- **Sustainable cleaning products, materials purchases**—ARAMARK will implement sustainable purchasing for cleaning materials and products, disposable janitorial paper products, and trash bags. For example, we will use products that meet applicable Environmental Protection Agency (EPA), Green Seal, or Environmental Choice standards.

- **Sustainable Cleaning Equipment**—ARAMARK will implement a program for the use of janitorial equipment that reduces building contaminants and minimizes environmental impact. ARAMARK has an extensive list of third-party certified green products, equipment, supplies, and procurement programs that can help you customize your Custodial Program to achieve LEED credits.

THROUGH OUR GREEN SERVICES, WE CAN PROVIDE:

- Indoor Chemical and Pollutant Source Control—ARAMARK will employ permanent entryway systems and appropriate disposal of hazardous waste.
- We will ensure that Plum Borough's buildings have at least 10 feet of adequate mats, grills, or grates at each public entryway to help capture dust and other particles that may enter the building.
- We will ensure all drains are plumbed for appropriate disposal of hazardous waste, if they are in places where laboratory work or other work with chemical concentrate is being conducted.
- Indoor Integrated Pest Management—We will develop, implement, and maintain an indoor integrated pest management (IPM) plan that takes into account human health and the surrounding environment.

Information on supporting maintenance programs and system upgrades for LEED-EBOM credits can be found in the Technical Services section of the proposal.

LEED-EBOM offers up to 110 credits, six of which are green-cleaning specific.

Certifications



ARAMARK's facility certifications establish knowledge standards, recognize individuals who meet those standards, provide industry-wide credentials, and encourage continuing education. Certifications are administered in-person or via our internet portal.

CERTIFIED POOL OPERATOR (CPO)

This certified course offered by the National Swimming Pool Foundation, covering pool calculations, circulation, water sanitation, pool management, pool and spa maintenance, energy management, renovation and modernization, and disease and accident prevention

CERTIFIED PLANT MAINTENANCE MANAGER (CPMM) PROGRAM

More than ever before, maintenance professionals are engaged in diverse issues and concerns as school districts work diligently to manage budgets and enhance their overall educational offerings.

The CPMM Program is an additional certification opportunity for Plum Borough's supervisors and managers to help expand their capabilities in an ever changing world.

- With this program, managers are certified by the Association for Facilities Engineering (AFE).
- The CPMM Program also helps managers stay current on the evolving techniques and technologies in maintenance management.
- The topics covered in this certification program include maintenance management, preventive maintenance, inventory and procurement, work orders, workflow planning and scheduling, computerized maintenance management system, training and work cultures, predictive maintenance, reliability-centered maintenance, total productive maintenance, maintenance financials, and return on investment.



CERTIFIED PLANT SUPERVISOR (CPS) TRAINING

This training focuses on the Certified Plant Supervisor certification, as defined by the Association for Facility Engineers (AFE). The certification covers 11 areas of knowledge including Role of Supervisor, Leadership and Motivation, Time Management, Business Law, Conflict Resolution, and other topics.





REPORTING AND TRACKING

5C.1

Reporting systems and tracking are critical in performance measurement, standards compliance, waste reduction and improvement. ARAMARK has invested in the best infrastructure and continues to update it based on emerging technologies. Our performance measurement tools include:

- **Labor Productivity**—ARAMARK's AccuVantage is a web-based time and labor management system to manage service associates' time.
- **Service Responsiveness and Customer Satisfaction**—Using our computerized maintenance and management system (CMMS), we measure and monitor key customer satisfaction indicators including service response time, order backlog and reporting, and customer surveys.
- **Budget Integrity**—Through proven processes, training techniques, and analytical tools, we ensure cost efficiencies in terms of both time and materials. This includes analyzing all expenditures; managing capital spending; and measuring performance.
- **Benchmarking and Comparative Indices**—Our Benchmark Performance Measurement Program has the capability to measure more than 35 variables against a selected baseline.



Service Responsiveness and Customer Satisfaction



In a service environment, the view of the customer is the ultimate measure of both the Facilities Department and the success of ARAMARK. To this extent, it is important to quantify this perception and the overall effectiveness of a service organization.

Using our state-of-the-art management tool, Integrated Service Information System (ISISpro), we are able to measure and monitor a variety of customer satisfaction indicators, including:

- **Service Response Time**—This provides a measurement of the responsiveness of a facilities organization. Under the assumption that faster response to a request for service is one measure of customer satisfaction, information can be used to assess customer satisfaction improvements.
- **Service Order Backlog and Backlog Reporting**—This represents the current number and content of service orders in progress or pending. The backlog can be converted into time to determine the amount of labor needed to meet existing service demands. Backlog reports document individual trade and organizational production levels, current backlogs, and dates of oldest service orders. This information can be used by managers and supervisors to establish future priorities, resource allocation, and service direction.
- **Customer Surveys**—Regular surveys of customer perceptions regarding services are an integral component of a performance measurement system. We make sure we stay in touch with the customers' views of our program, to continually assess and refine our services.

CMMS SOFTWARE

To support our managerial responsibility, ARAMARK Education advocates the use of our state-of-the-art management tool, Integrated Service Information System (ISISpro). This leading-edge solution integrates many of the often disparate facility management functions. ISISpro provides an integrated approach to improving service levels, employee performance, and asset management. The system facilitates the optimization of resources and the improvement of daily operation.

Additionally, ISISpro provides a wealth of quantitative and qualitative data to facilitate decision making. For example, productivity measurement tools track your labor hours and dollars against predetermined standards. A detailed asset inventory, service requirements, and a supply history help extend the useful life of your equipment and recognize recurring maintenance issues. The system has an extensive selection of pre-written reports and the flexibility to create reports specific to your District. This system is easy to use and implemented quickly due to its standardized processes and nomenclature. ISISpro is a standard, integrated feature in our management services portfolio—not an expensive add-on.



ISISpro FEATURES

SERVICE REQUESTS

- Tracks all requests for service
- Ties requests to buildings, zones, cost centers, and equipment
- Assigns work order and tracks changes in status
- Tracks costs of labor, materials, purchases, and summary
- Provides integrated alpha-numeric pocket paging

WORK STATUS REPORTING

- Allows for reporting of time, materials, and meter readings
- Validates employees' total hours of work for the day

MAINTENANCE AND CUSTODIAL SCHEDULING

- Details inventory of all facility spaces along multiple variables
- Develops cleaning schedules based on space attributes
- Offers space modeling for schedule changes
- Captures handheld space information

PROJECT PLANNER

- Tracks actual schedule to plan
- Ties employees to tasks

ISISpro is a standard integrated feature in our management services portfolio, not an expensive add-on.

ASSET TRACKING AND EQUIPMENT INVENTORY

- Details equipment inventory
- Provides asset maintenance and financial history—YTD and LTD
- Details equipment configuration and areas served
- Ranks risk
- Displays CAD drawings tied to asset and photos
- Keeps mechanical equipment notes
- Captures handheld asset information

SERVICE CONTRACT TRACKING

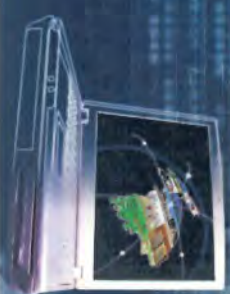
- Tracks contract features such as cost, duration, and renewal date
- Ties service contracts to assets

QUALITY CONTROL AND INSPECTIONS

- Categorizes user-definable customer surveys by work type
- Surveys integrated into work request system
- Tracks savings to customer



Time and Labor Management



ARAMARK's AccuVantage is a web-based time and labor management system used to efficiently and effectively collect and manage Plum Borough's service associates' time. AccuVantage's labor management processes are automated with accuracy and accountability.

ACCUVANTAGE'S FEATURES INCLUDE:

- Automated employee tracking
- Web-based time sheet submittal
- Collection interface
- Enforcement of schedules to limit overtime
- Multi-level approvals, including employee, supervisor, and administrator
- Powerful security configurations
- Real-time reporting
- Automated report processing and delivery
- Report configuration with filtering, sorting, and grouping options

With AccuVantage, Plum Borough can determine use of labor resources, assess job costing, control departmental costs, monitor staffing, and track benefit accruals. Plum Borough will realize benefits from increased productivity to improved payment.





Performance Measurement

At ARAMARK Education, we know that Plum Borough has set clear expectations for performance delivery. ARAMARK Education provides the necessary measurement of performance and regular reporting to support the achievement of your outcomes.

OUR APPROACH TO ACHIEVE AND SURPASS THESE EXPECTATIONS:

- Operating and financial performance measurement systems are sensitive and flexible to meet managerial requirements, and able to generate performance information, are an integral component of our program.
- Facilities budget and accounting reports compare current year's performance to budget (as well as last year's actual), work order output identification, energy consumption, and cost monitoring are all critical to ensure resources are optimized, customers are satisfied, and desired outcomes are being achieved.
- Key managerial tools enable the Facilities Department to promote and achieve excellence in the communication and control of service delivery.

Our system enables comparisons of your District's metrics to regional and national averages.

QUANTITATIVE MEASUREMENT TOOLS

Equally important, performance measurement is a reflection of ARAMARK Education's ability to deliver agreed-on objectives. ARAMARK Education regularly employs several measurement tools to monitor performance. These performance measurements ultimately fall within four basic categories: labor productivity, service responsiveness and customer satisfaction, budget integrity, and benchmarking and comparative indices.

LABOR PRODUCTIVITY

The ability to assume greater workloads or provide additional services without sacrificing quality and customer satisfaction is a reflection of a more productive workforce. Improvement in productivity may be the result of improved training and the improved or expanded use of technology. Productivity increases may result in actual cash savings and/or avoided costs.

BUDGET INTEGRITY

As stewards of financial resources, we have an obligation to maximize the current budget. K-12 district budgets are almost always limited, which requires us to help schools manage them for maximum benefit, including:

- Analyzing expenditures for maintenance, grounds, custodial, energy, and implementing necessary adjustments to maximize such spend
- Improving operating processes for higher productivity and lower costs
- Managing capital spending for greater project effectiveness and cost control
- Measuring and monitoring the current program against performance benchmarks

Through our proven processes, training techniques, and analytical tools, we will help operating staff create cost efficiencies in time and materials that reflect well upon your management of District funding.

BENCHMARKING AND COMPARATIVE INDICES

Benchmarking is an essential measuring tool in the facility manager's portfolio, which identifies the appropriate baseline against which performance results, such as gross square footage per custodian are compared. This baseline could represent the prior year's actual results, current year's budget, or any other measurement criteria most relevant to you.

As part of our Benchmark Performance Measurement Program, ARAMARK Education employs more than 35 measurements in the facilities management area and routinely applies them in the delivery of service.



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OUR DATABASE CONSISTS OF MEASURES IN SUCH AREAS AS:

- Expenditure control
- Qualitative budget spending
- Staffing and labor productivity
- Service response and customer satisfaction
- Utility costs and consumption levels
- Deferred maintenance indices
- Space utilization measures

iBenchMARK

Performance Measurement

OUR PROCESS

- On an annual basis, we conduct an extensive survey of all our client accounts.
- We then compare actual operating statistics against historic unit performance and other relevant benchmarks on a regional and national level.
- We also provide independent affirmation of performance by tracking industry trends and performance standards published by third-party research groups and associations.
- ARAMARK's database is used to measure trends and performance over the life of the engagement.
- Given our experience with similar districts, we are also able to benchmark or compare Plum Borough to others, and thereby, further demonstrate the progress.

- Additionally, we capture comparators and trends performance in areas such as student, visitor, and staff satisfaction; employee satisfaction and turnover rates; and work order completion rates.
- Benchmarking measures are then used to focus additional assessment efforts, highlight areas for inquiry or improvement, and set standards and goals for future service delivery, to ensure District satisfaction and program fiscal integrity.



QUALITATIVE ASSESSMENT TOOLS

ARAMARK uses the following programs to further ensure quality control and refine our service delivery as needed to meet your specific needs:

- Operations Performance Assessment** reflects ARAMARK's high standards and forms the basis of all operations training. To establish, maintain, and ensure measurable quality, the operations performance assessment details expectations for every aspect of support service delivery. Specific quality control procedures are defined for key operational measures. Our district managers and support staff continually monitor standards compliance. When stringently followed, these operational standards ensure we deliver demonstrably better service, consistent performance, and uncompromising quality.
- District Manager Assessments** are conducted annually in all facilities. We examine all areas of the operation, including accounting, inventory control, licensing, payroll policies, business conduct policy adherence, and adherence to other policies and procedures. If problems are found, a plan for corrective action is developed and implemented.
- Star Team Audits** are conducted periodically to ensure that operations meet organization and client objectives. The reviews are performed by an independent team, not associated with the facility, including a regional vice president, district manager, director of operational support, regional facilities director, and sales director. Using a fresh eyes approach, the team examines all aspects of support service operations and interviews key management to identify service enhancement opportunities. A follow-up is conducted and documented to ensure timely resolution.

- The Peer Review Program** is an annual review process that strengthens service programs while ensuring compliance with regulatory agency standards. We have found that organized, purposeful networking provides an effective forum for idea exchange and helps refine service skills. Each time a review is performed, the team examines the previous review's action plan to determine if a problem has been corrected and to offer additional suggestions for further improvement.

- Operational Standard** reviews are a series of operational instructions set to a calendar that are process oriented; procedure oriented and meant to install fundamental operations principles within the Facility Management Department. Each standard is assigned a timeframe (daily, weekly, or monthly) and a specific team member (manager, supervisor, building lead, etc). Based on this schedule tours of all buildings are conducted on a set cycle and reports are combined and sent on to the client for review.



“ The place looks great inside and out. Thanks for keeping the trash at bay on our various lots! And for washing the windows and trophy cases. The place looks better than ever.

—George W. Blur, President, St. Joseph’s
Preparatory School



INNOVATION AND INTELLIGENCE

6.1

ARAMARK Education is committed to ongoing innovation to stay on pace with industry trends while always providing a cost-effective, highly efficient, and environmentally sound program for Plum Borough. We continually invest in state-of-the-art research and development practices that encompass product development, systems development, testing, and process and procedures implementation.

Over the years, the ARAMARK Education has led the charge for innovation and cutting-edge industry changes, which have kept our service systems ahead of conventional programs.

ARAMARK Education has developed **17 revolutionary innovations** that have helped shape the custodial services industry and are providing significant benefits to the K-12 education community.



“Working for ARAMARK has been different than any other company I’ve ever worked for. It’s a company as interested in doing an excellent quality job as it is in making a profit and, unlike my former employers, it recognizes and appreciates all of my efforts to go beyond my regular routine duties to help create that quality work. I am proud to be a member of the ARAMARK team and excited about the personal pride it has instilled in me in wanting to perform my duties at that same level of quality and excellence that the company tries to reach. I love coming to work and I love the feeling of knowing that no one can do it better than us.”

—John Standridge, Custodian



Research and Development

We have developed and maintain numerous successful partnerships with industry-leading companies, such as Tennant, Kaiyac, Ecolab, Windsor, Hawk, 3M, and Rubbermaid.



We are also an active, engaged member of recognized industry associations, such as the Cleaning Industry Research Institute (CIRI) National Wood Floor Association (NWWFA), National Swimming Pool Foundation (NSPF), Underwriters Laboratories, Inc. (UL), and the International Sanitary Supply Association (ISSA).

OUR PROCESS

- Detailed procedures are developed by our Product Development Group specifically for the chemicals and equipment to be used. They are then tested extensively on premises to ensure effectiveness.
- Only after extensive testing and refinement does a procedure become a technical process included in one of our systems.
- The ARAMARK systems significantly reduce labor and supply costs.
 - High-speed, precise, multi-functional equipment is used to perform tasks that were historically performed manually.
 - By replacing physical labor with mechanical labor, our systems provide Plum Borough with a cleaner facility, requiring fewer work hours and generating labor savings.
 - Tasks are less labor intensive for your employees.



SAMPLES OF RECENT INNOVATIVE ARAMARK-DEVELOPED PROGRAMS

ELECTRICALLY ACTIVATED WATER (EAW) SYSTEMS

Evolving innovations include electrically activated water system (EAW) technology, which converts normal tap water into multiple-stream, powerful cleaning solutions by using a salt-and-water brine with an electrical current to separate the positive and negative ions in water.

- These streams are known as anolyte and catholyte or acidic and alkaline water.
- This new innovative technology is being improved with ARAMARK's researchers to develop cost-effective commercial cleaning equipment that eliminates the environmental impact of producing, packaging, transporting, and disposing of traditional cleaning products.
- EAW also reduces labor involvement, training, and product handling liability; it begins with water and ends with water.



We support your on-site managers with technical updates and new procedures that adhere to federal, state, and local regulations. All this support is provided at no additional cost and is available only through ARAMARK.

TOUCHLESS CLEANING QL



Touch-free surface cleaning brings together the leading-edge technology of the EnVerros products from Ecolab, innovative Kaiovac equipment, and the ARAMARK Touchless Cleaning System. Employed exclusively in ARAMARK-managed facilities, this specialized system is for use in wet cleanable areas. It includes general purpose and neutral cleaners, degreasers, and disinfectants, and is designed to clean restrooms, locker rooms, showers, corridors, and classroom areas.

TOUCHLESS CLEANING QL BENEFITS INCLUDE:

- **Productivity enhancement** by allowing workers to clean large restrooms in about half the time required with manual procedures
- **Improved cleaning quality** due to the ability to clean places that traditional cleaning processes do not reach, such as behind wall-mounted objects, in corners, and under sinks and toilets (These areas harbor bacteria that can produce moldors, detracting from an otherwise clean-looking area.)
- **Improved employee morale and elevation of worker dignity** by providing employees with a method to clean restrooms more effectively and more quickly, while enabling them to complete the task without physically touching the toilets or urinals
- **Improved safety while ensuring effective results**
- **Improved ergonomics**

EC-H2O

The environmental benefits of this electrically converted water include reduced chemical production and reduced water consumption by up to 70 percent. Floor scrubbers deliver an advanced state of safety and cleanliness available with ec-H2O technology.

“ Having been a B.O.E. employee I had some reservations about working for ARAMARK. I felt that being such a large corporation, employment with them would be a cold and impersonal experience. But it was a choice between being employed or being on the unemployment line. I have since found those fears to be unfounded. The management team that is in place has been personable, patient, and helpful. One of the biggest benefits to me is the 24/7 help available to us if a problem or question arises. This is very important to me as a supervisor who works odd hours. I feel ARAMARK’s commitment to training and safety has enabled us to create an environment that is safe, clean, and conducive for the students’ educational experience. I can safely say that the feedback from administrators, teachers, students, and parents has been very positive. The overall changes in the District’s schools have been noticed and this positive response makes me feel I made the right decision to become an ARAMARK employee.”

—Dan Gonzalez, Facilities Manager

Environmental Stewardship



At ARAMARK, we have a deep respect for and commitment to protecting and improving the environment. Throughout all levels of our organization, we strive to incorporate practical solutions to help our employees and clients minimize their environmental impact on their schools and communities. To that extent, we have created an environmental stewardship platform called Green Thread™.

Our Green Thread platform is designed around four pillars that directly involve facilities:

- Green Buildings and Operations** 
- Energy And Water Conservation** 
- Waste Stream Management** 
- Responsible Procurement** 

Through our expertise and practical solutions, we will work with Plum Borough in these four key areas, to reduce the District's environmental impact.

Green schools use, on average, **30 to 50 percent** less energy.

Source: Kats, "Greening America's Schools," 2006

GREEN BUILDINGS AND OPERATIONS

Building operations are a large consumer of natural resources and a major contributor to greenhouse gas emissions. In our own operations, and in partnership with our clients, we help create and operate buildings that are increasingly environmentally friendly, energy efficient, and healthy.

Our approach includes:

- Implementing preventive maintenance programs for all equipment and assets to improve efficiency and life span
- Following standard operating procedures that are aligned with the U.S. Green Building Council's (USGBC's) Leadership in Energy and Environmental Design (LEED) certification for all services—grounds, maintenance, and custodial



ARAMARK has helped our clients achieve LEED certification for more than **15 million square feet** of building space.

ENERGY AND WATER CONSERVATION

Our operations depend on safe and reliable energy and water sources. Nearly all of the energy we consume is supplied by finite natural resources, the generation of which contributes to climate change and affects the environmental quality of the communities we serve. We advocate for and partner with school districts to bring a range of energy and water conservation programs to the places we operate.

CONSERVATION TACTICS INCLUDE:

- Purchasing ENERGY STAR-rated equipment whenever
- Developing and implementing an energy conservation program regarding lighting and computer use
- As budgets permit, reviewing possible energy management opportunities with ARAMARK to further reduce overall consumption



Council Rock School District of Pennsylvania, in partnership with ARAMARK, has been awarded **ENERGY STAR Partner of the Year 2008 and 2009.**

WASTE STREAM MANAGEMENT

One of the first steps in minimizing our environmental footprint is reducing the amount of garbage we create. We focus on the 3 R's—reduce, reuse, and recycling—in our operations and those of our partner districts.

KEY STEPS INCLUDE:

- Establishing a formalized recycling program
- Encouraging students and staff to implement a green classroom policy, with strategies such as:
 - Purchasing and using reusable products (such as dishes, mugs, and silverware)
 - Providing recycling containers
 - Printing all documents double-sided to reduce paper consumption



The energy saved from recycling one 12-ounce aluminum can is enough to power a laptop for five hours.

Source: U.S. Environmental Protection Agency, iWARM Calculator, 2010

RESPONSIBLE PROCUREMENT

At ARAMARK Education, we seek to purchase and use environmentally preferable products and services and recognize suppliers who reduce environmental impacts in their production and distribution systems or services. We partner with our suppliers, customers, and environmental experts to understand the impacts of available products and services on the environment and communities and continuously identify better solutions and alternatives.

WHENEVER POSSIBLE, WE STRIVE TO PURCHASE EQUIPMENT, PRODUCTS, AND SUPPLIES:

- With recycled content or substance that can be reused or recycled at the end of their lifespan
- That are Green Seal and LEED-aligned, when applicable
- From renewable resources such as corn products or bamboo
- That can be reused—such as microfiber for cleaning that can be laundered after each use





ARAMARK CORPORATION

7.1

ARAMARK OVERVIEW

With more than \$13.5 billion in revenue, ARAMARK supports multiple business units, including K-12 Education; Higher Education; Healthcare; Business & Industry; Sports & Entertainment; Corrections; and more. Our core competencies are facility services and food services.

We have 259,000 employees across all 50 states and 22 countries.

RECENT AWARDS

- In *FORTUNE* magazine's list of "World's Most Admired Companies," ARAMARK has consistently ranked in the top three in its industry since 1998, ranking number one seven times out of the last 11 years, as evaluated by peers and analysts.
- ARAMARK was again named to The Global Outsourcing 100 list in 2013.
- In 2013, ARAMARK was again recognized as one of the "World's Most Ethical Companies" as determined by the Ethisphere Institute, a leading international think tank dedicated to best practices in business ethics, corporate social responsibility, anticorruption, and sustainability.





ARAMARK Organization

ARAMARK Education is a leader in the industry, creating environments that support the dedication to ensure student achievement. We provide a wide range of facility and food and nutrition services to more than 500 K-12 school districts. The ultimate goal of our presence is to create an environment of shared vision that allows students and faculty to flourish.

ARAMARK Education is comprised of:

- **Facility Services**—Includes maintenance, custodial, grounds, energy management, construction management, and building commissioning. We help to create clean, safe, comfortable, well-maintained learning environments to support student achievement.
- **Food and Nutrition Services**—Includes national school feeding programs, 12 Spot, U.B.U. Lounge, Jova City, and comprehensive nutrition and health initiatives. We help increase student meal participation, improve service, increase student satisfaction, and achieve cost reduction.

FACILITY SERVICES K-12 OVERVIEW

ARAMARK Education is the leading provider of facility management services to K-12 education for more than 50 years, serving approximately 200 districts. As a company, we are distinguished by our understanding of the K-12 environment and the issues you face. Whether it is operational challenges, aging buildings, underfunded budgets, or facility employees stretched thin, we provide the expertise that yields superior results in the following outcomes—budget management, service excellence, employee development, and community commitment.

FOOD AND NUTRITION SERVICES K-12 OVERVIEW

ARAMARK Education is the leading provider of professional food and support management services to K-12 school districts in the United States, serving more than 2 million students in nearly 400 school districts. We help client school districts increase student meal participation, improve service, boost student satisfaction, and achieve cost reductions.

At ARAMARK, taking care of business means helping clients take care of their facilities. In addition to education institutions, ARAMARK offers facility, food, and other support services to the healthcare, corporate and industrial, corrections, and sports and entertainment markets. Our broad portfolio of services enables us to provide effective support to clients in education; healthcare; and business, sports and entertainment, and corrections sectors. Services include comprehensive facility management and leadership of all facility operations functions.

INTERNATIONAL PRESENCE

ARAMARK also provides clients with various food and support services around the world, delivering consistent standards of quality in an environment of global business and cultural variety. Overall, ARAMARK has operations in 22 countries including the United States, Argentina, Azerbaijan, Belgium, Canada, Chile, China, Colombia, Czech Republic, Germany, India, Ireland, Japan, Korea, Luxembourg, Mexico, Netherlands, Peru, Qatar, Spain, United Arab Emirates, and the United Kingdom. Our services abroad are similar to those in the United States, but vary by country.

We also provide lodging, food service, and commissary and facility management in remote sites, such as oil drilling platforms and mining camps. Our largest international operations are in Canada, the United Kingdom, and Germany, where we are among the top three food service providers. We also maintain a top-three position in Spain and Mexico.

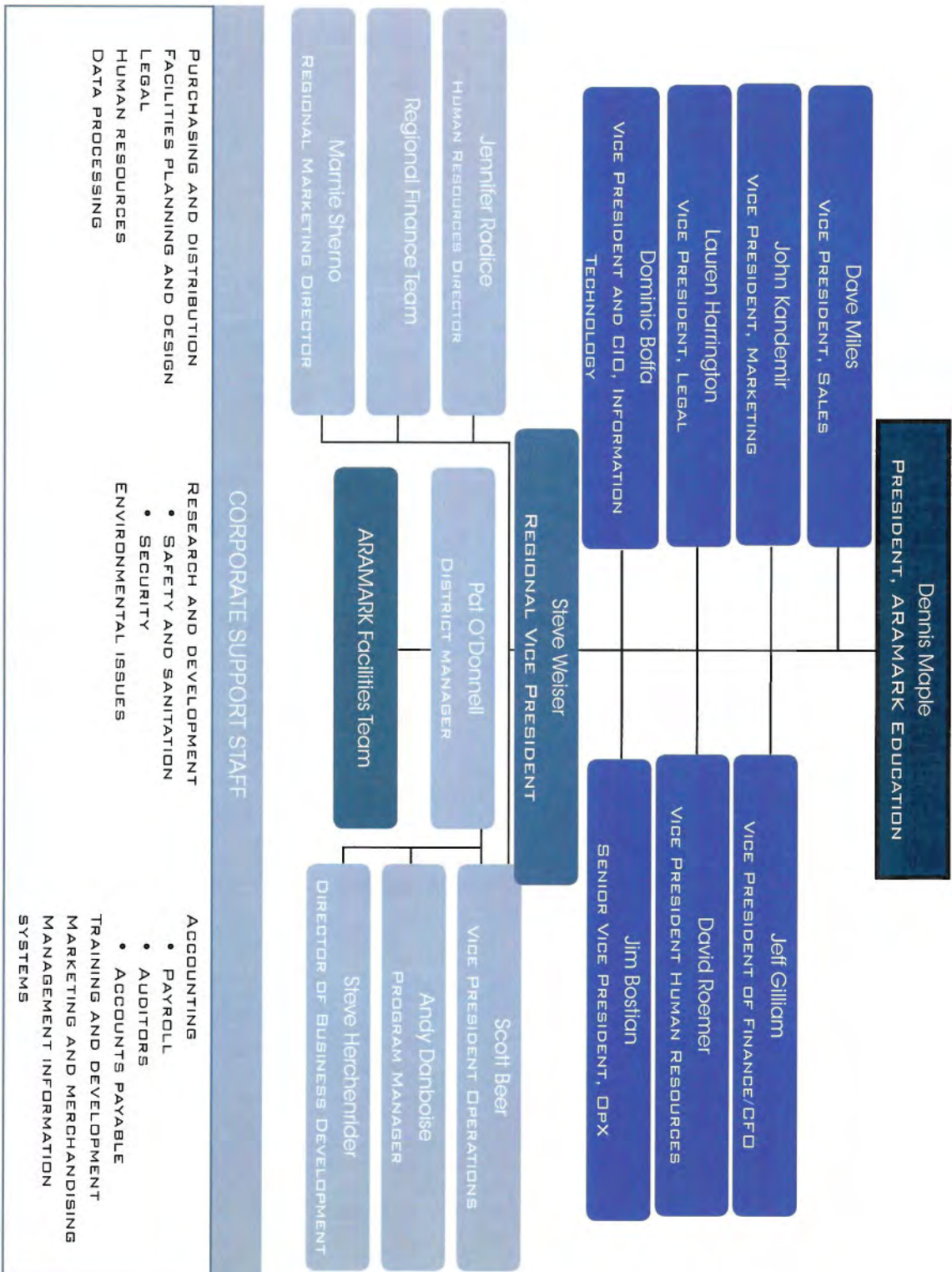
Recently, we built additional coverage overseas through strategic joint ventures, such as Campbell Bewley in the United Kingdom and Ireland, and Central de Restaurantes in Chile, so that our customers may enjoy the same ARAMARK managed services excellence wherever

ARAMARK Overview

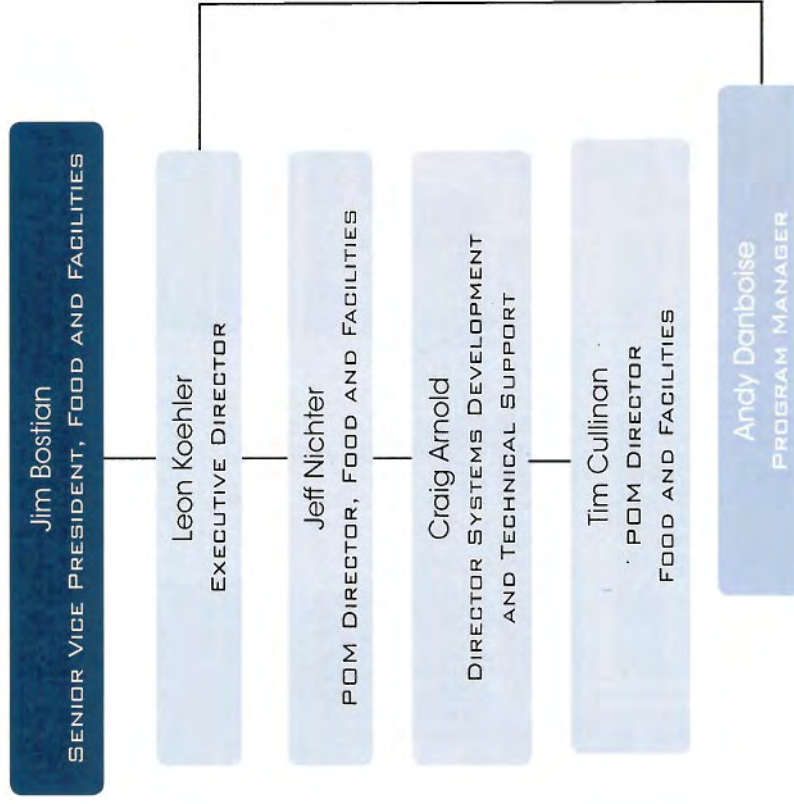


NORTHEAST REGION

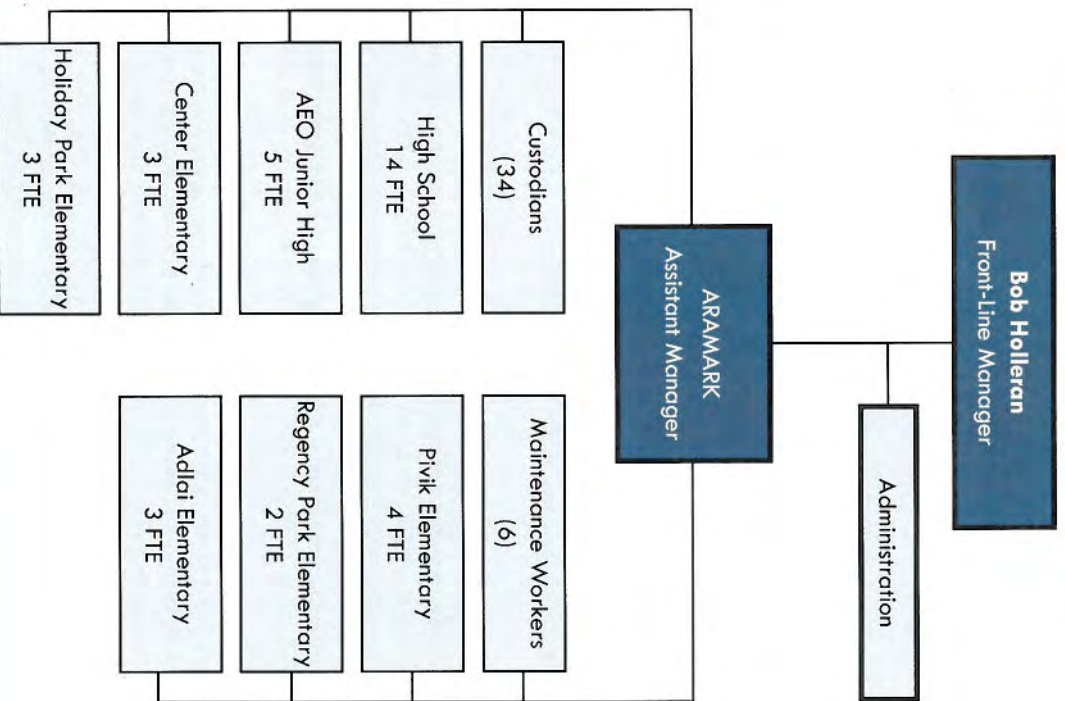
ARAMARK CORPORATE AND REGIONAL SUPPORT ORGANIZATION CHART



ARAMARK EDUCATION FACILITIES SUPPORT ORGANIZATION CHART



K-12 FACILITIES ORGANIZATION CHART



In addition to the on-site team, the ARAMARK regional and corporate support team will provide initial and ongoing assistance for Plum Borough. This team of managerial and technical staff will provide:

- Leadership
- Technical support
- Financial planning assistance
- Human resources management assistance
- Other specialized support

This team's involvement in the on-site survey, start-up, and ongoing support of our operational and financial plan will provide continuity throughout our partnership. The following regional group of experienced leaders will play an important role in the transition to ARAMARK and visit your facility regularly to provide support.

Professional biographies for identified individuals are provided at the end of this section.

- **Regional Vice President**—Steve Weiser is responsible for all of ARAMARK facilities in the Northeast Region for Education. He is available to confer with you on the success of the facility services functions and ensure that the service meets your objectives and timetable. Steve Weiser makes regular visits and conducts regional meetings to train and update our/your managers. Steve Weiser brings you the latest in trends and research, offers state-of-the-art service options, and helps you devise long- and short-term goals based on collective experience.
- **Vice President of Operations**—Scott Beer provides overall planning, direction, training, and control to our customers within the Northeast Region. His actions support client satisfaction and growth for our facility services in the region. Scott Beer will play an important role in the transition to ARAMARK and will visit your facility regularly to provide support. Our goal is to respond to your needs quickly and effectively. In addition to reporting to Plum Borough management, your ARAMARK General Manager will report to him. He has the overall responsibility to see that the objectives of Plum Borough are met. Scott Beer has the responsibility of ensuring that the appropriate ARAMARK resources are applied to provide you with the highest-quality, most cost-effective service possible.
- **District Manager**—Pat O'Donnell is one of the Northeast Region district managers who support one another to bring to life our services for our clients and customers. Pat O'Donnell will play an important role in the transition to ARAMARK and will visit your facility regularly to provide support. Our goal is to respond to your needs quickly and effectively. In addition to reporting to Plum Borough management, your ARAMARK general manager will report to Pat O'Donnell. She has the overall responsibility to see that the objectives of Plum Borough are met. Pat O'Donnell has the responsibility of ensuring that the appropriate ARAMARK resources are applied to provide you with the highest-quality, most cost-effective service possible.

- **Regional Human Resources Director**—Jennifer Radice supports your resident management staff by providing ongoing training programs. In addition, Jennifer Radice assists with labor planning and recruitment services and methods. Jennifer Radice is also involved in compensation and benefit surveys, design and administration, and management development. Other responsibilities include management succession planning, human resources audits, employee opinion surveys, EEO compliance, and affirmative action plans. Finally, Jennifer Radice is responsible for ensuring that effective recognition programs are in place to build morale and develop employee pride.
 - **Director of Business Development**—Steve Herchenrider is responsible for sales and marketing within the Northeast Region. He plays a key role in the transition from your current method of operation to the ARAMARK way, while ensuring that client service expectations are met during the transition and throughout the relationship.
 - **Technical Program Manager**—Jay Calloway has years of experience managing and supporting accounts of varied complexity and assists the on-site team with program implementation, training, and technical support.
 - **Financial Services**—Measuring and monitoring performance, whether energy consumed or expenditures to budget, is a high priority. Tracking expenditures and interpretation of key variances require an experienced financial manager who understands not-for-profit accounting and facility services management. Regional Finance Team will be responsible for the development and implementation of all performance measurement and monitoring systems. Examples may include financial status, energy cost and consumption, employee productivity, project expenditure and status, customer satisfaction, and benchmarking.
- ARAMARK's support structure is a distinguishing benefit. We have invested heavily in the leadership quality of our support resources—both systems and people. We stay on the leading edge and set the standard for the industry. In areas other than quality, standards, and compliance, flexibility is virtually unlimited in the application of our systems and support. Our responsiveness is the key to your control.

Robert W. Holleran

FACILITIES MANAGEMENT PROFILE

- Solid managerial and administrative experience. Entirely responsible for daily operations, including staff supervision and school building maintenance.
- Responsible for discipline, training, and monitoring of department employees.
- Responsible for School District and company purchasing budgets, as well as public and state bids.
- Oversee all aspects of school facilities, including Rental groups' approval, employee schedules, landscaping, electronic maintenance work orders, building permits and annual employee safety training.

EMPLOYMENT

OMEX

District Cleaning Supervisor 9/98-3/99

Responsible for janitorial crews to maintain offices at over 20 sites.

ATSCO / CENTRAL MAINTENANCE SERVICES

Special Services Team Leader 3/99-6/00

Responsible for maintenance of VCT floors, including the safe handling of cleaning chemicals, tools and equipment including walk-behind floor scrubbers, roto machines, burnishers and pressure washers. Also responsible for carpet cleaning machines, including the use of truck mounted extractors.

CENTRAL MAINTENANCE SERVICES

Account Project Manager-Pittsburgh Office and Research Park 6/00-3/04

Provided building and janitorial services at four office buildings. Responsibilities included nightly inspections, scheduling of detail/floor/carpet services, as well as supply inventory. Responsible for all employee hiring and discipline procedures as well as payroll computation.

CENTRAL MAINTENANCE SERVICES

Account Project Manager –Seneca Valley School District 3/04-11/04

Supervisor in charge of 15 employees / 80,000 square feet for two school buildings. Responsible for all aspects of cleaning including nightly inspections/floor stripping/carpet cleaning as well as supply inventory. Also responsible for summer cleaning program. Responsible for all employee hiring and discipline procedures as well as payroll computation.

ARAMARK

Custodial / Facility Manager-Upper St. Clair School District 11/04-5/07

Responsible for all aspects of facility management, with emphasis on the cleaning and maintaining of 316,000 square feet. Supervision and inspection of 40 custodians and 9 maintenance employees. Responsible for cleaning supply and equipment purchases. Other duties included sub custodian scheduling, custodial vacation and overtime approval, monitoring landscaping, scheduling and directing monthly Head Custodian meetings. Oversaw summer cleaning program for elementaries/middle schools.

ARAMARK

Assistant Facility Director –Bethel Park School District 5/07-present

Daily Operations Manager, supervision of 41 custodians and 15 maintenance employees. Responsible for all aspects of facility management of 971,000 square feet. Key input in all major personnel, project and budget decisions, with regular monthly joint review meetings held with key administrative professionals. Regular attendance in elementary school renovation meetings in 2007-08, as well as new HS construction meetings 2009-present. Oversee Summer Cleaning/Maintenance program throughout the district. Conduct entry level interviews of all prospective District department sub/fulltime employees, with recommendations sent to Human Resources Manager.

EDUCATION

St. Thomas District High School 1973-77

Graduate

BUILDING SERVICES CONTACTORS ASSOCIATION 1999

Supervisory Level Training Program

3M COMMERCIAL CARE DIVISION 2003

Trained in the 3M Carpet Care System

COMPUSA EXCEL TRAINING LEVEL 1 2005

COMPUSA EXCEL TRAINING LEVEL 2 2006

Two-6 hour courses in Microsoft Excel

STEEL VALLEY VO-TECH 2007

HVAC Training 20 hours

MEMBER-BETHEL PARK S.D. SAFETY COMMITTEE 2007-Present

Annual two hour training

ARAMARK TECHNICAL TRAINING –FLOOR CARE / SPACE CARE 2009

One week training

SCISSORS LIFT TRAINING 2010

OSHA 29CFR-1926.453

OSHA TRAINING 2011

Industry Partnerships and Support



they do business.

INDUSTRY PARTNERSHIPS INCLUDE SPECIFIC PROGRAMS WITH THE FOLLOWING ORGANIZATIONS:

- AASA American Association of Schools Administrators
- APPA The Association of Higher Education Facilities Officers
- ASBO Association of School Business Officers
- CAUCUS Black and Hispanic Caucus
- CGCS Council of the Great City Schools
- CUBE Council of Urban Boards of Education
- NABSE National Association of Black School Educators
- NSBA National Association of School Board Members
- NSBE National Society of Black Engineers
- USGBC United States Green Building Council

SUPERINTENDENT OF THE YEAR PROGRAM

Since 1987, ARAMARK has partnered with AASA to honor outstanding school superintendents in each state and overseas through the National Superintendent of the Year Program. In addition to other awards presented to each recipient, U.S. Savings Bonds are presented to four national finalists. A National Superintendent of the Year is chosen and awarded a \$10,000 college scholarship to present to a student from his or her alma mater.



RICHARD R. GREEN AWARD PROGRAM

ARAMARK and Council of the Great City Schools honor the memory of an outstanding urban educator, Richard R. Green, through the Richard R. Green Awards Program. The award recipient, a superintendent or board member within the Council's membership of 65 urban school districts, receives a \$10,000 scholarship to present to a graduating senior in his or her school system or alma mater.

STUDENT SCHOLARSHIP PROGRAMS

ARAMARK is privileged to support The National Caucus of Black/Hispanic School Board Members, affiliates of the National School Boards Association (NSBA), with scholarships to minority students on an annual basis. We also support NABSE, National Association of Black School Educators.



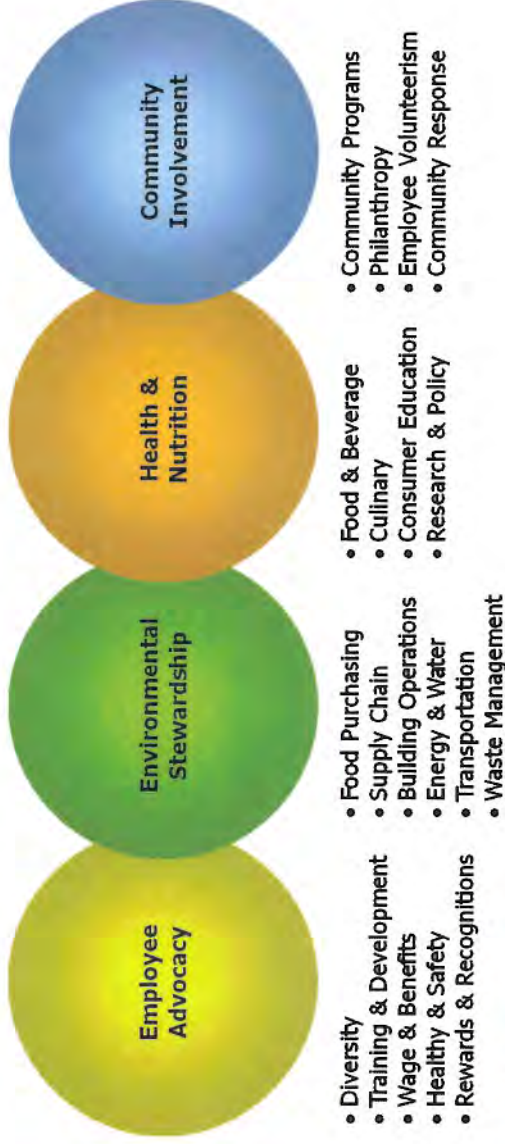
Corporate Social Responsibility



Operating in a socially responsible manner is a core part of how ARAMARK does business every day. As a company, we are committed to implementing socially responsible business practices in the communities where we live and work, while achieving profitable and sustainable growth.



ARAMARK'S Corporate Social Responsibility



OUR AREAS OF FOCUS INCLUDE:

EMPLOYEE ADVOCACY

Through professional development programs in all of our varied business areas, we teach new technical skills and offer the opportunity for each ARAMARK employee to chart a career path into supervisory and management positions.

ARAMARK's 259,000 employees worldwide are located within thousands of diverse businesses and public institutions. ARAMARK understands that a mosaic of backgrounds, styles, perspectives, values, and beliefs adds value to our workforce, workplaces, and partners. We are comprised of unique individuals who together define the company.

We are committed to ensuring the health and safety of our employees as they work in businesses around the globe. ARAMARK safety champions are integrated within our business operations, and Loss Prevention Steering Teams develop and implement enterprise-wide safety plans.

ENVIRONMENTAL STEWARDSHIP

At ARAMARK, we have a deep respect for and commitment to preserve our environment. We have developed environmental stewardship programs and policies that weave throughout our operations in the core areas of building operations, procurement, food, and partnerships:

- **Building Operations**—ARAMARK's architects, designers, and engineers evaluate the buildings in which we operate to assess the environmental impacts of their design, materials, and energy use. Our teams are LEED and LEED-EB certified and help our clients create and retrofit buildings to meet accreditation standards.
- **Procurement**—ARAMARK strives to purchase environmentally friendly products that are biodegradable, toxic-free, and recyclable, where possible.
- **Food**—We offer our clients access to meals prepared with ingredients raised, grown, and harvested according to environmentally sound practices.
- **Partnerships**—ARAMARK made a commitment to help preserve the world's oceans and fisheries through a partnership with Monterey Bay Aquarium's Seafood Watch Program. The Aquarium will help ARAMARK develop practices to guide the supply, purchase, and consumption of sustainable seafood for as many as 180,000 ARAMARK employees in the U.S. and potentially tens of millions of consumers in businesses, universities, schools, sports and entertainment facilities, parks, and other ARAMARK locations.

HEALTH AND NUTRITION

We have a responsibility and the expertise to help educate, enable, and encourage people of all ages to adopt healthier eating practices and more active lifestyles to help in the fight against obesity and other diseases. Our health and nutrition pillar's three areas of focus are:

- Healthy food and beverage choices
- Research, communications, and awareness
- Positioning and promotion

ARAMARK is dedicated to helping employees and consumers make healthy dining decisions by offering innovative programs, clearly communicating nutritional information, and making it easier to find healthy choices.

ARAMARK is proactively working to identify and reduce trans fats in recipes and prepared foods at our client locations while maintaining the same great taste and superior quality ARAMARK customers have come to expect.

COMMUNITY INVOLVEMENT

Through employee volunteerism, strategic programs, partnerships, and philanthropy, we leverage our diverse expertise, resources, and time to help improve the lives of families in need. We focus and apply our unique resources toward four areas relevant to our business, expertise, and culture to make a meaningful impact:

- **Workforce Readiness**—Helping youth and adults build the critical, employable workforce skills necessary to obtain sound, sustainable jobs while exposing and connecting them to career opportunities
- **Basic Services**—Ensuring families have access to basic services such as food, clothing, and a clean, safe, and comfortable environment
- **Health and Nutrition**—Supporting nutrition and wellness education and awareness programs for young people, individuals, and families; helping them make informed, healthy food choices; and developing regular physical activity habits to help in the fight against obesity ARAMARK employees are active volunteers in communities around the world
- Through grant-making, the ARAMARK Charitable Fund and business unit support contribute more than \$10 million annually to make a lasting difference in our communities.

ARAMARK BUILDING COMMUNITY

ARAMARK Building Community is our signature philanthropic and volunteer program. It seeks to enrich the lives of low-income families by enhancing the environments, experiences, and programs provided by local community centers.

We connect our employees and clients with community centers to help remove barriers to employment, prevent disease through healthy eating, and strengthen the center's capacity to support individuals and families.

For more than 75 years, ARAMARK's values of trust, respect, and integrity have guided how we operate every day in communities around the globe.

Since launching in 2008, nearly 2 million individuals served by community centers in more than 40 cities have in some way been affected by ARAMARK Building Community through job training and workforce placement; receiving meals, food, or clothing; or gathering in a safer, more inspiring environment.

EXAMPLES OF ARAMARK'S CORPORATE SOCIAL RESPONSIBILITY ACTION

ARAMARK's businesses touch more than 2 million people every day. Through our aligned business purpose and corporate social responsibility (CSR) focus, we have an opportunity to consistently make a positive impact on our customers. This is demonstrated in programs, commitments, and actions across our organization, some of which are highlighted here.

EMPLOYEE ADVOCACY EXAMPLES

- ARAMARK Healthcare, in partnership with the Institute for Diversity in Health Management, announced its 2009 fellows for the ARAMARK Healthcare Administrative Fellowship for Clinical Support Services. The program is grounded in the belief that experience in the field, mentoring by experienced leaders, and an understanding of the importance of diversity issues provide a unique benefit to post-graduate students planning a career in healthcare administration.



HEALTH AND WELLNESS EXAMPLES

- With the ongoing debate around nutritious food in hospitals, ARAMARK Healthcare created a prototype healthy food environment for the visitors, patients, and employees at Pitt County Memorial Hospital in Greenville, North Carolina. Components of the program include collaboration among registered dietitians and chefs on recipe development and

an online menu that markets healthy specials and enables Hospital employees to access information to manage their nutritional intake.

- ARAMARK Healthcare, along with the Centers for Disease Control and Prevention (CDC), hosted a summit for its environmental services (EVS) directors of operations at the CDC in Atlanta. The summit's mission was to outline best practices and innovative technologies related to the CDC's guidelines for infection control. As a result of the summit, the team will lead efforts to educate managers on interpreting CDC guidelines and collaboration around the most effective infection control protocols.

- Each March, in recognition of National Nutrition Month, ARAMARK is further committing its knowledge and culinary expertise by providing a nutrition newsletter at business, hospital, and university locations across the country. The newsletter features insight and ideas for healthy cooking and lifestyles.

ENVIRONMENTAL STEWARDSHIP EXAMPLES

- ARAMARK Healthcare Canada's Environmental Stewardship Initiative (ESI) earned a Waste Minimization Gold Award in Communications from the Recycling Council of Ontario (RCO) for the second straight year. The ESI is delivered largely through client sites across the country and is a broad-based and evolving environmental awareness communications platform focused on engaging Canadians to reduce their ecological footprint.
- Green Thread®, launched in 2008 by ARAMARK, encompasses a range of options for environmental programs and practices. Green Thread allows ARAMARK and our clients to efficiently customize an environmental strategy that educates and engages consumers in environmental practices that extend from our on-site operations to opportunities at home for the entire family. ARAMARK has implemented Green Thread practices at more than 1,000 locations, reaching millions of consumers.

- ARAMARK received the InfoWorld Green 15 Award, which recognizes companies around the globe that have embraced green technology to drive energy efficiency, trimming of waste, and reducing or eliminating the use of the production of harmful substances. In ARAMARK's corporate offices, practices including a managed print program have reduced energy and paper consumption.
- ARAMARK Corporation recently announced a national partnership with Amerex Energy Services to provide clients with an array of energy services, including the purchase of renewable energy credits (REC). This alliance broadens ARAMARK's portfolio of options to help businesses reduce energy use and cost-effectively procure energy resources. Services include conducting energy audits and developing energy reduction strategies.
- Los Alamos National Laboratory recently honored ARAMARK Business Dining with an award for sustainable food service practices. The recognition was given to ARAMARK for spearheading the transformation of the on-site restaurants, coffee kiosks, catering operations, and mobile vending programs on the 36-square mile New Mexico campus. From eliminating all nonrecyclable or biodegradable packaging to developing a composting program, ARAMARK implemented a series of environmentally sensitive alternatives.
- In 2009, ARAMARK Higher Education committed to five key sustainable practices (Green Stakes) across all of its operations by 2010. These include implementing an energy and water conservation program at every campus, only purchasing paper products made with recycled content, using daily green cleaning products at all locations, diverting 100 percent of fryer oil waste, and increasing the level of sustainable food offerings served by at least 5 percent per year. As an example, the environmental and social impact of the Green Stakes commitments includes the reduction of approximately 170 million pounds of emissions through implementation of energy and water conservation programs at many campus dining, facility, and conference center operations—equivalent to the annual emissions from 14,744 passenger vehicles.

ARAMARK made a commitment to help preserve the world's oceans and fisheries through a new partnership with Monterey Bay Aquarium's Seafood Watch Program.



MONTEREY BAY AQUARIUM

www.montereybayaquarium.org

- ARAMARK Higher Education introduced a Green Thread® to-go container program at many of the campuses it serves, diverting more than 2 million disposables from landfills during the 2008–09 school year. As an example of local impact, since implementing the reusable to-go containers in Fall 2008, Baylor University reduced disposable container usage by 40 percent.
- ARAMARK Higher Education is proud to announce that its campus partners recycled more than 19 million pounds of waste during RecycleMania 2012, a competition among colleges and universities throughout the United States and Canada to promote sustainability. Of the 605 higher education institutions that participated in RecycleMania 2012, more than 20 percent were ARAMARK partners.

COMMUNITY EXAMPLES

- In 2010, 49 ARAMARK employees received prestigious Jefferson Awards, which are national honors given by the American Institute for Public Service to American citizens devoted to community and public service. ARAMARK employees from across the country were recognized as part of the Corporate Champions Program with gold medal winner Krista Wennersstrom, food service director for ARAMARK Healthcare in Chicago, honored along with other recipients from around the country at a U.S. Senate reception on Capitol Hill.
- In nine cities across the United States, ARAMARK employees joined with the Student Conservation Association (SCA), volunteering on conservation service projects during Earth Week 2010. The SCA is the nation's oldest and largest nonprofit, non-advocacy organization devoted to linking young people and their communities, to protect our parks and urban green spaces, restore our environment, raise awareness of our natural world, and improve the lives of those in under-served communities.
- ARAMARK was named a finalist for the U.S. Chamber of Commerce Corporate Citizenship Award in the U.S. Customer Service Category. ARAMARK is being recognized for its company-wide signature community involvement initiative, ARAMARK Building Community, which is designed to harness the company's expertise and resources to strengthen the capacity of local community centers.



FINANCIAL AND LEGAL

8.1

- Proposal Sheet
- Fee Schedule
- Non-Collusion Affidavit
- Certificate of Insurance
- List of Conditions
- Sample Contract
- 10-K on CD
- Hourly and Salaried Benefits on CD



PROPOSAL SHEET FOR CUSTODIAL AND MAINTENANCE SERVICES

The undersigned Vendor hereby proposes to furnish custodial and maintenance services for the Plum Borough School District pursuant to the fee schedule attached hereto. The undersigned certifies to have read the Request for Proposal and offers to furnish the services at the prices quoted. The Vendor acknowledges that the total number of custodian and maintenance workers and yearly hours per worker that the District presently utilizes is for reference only. Vendor has made its own projections on the number of workers and work hours necessary to perform all regular custodial and routine maintenance services for the School District.

All prices quoted in the fee schedule are all inclusive, including overhead and profit.

Attached to this Proposal Sheet is a fee schedule containing hourly rates for all services Vendor is prepared to provide the Plum Borough School District for year 1 commencing July 1, 2013, and year 2 commencing July 1, 2014; or in the alternative, the fee schedule contains lump sum fees based upon the number of work hours not exceeding the maximum contained therein. If a lump sum fee, Vendor has set forth the hourly rates that would be charged the School District for work hours exceeding the maximum.

If an hourly rate is dependent upon the nature of the services (e.g. custodial vs. routine maintenance vs. skilled maintenance services), or if an hourly rate is dependent upon the time of day or day of the week, or if a different hourly rate is charged for emergency custodial or maintenance services, the same is itemized on the attached pricing.

Unless otherwise noted by Vendor, Vendor has included with this Proposal all submittals listed in Section 7, items i thru xiii, of the "General Specifications for Custodial and Maintenance Services"

Vendor: ARAMARK Management Services LP

Address: 1101 Market Street, Philadelphia, PA 19107

Phone: 215-238-3000 Fax: 215-238-8169 E-Mail: gilliam-jeff@aramark.com

Signature: _____

Print Name: Jeff Gilliam

Title: Authorized Signatory

Contact Person: Pat O'Donnell, District Manager (o'donnell-pat@aramark.com/256-426-5879)

Business Entity (partnership, LLC, LLP, corp., etc.): Limited Partnership

Date: 4-23-13

Our Fee Schedule commencing July 1, 2013 and ending June 30, 2014, shall be a lump sum amount of \$2,661,221

For July 1, 2014 through June 30, 2015, our Fee Schedule shall be a lump sum amount of \$2,714,445

The hourly rates to be utilized for work hours exceeding the maximum shall be:

- \$23.85 for custodial staff
- \$31.20 for maintenance staff

NON-COLLUSION AFFIDAVIT

~~State of~~ Commonwealth of Pennsylvania : S.S.
County of Philadelphia :

I STATE THAT I AM Jeff Gilliam, Authorized Signatory (Name and Title) of ARAMARK Management Services LP (Name of Vendor/Firm) and that I am authorized to make this Affidavit on behalf of Vendor, and its owners, directors, and officers. I am the person responsible for Vendor's price(s) and the Contract Sums proposed in this RFP for Plum Borough School District Secretarial Services.

I STATE THAT:

1. The price(s) and amount of this Proposal have been arrived at independently and without consultation, communication or agreement with any other vendor, Vendor, proposer or potential proposer.
2. Neither the price(s) nor the amount of this Proposal, and neither the approximate price(s) nor approximate amount of this Proposal, have been disclosed to any other firm or person who is a proposer or potential proposer, and they will not be disclosed before the RFP opening.
3. No attempt has been made or will be made to induce any firm or person to refrain from proposing on this contract, or to submit a proposal higher than this Proposal, or to submit any intentionally high or noncompetitive proposal or other form of complementary proposal.
4. The Proposal of my firm is made in good faith and not pursuant to any agreement or discussion with, or inducement from, and firm or person to submit a complementary or other noncompetitive proposal.
5. ARAMARK Management Services LP (Name of Vendor/Firm), its affiliates, subsidiaries, officers, directors and employees are not currently under investigation by any governmental agency and have not in the last four years been convicted or found liable for any act prohibited by State or Federal law in any jurisdiction, involving conspiracy or collusion with respect to bidding on any public contract, except as follows:

I STATE THAT ARAMARK Management Services LP (Name of Vendor/Firm) understands and acknowledges that the above representatives are material and important, and will be relied on by the Plum Borough School District in awarding the pupil secretarial contract for which this Proposal is submitted. I understand and my firm understands that any misstatement in this Affidavit is and shall be treated as fraudulent concealment from the Plum Borough School District of the true facts relating to the submission of proposals for this contract.

Signature of Affiant 

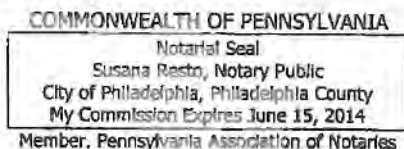
SWORN TO and SUBSCRIBED BEFORE ME

THIS 23rd DAY OF April, 2013

Susana Resto

Notary Public (seal)

My Commission Expires:





Sample Certificate of Insurance – Cover Page

Enclosed is a sample certificate of insurance indicating ARAMARK's coverage. ARAMARK maintains a complex commercial insurance program offering coverage that is often broader than what is available to the general market. Below are some clarifications that we wish to make regarding how our program functions to address your requirements. We encourage you to express any concerns so that we can appropriately address them in connection with finalizing our definitive agreement, if we are awarded.

Clarifications on Insurance coverage:

- Any insurance provided by ARAMARK (Additional Insured or Otherwise) shall only cover losses for which ARAMARK is legally liable; such insurance coverage shall not cover liability in connection with or arising out of the wrongful or negligent acts or omissions of Client.
- Only ARAMARK entities may be Named Insured on ARAMARK's policies of insurance.
- Notice of cancellation of any insurance policies required herein shall be subject to ACORD 25 Certificate of Liability standards, and will be delivered, as applicable, in accordance with policy provisions.

CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)
10/01/2012

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER Willis of Pennsylvania, Inc. Two Liberty Place 50 S. 16th Street, Suite 2500 Philadelphia, PA 19102		INSURED ARAMARK Corporation Its Divisions & Subsidiaries ARAMARK Tower, 1101 Market Street, 30th Floor Philadelphia, PA 19107	
CONTACT NAME: Willis Cert Center or Sarah Sachs PHONE (A/C No. Ext): 877-945-7378 or 215-239-6812 FAX (A/C No.): 888-467-2378 E-MAIL: certificates@willis.com or sarah.sachs@willis.com ADDRESS:		INSURERS AFFORDING COVERAGE NAIC # INSURER A: ACE American Insurance Company 22667-003 INSURER B: Indemnity Insurance Co of North America 43575-001 INSURER C: INSURER D: INSURER E: INSURER F:	

COVERAGES

CERTIFICATE NUMBER:

REVISION NUMBER:

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
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A	GENERAL LIABILITY		HDOG27011068	10/01/2012	10/01/2013	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (ea occurrence) Included MED EXP (Any one person) \$ 5,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ None PRODUCTS - COMP/OP AGG \$ None
	X COMMERCIAL GENERAL LIABILITY X CLAIMS MADE <input checked="" type="checkbox"/> OCCUR X LIQUOR LAW LIABILITY X VENDORS LIABILITY GENL AGGREGATE LIMIT APPLIES PER POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC					

A	AUTOMOBILE LIABILITY		ISAH08710399	10/01/2012	10/01/2013	COMBINED SINGLE LIMIT \$ 1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$
	X ANY AUTO ALL OWNED AUTOS <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> HIRED AUTOS <input type="checkbox"/> NON-OWNED AUTOS <input type="checkbox"/> SELF-INSURED AUTO PHYSICAL DAMAGE <input type="checkbox"/>					

B	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY		(AOS) WLRCA7121784	10/01/2012	10/01/2013	X WC STATU-TORY LIMITS <input type="checkbox"/> OTH-ER <input type="checkbox"/> E.L. EACH ACCIDENT \$ 1,000,000
	UMBRELLA LIAB OCCUR <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> RETENTION \$					

A	DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (Attach ACORD 101, Additional Remarks Schedule, if more space is required)		(W) SCFC47121796	10/01/2012	10/01/2013	E.L. DISEASE - EA EMPLOYEE \$ 1,000,000 E.L. DISEASE - POLICY LIMIT \$ 1,000,000
	UMBRELLA LIAB OCCUR <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> RETENTION \$					

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

ARAMARK'S General Liability and Auto Liability policies are noncancellable. Workers' Compensation notices of cancellation are in accordance with each state law. Products/Completed Operations and Contractual Liability are included under General Liability.

CERTIFICATE HOLDER

CANCELLATION

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

AUTHORIZED REPRESENTATIVE

Mutually acceptable insurance requirements.

Upon execution of a written agreement, A certificate will be issued in compliance with

Sample Certificate of Insurance

PLUM BOROUGH SCHOOL DISTRICT

REQUEST FOR PROPOSALS FOR CONTRACTED CUSTODIAL AND MAINTENANCE SERVICES

List of Assumptions

In the development of every partnership, there are topics of a legal and contractual nature that require discussion and clarification by all parties. We respectfully request that any contract resulting from ARAMARK's Proposal in response to the RFP incorporate mutually agreeable terms and conditions consistent with the attached sample Management Services Agreement ("Agreement"), including, without limitation, Section 3(h) (hazardous substances; pre-existing conditions); Section 4(c) (personnel actions); Section 4(d) (restrictions on hiring supervisory employees); Section 4(f) (background checks); Section 6 (indemnity and limitation of liability); Section 7(a) (mutual termination for convenience); Section 8 (confidential information and proprietary materials); Section B and Section D of Exhibit A (adjustments to fee and payment terms) and the below-mentioned assumptions. We are willing to consider suggested alternative language and will work closely with the District to finalize a mutually beneficial agreement in an expeditious manner. ARAMARK assumes the following:

1. ARAMARK respectfully assumes that any contract resulting from this proposal will include mutual termination for convenience upon sixty (60) days' written notice. ARAMARK further assumes that all disputes or proposed penalties with respect to non-performance or contract compliance will be resolved pursuant to the termination provision, thereby eliminating the need to incur any additional costs.

2. ARAMARK assumes that the indemnification provision will be mutual and limited to negligent and intentional acts or omissions. ARAMARK further requests that ARAMARK's liability shall not under any circumstances exceed the greater of the ARAMARK Fee or the actual proceeds of insurance for the applicable claim (including the deductible portion). In no event will either party be liable to the other party for any loss of business, business interruption, consequential, special, indirect or punitive damages.

3. ARAMARK assumes that, in the event there is a conflict of terms among the contract documents, the following order of priority shall prevail: (a) the resulting contract negotiated by the parties; (b) ARAMARK's Proposal, including this list of assumptions; then (c) the Request for Proposal.

MANAGEMENT SERVICES AGREEMENT

This MANAGEMENT SERVICES AGREEMENT (the "Agreement") is made and entered into as of this _____ day of _____, 201____, by and between PLUM BOROUGH SCHOOL DISTRICT ("District"), and ARAMARK MANAGEMENT SERVICES LIMITED PARTNERSHIP, a Delaware limited partnership ("ARAMARK"). District and ARAMARK will be referred to jointly as the "Parties" and individually as a "Party."

WITNESSETH THAT:

1. Scope of Management Services

District hereby grants to ARAMARK the exclusive right to provide District with certain Management Services for District's facilities (the "Facilities") during the Term (defined below in Section 2). "Management Services" are defined by the scope of work described in the following Exhibits, which are incorporated by reference herein. The Facilities for which Management Services will be provided are defined individually for each type of service, and are listed in Attachment 1 to each respective Exhibit. ARAMARK will provide the Management Services solely in accordance with the Exhibits and in accordance with the terms and conditions of this Agreement.

Service	Exhibit

ARAMARK shall render the Management Services with the same degree of care normally exercised by other professional service providers under similar circumstances. ARAMARK will perform its services hereunder as an independent contractor, and nothing in this Agreement shall be deemed to make ARAMARK, or its employees, a common law employee, agent, partner or fiduciary of, or joint venturer with, District. ARAMARK shall at no time be acting as an architect, engineer, indoor air quality expert or advisor or other design professional, and shall not be required to carry out duties requiring the services of a design professional.

District shall be solely responsible for all services required for the ownership and operation of the Facilities beyond the scope of the Management Services to be provided by ARAMARK. District shall be responsible for compliance with all federal, state, and local safety and health laws and regulations with respect to the Facilities. ARAMARK shall be responsible for compliance with all federal, state, and local safety and health laws and regulations with respect to the Management Services.

2. Term; Renewals

The initial term of this Agreement will begin on _____, 201____ (the "Commencement Date"), and will continue for a period of _____ (____) years (the "Initial Term"). Thereafter, this Agreement will renew upon mutual agreement of the Parties for consecutive terms of _____ (____) years each (individually, a "Renewal Term," and collectively with the Initial Term, the "Term"). Either Party may elect not to renew this Agreement at the expiration of either the Initial Term

or any Renewal Term by giving the other Party written notice to that effect not later than ninety (90) days before the date on which the then current Initial Term or Renewal Term would otherwise end.

3. Operational Matters

(a) Space and Utilities. District will provide ARAMARK with reasonable office space, storage and locker space, warehouse and distribution space and services at District's Facilities, at no cost to ARAMARK, for ARAMARK's use in providing the Management Services. Such space will include all utilities (including water, sewer, electricity and telephone service) and access to copiers, fax machines and other standard office equipment. Such space will be under ARAMARK's exclusive use, subject to District's access rights for safety inspection and emergency response. The ARAMARK Operations Team (defined below in Section 4(a)) will also be granted access to District's voicemail and intranet systems, at no cost to ARAMARK, to facilitate electronic communications and access to information needed to render Management Services efficiently under this Agreement.

(b) Cooperation. District acknowledges that ARAMARK will need the active support of District's professional, administrative, operations, and other personnel to provide Management Services under this Agreement, and District agrees to use its best efforts to cooperate with ARAMARK in that regard.

(c) Start-Up Period. The Parties acknowledge that the Management Services will begin with a start-up phase to transition to ARAMARK's programs, beginning on the Commencement Date (the "Start-Up Period"). During the Start-Up Period, the ARAMARK Operations Team will familiarize itself with particular aspects of the Facilities, operations, applicable equipment, materials, supplies, and other such matters as the Parties' and Service Employees' transition to the Management Services. ARAMARK's activities during the Start-Up Period will include coordinating interviews with the Service Employees and assessing their skill sets, setting up ARAMARK's computer and software programs and measuring determining the square footage/acreage of the Facilities. District agrees to cooperate with ARAMARK in its efforts during the Start-Up Period. Upon termination or expiration of this Agreement, District will reimburse ARAMARK for any unamortized start-up costs (for items such as survey, program design, and program implementation costs), not to exceed _____ Dollars (\$ _____), which ARAMARK will amortize on a straight line basis over the Initial Term of this Agreement.

(d) Joint Review. The Parties' representatives will meet on a regular basis, at least once per month, to review and discuss any ongoing operational matters relevant to the Management Services under this Agreement.

(e) Budgeting. The Parties acknowledge and agree that District has the sole authority to review, approve and, from time to time, modify District's budget for the Management Services; provided however, that any such review, approval or modification shall not change the financial terms set forth in this Agreement without ARAMARK's prior written approval.

The Parties further acknowledge and agree that ARAMARK's ability to perform its obligations hereunder is subject to, and conditioned upon, District's approval and implementation of budgets for the Management Services consistent with ARAMARK's recommendations.

(f) Purchasing. **[This Paragraph needs to accurately reflect the terms of the purchasing and should be consistent with the purchasing language in the Exhibits].** ARAMARK shall manage all purchases of products, supplies, equipment and services utilized in the Management Services, which

purchases shall be made through [District's group purchasing agreements and/or through] ARAMARK's purchasing program. [Processing and payment of vendors' invoices for products, supplies, equipment and services which are necessary to provide the Management Services will be as set forth in the relevant Exhibit(s).] In the event ARAMARK pays for products, supplies, equipment and services which are District's responsibility in order to expedite the purchase of such items, all such purchases shall be accounted for as a direct cost of operations and shall be reimbursed promptly by District. Unless otherwise expressly stated herein, all such purchases made by ARAMARK to expedite purchasing shall be titled in the name of the District (using District's tax identification information) and used solely in the Management Services.

To the extent that ARAMARK provides products or supplies to District on a cost-reimbursable basis, ARAMARK is entitled to receive and retain all cash discounts and all other discounts, rebates and allowances otherwise available to ARAMARK under its arrangements with distributors and suppliers. [District is entitled to receive all purchasing discounts and rebates provided by District's group purchasing program based upon such program's arrangements with distributors and suppliers. **suppliers. [INCLUDE IF DISTRICT PURCHASING PROGRAM WILL BE USED.]**

In the event an affiliated company or division of ARAMARK furnishes products, supplies, equipment or services necessary to the efficient operation of the Management Services, charges to District for such products, supplies, equipment or services shall be competitive with the cost of obtaining such products, supplies, equipment or services from an independent source in the open market.

(g) District's Operational and Financial Information. The Management Services that ARAMARK has agreed to provide under this Agreement and the corresponding ARAMARK Fee were developed based on operational and financial information provided by District (including but not limited to labor and supply costs, District's employees at the Facilities, and use of the Facilities by District, its employees, and its students). District represents that such information is current, complete, and accurate, and acknowledges that ARAMARK has reasonably relied on it. The Parties anticipate that District will continue to provide similar information to ARAMARK from time to time, which will also be current, complete, and accurate, so that ARAMARK may reasonably rely on it in providing Management Services. If such information changes or is inaccurate, then the financial terms and other obligations assumed by ARAMARK will be renegotiated and restated to correct such change or inaccuracy on mutually agreeable terms.

(h) Hazardous Substances; Pre-Existing Conditions. ARAMARK has no duty to investigate, detect, prevent, handle, encapsulate, remove, or dispose of, and will have no responsibility to District or others for any exposure of persons or property to, asbestos, lead, fuel storage tanks or contents, indoor air pollutants or contaminants, poor air quality, or hazardous, toxic, or regulated waste substances, mold, fungi, mildew, pollutants, or contaminants (collectively, the "Hazardous Substances") at District's Facilities or their surrounding premises, and such duties have not been included in the ARAMARK Fee. District will comply with all applicable federal, state, and local laws and regulations, which have been or will be enacted during the Term of this Agreement, regarding such Hazardous Substances on the Facilities' premises. District will inform ARAMARK of the presence of such Hazardous Substances and acknowledges that ARAMARK employees will not be required to work in any location where they could be exposed to such Hazardous Substances. ARAMARK has advised District that it does not provide or assume any responsibility to monitor or remediate Hazardous Substances or any similar conditions, and that all determinations and corrective actions regarding Hazardous Substances and any similar conditions shall be made by District or a third party retained by District. In no case will any ARAMARK employee act in the capacity of a "Designated Person" (within the meaning of the Asbestos Hazard Emergency

Response Act, "AHERA"), which duties remain solely with District.

ARAMARK will not be responsible for any conditions that existed in, on, or upon the Facilities or the District's equipment or systems before the Commencement Date of this Agreement [OR DATE WHEN SERVICES WERE FIRST PROVIDED] ("Pre-Existing Conditions"), including, without limitation, environmental impairments, and other conditions. Notwithstanding the general indemnity provision contained below in Section 6, District will indemnify, defend and hold ARAMARK harmless from and against any and all claims, damages, liabilities, costs and expenses (including reasonable attorneys' fees) that ARAMARK may incur in connection with any Pre-Existing Conditions. The Parties acknowledge and agree that ARAMARK's responsibilities hereunder are limited to the scope and substance of ARAMARK's Management Services, as defined in the Exhibits to this Agreement.

4. Personnel

(a) ARAMARK Operations Team. ARAMARK will provide and pay personnel for the efficient management of the Management Services (the "ARAMARK Operations Team"), which ARAMARK may adjust from time to time, as appropriate. The ARAMARK Operations Team will be led by at least one (1) manager (the "ARAMARK Manager"), who will coordinate training and management of the service employees in those departments managed by ARAMARK (the "Service Employees"). The ARAMARK Manager will act as ARAMARK's chief representative for ARAMARK's day-to-day performance of the Management Services, and will interact directly with District. If an ARAMARK Manager should become unacceptable to District's Chief Executive Officer or such officer's designated representative, then District's Chief Executive Officer or designated representative may request his or her removal and ARAMARK will provide a mutually acceptable replacement within a reasonable time thereafter. While on the Facilities, the ARAMARK Operations Team will be subject to the rules and regulations of District, copies of which will be provided by District to ARAMARK reasonably in advance.

(b) Service Employees. ARAMARK will provide and pay all Service Employees ARAMARK deems necessary for the efficient provision of the Management Services. The Service Employees will be subject to the rules and regulations of District while on the Facilities.

(c) Personnel Actions. If ARAMARK incurs any costs, including legal fees, retroactive costs and/or wages and damages, as a result of any personnel action taken by District or by ARAMARK at the direction of District, which action ARAMARK would not have taken but for District's direction, District shall reimburse ARAMARK for such costs.

(d) Restrictions on Hiring Supervisory Employees. "Supervisory Employees," for the purpose of this Section, is defined as those persons who performed management or professional services for the Facilities, directly or indirectly, at any time during the then previous twelve (12) months. ARAMARK agrees that no Supervisory Employees of District will be hired by ARAMARK for the Term of this Agreement and twelve (12) months thereafter.

District acknowledges that ARAMARK has invested considerable amounts of time and money in training its Supervisory Employees in the systems, procedures, methods, forms, reports, formulas, computer programs, plans, techniques and other valuable information that are proprietary and unique to ARAMARK's manner of conducting its business and that ARAMARK makes such information available to its Supervisory Employees, its subsidiaries and affiliates, on a confidential basis. Therefore, District agrees that no Supervisory Employees of ARAMARK, its subsidiaries or affiliates, will be hired by

District for the Term of this Agreement and twelve (12) months thereafter, and that District will not permit any Supervisory Employees of ARAMARK, its subsidiaries or affiliates to provide services for the Facilities directly or indirectly (through consulting contracts, contracts with third parties that employ or otherwise retain any Supervisory Employees, or otherwise) for the Term of this Agreement and twelve (12) months thereafter. Additionally, District agrees that if it violates the conditions set forth in this Section, District will pay to ARAMARK, and ARAMARK will accept as liquidated damages and not as a penalty, an amount equal to two times the annual salary (base and bonus) of the Supervisory Employee(s) retained by District or allowed to work on the Facilities in violation of this Section.

(e) Equal Opportunity and Affirmative Action Employer. Neither Party shall discriminate because of race, color, religion, national origin, age, sex, gender, pregnancy, disability, sexual orientation, gender identity, genetic information, military status, veteran status (specifically status as a disabled veteran, special disabled veteran, Vietnam Era veteran, recently separated veteran, armed forces service medal veteran, or other protected veteran) or other classification protected by applicable federal, state or local law, in the recruitment, selection, training, utilization, promotion, termination, or other employment related activities concerning employees assigned to duty in the District's Food Service Program. ARAMARK affirms that it is an equal opportunity and affirmative action employer and shall comply with all applicable federal, state and local laws.

(f) Background Checks. ARAMARK shall comply with the provisions of Act 24 of 2011, Act 114, Education-Omnibus Amendments, 24 P.S. 1-111, as amended, Public School Code of 1949, relating to background checks of prospective employees, including fingerprinting, convictions of certain offenses, and ongoing reporting obligations. To the extent permitted by law, ARAMARK shall allow the District to inspect its background check records. Consistent with its Drug Free Workplace Act Policy, ARAMARK shall also conduct pre-employment, drug and alcohol testing. All costs associated with the background checks and the pre-employment screenings shall be the responsibility of ARAMARK and/or its current and/or prospective employees.

5. Financial Terms

Financial terms of this Agreement are set forth on Exhibit A hereto.

6. Indemnity; Insurance; Limitation of Liability

(a) Indemnity. Each Party will indemnify and hold the other Party, its subsidiaries and affiliated companies, and their respective directors, officers, partners, members, shareholders and employees, harmless from any third party liability (including reasonable attorneys' fees and court costs) by reason of the negligent acts or omissions of the indemnifying Party, its employees or agents. This Section will not operate to waive either Party's rights under any worker's compensation act, disability benefits act, or other employee benefits acts, whether in tort, contract, or otherwise. If the damages, injury, loss or claim is caused by the negligence of both Parties, the apportionment of said damages, injury, loss or claim shall be shared between both Parties based upon the comparative degree of each Party's negligence and each Party shall be responsible for its own defense and its own costs including but not limited to the cost of defense, attorney's fees and witnesses' fees and expenses incident thereto.

In addition the District shall indemnify and hold harmless ARAMARK, its subsidiaries and affiliated companies, and their respective directors, officers and employees, against the following:

i. Liability related to, or arising out of, any defective condition or the presence of Hazardous Substances or Pre-Existing Conditions on the Facilities or the claimed or actual

release or threatened release or disposal of Hazardous Substances from or at the Facilities, to the extent not caused by the willful misconduct or gross negligent acts or omissions of ARAMARK, its employees or subcontractors, including, without limitation, fines, penalties, clean-up costs, or costs of other environmental remediation measures;

ii. Liability arising from actions by any Service Employee or applicant for a position as a Service Employee predicated upon any alleged or actual wrongful action or omission by ARAMARK in hiring, firing, disciplining, evaluating, promoting, or increasing or decreasing the wages of any Service Employee, or in modifying the terms or conditions of his or her employment in any way, or failing to modify the terms or conditions of his or her employment in any way; provided, however, that the District directed ARAMARK to take the applicable action and ARAMARK would not have taken such action but for the District's direction. Indemnity pursuant to this subparagraph shall include, without limitation, claims and losses arising from claims or awards of retroactive wages, damages, fines and penalties due to the foregoing labor-related actions; and/or

iii. District's failure to comply with all applicable laws, codes, regulations, ordinances or statutory requirements of any governmental authority having jurisdiction over the Agreement or the Facilities.

Each Party agrees to provide the other Party with prompt written notice of all losses or claims for which it will seek indemnity under this Agreement. Each Party agrees not to incur any cost or expense with respect to any loss or claim for which it seeks indemnity under this Section without the other Party's prior written approval; provided, however, that the foregoing shall not apply in the event that the other Party has in writing rejected, denied or otherwise declined the indemnification request with respect to such loss or claim. Each Party agrees to cooperate fully with the other Party in the investigation, defense and settlement of all such losses and claims.

(b) Insurance. ARAMARK will provide, or cause to be provided, workers' compensation insurance as required by law. Additionally, ARAMARK will carry commercial general liability insurance (including coverage for products liability, negligent acts, and broad form vendors' coverage), with limits of no less than One Million Dollars (\$1,000,000) combined single limit per occurrence. ARAMARK will furnish to District, upon request, a certificate of insurance which states that such coverage is in effect. Both Parties waive all rights of recovery from each other for property damage or loss of use thereof, however occurring. The foregoing waiver includes, but is not limited to, waiver of losses covered by fire, extended coverage, boiler explosion and sprinkler leakage policies, but does not waive personal injury or death claims.

Any insurance coverage **[IF DISTRICT IS AN ADDITIONAL INSURED ADD THE FOLLOWING: (additional insured or otherwise)]** that ARAMARK provides for District and their respective Board members, administrators and employees shall only cover liability assumed by ARAMARK in this Agreement; such insurance coverage shall not cover liability in connection with or arising out of the wrongful or negligent acts or omissions of District and their respective Board members, administrators and employees.

(c) Limitation of Liability. ARAMARK's liability shall not under any circumstances exceed the amount of the ARAMARK Fee. In no event will either Party be liable to the other Party for any loss of business, business interruption, consequential, special, indirect or punitive damages.

7. Termination; Force Majeure

(a) If at any time during the term of this Agreement either Party considers terminating the Agreement, such Party shall give the other Party written notice that it is considering such action, which notice shall set forth with sufficient specificity such Party's reasons for contemplating termination. During the following thirty (30) day period the Parties shall discuss, in good faith, the Party's reasons for considering termination in an effort to avoid the need for such action. Following the thirty (30) day discussion period, the Party considering termination, if not fully satisfied, may elect to terminate the Agreement by giving the other Party sixty (60) days' written notice of its intention to terminate; provided, however, neither Party may give notice of its intention to terminate during the first ninety (90) days of operation under this Agreement.

Notwithstanding any provision in this Agreement to the contrary, ARAMARK may terminate this Agreement immediately at any time if District fails to pay ARAMARK any amounts due ARAMARK hereunder within the time period provided in this Agreement for such payment, and such failure continues for a period of ten (10) days following written notice by ARAMARK to District of such failure.

(b) Force Majeure. If either Party is rendered unable to perform its duties under this Agreement, in whole or in part, by reason of any event that is not reasonably under its control (including, but not limited to, Acts of God, fires, floods, earthquakes, accidents, strikes, riots, national emergencies, and other such force majeure events), then any duty so impacted will be suspended during such event. The Party rendered unable to perform due to force majeure must promptly notify the other Party, and neither Party shall be responsible to the other Party for any losses resulting from such force majeure, except for payment of monies owed. If either Party's inability to perform exceeds one hundred twenty (120) days, then either Party may terminate this Agreement by written notice, effective upon the other Party's receipt of such written notice.

(c) Prepaid Vendor Contracts. Upon termination or expiration of this Agreement, District will reimburse ARAMARK for the costs of any prepaid vendor contracts which ARAMARK has paid, or on which ARAMARK has incurred an obligation to pay, for the benefit of District; together with ARAMARK's ordinary and necessary expenses incurred through the last day of services which ARAMARK has not recovered previously.

(d) Purchase of Inventory. At the termination or expiration of this Agreement, District agrees, if requested by ARAMARK, to purchase ARAMARK's usable inventory of products, supplies and equipment that have not yet been charged as a direct cost of operation. The purchase price for such inventory will be ARAMARK's invoice cost, and ARAMARK will submit to District an invoice for such inventory.

(e) Appropriation of Funds. If sufficient funds are not appropriated for District's proposed budget for its next fiscal year to enable District to make payments due to ARAMARK under this Agreement, and District has no funds available from any other source that can be used for that purpose, then District will provide ARAMARK with an opinion letter and supporting documentation from District's attorneys containing a specific description of the lack of funds, and will allow ARAMARK to audit District's books and records on the appropriations, budget, and shortfall. District and ARAMARK then will review the Management Services in light of all funds available to District for such services and District's actual budget for its next fiscal year, to determine a level of Management Services that can be performed within the proportionate level of all available funds. If ARAMARK does not present such modifications of its Management Services program, then either Party may terminate this Agreement

effective at the end of District's then current fiscal year, upon ninety (90) days prior written notice; and District agrees that it will not contract with another service provider for services in the nature of the Management Services during the remainder of the then current term if this Agreement is terminated pursuant to this Section.

8. Confidential Information and Proprietary Materials

All financial, statistical, operating and personnel materials and information, including, but not limited to, technical manuals, plans, policy and procedure manuals and computer programs relative to or utilized in ARAMARK's business or the business of any subsidiary or affiliate of ARAMARK, shall be the property of ARAMARK and shall be confidential. District shall keep such information confidential and shall so instruct its agents, employees, and independent contractors, and the use of such information by District in any manner shall not affect ARAMARK's ownership or the confidential nature of such information. District shall not photocopy or otherwise duplicate any such materials without the prior written consent of ARAMARK.

District agrees that all proprietary computer software, signage, and marketing and promotional literature and material used by ARAMARK in providing services pursuant to this Agreement (the "Proprietary Material") shall remain the property of ARAMARK, notwithstanding the fact that the District may have been charged for the use of such materials. ARAMARK grants District a non-exclusive right to use the Proprietary Material for the Term of this Agreement. All patents, copyrights, trade secrets and other proprietary rights in or related to the Proprietary Material are and will remain the exclusive property of ARAMARK, whether or not specifically recognized or perfected. District will not take any action that jeopardizes ARAMARK's proprietary rights or acquire any rights in the Proprietary Material. Unless otherwise agreed, ARAMARK will own all rights in any copy, modification, adaptation, or derivation of the Proprietary Material, including any improvement or development thereof. District will obtain, at ARAMARK's request, the execution of any instrument that may be appropriate to assign these rights to ARAMARK or to perfect these rights in ARAMARK's name. Upon the conclusion or other termination of this Agreement, all use of trademarks, service marks, and logos owned by ARAMARK or licensed to it by third parties shall be discontinued by District and District shall immediately return any Proprietary Material to ARAMARK.

9. General Provisions

(a) Notice. Any notice under this Agreement must be in writing, and will be effective when delivered personally, delivered by a national overnight delivery service, or three (3) business days after being deposited in the United States mail (postage prepaid, registered or certified). All notices will be addressed to the receiving Party at the following address (or such other address of which that Party has given proper notice):

If to District:

PLUM BOROUGH SCHOOL DISTRICT
Attn: _____ [IDENTIFY BY TITLE]
900 Elicker Road
Plum, PA 15239

IF to ARAMARK:

ARAMARK MANAGEMENT SERVICES LIMITED PARTNERSHIP
Attn: Vice President and Chief Financial Officer, ARAMARK Education (K-12)
ARAMARK Tower
1101 Market Street
Philadelphia, PA 19107-2988

With a copy to:

ARAMARK MANAGEMENT SERVICES LIMITED PARTNERSHIP
Attn: Vice President and Associate General Counsel, ARAMARK Education (K-12)
ARAMARK Tower
1101 Market Street
Philadelphia, PA 19107-2988

(b) Computer Matters. District acknowledges and agrees that ARAMARK has no responsibility for the continued successful operation of any computer hardware, software or equipment under computerized control (other than computer hardware, software and equipment provided by, or on the behalf of, ARAMARK), which malfunctions or ceases to operate as a result of software errors, operator errors, infection by computer virus, or tampering.

(c) Client Networking and Appreciation Event. District shall be invited to send one or more of its representatives to attend an annual Client Networking and Appreciation Event hosted by ARAMARK within the Commonwealth of Pennsylvania. The purpose of the annual Client Networking and Appreciation Event is to share relevant information and best practices including, but not limited to, operational, regulatory and industry matters, amongst ARAMARK's current and prospective clients within the Commonwealth of Pennsylvania and will include social and networking activities.

(d) Survival. The sections of this Agreement entitled Start-Up Period; Purchasing; Hazardous Substances; Pre-Existing Conditions; Restrictions on Hiring Supervisory Employees; Indemnity; Insurance; Limitation of Liability; Prepaid Vendor Contracts; Purchase of Inventory; Confidential Information and Proprietary Materials; and Computer Matters will survive the term and termination of this Agreement.

(e) No Waiver. No waiver will be effective against either Party unless it is in writing and signed by the waiving Party. A waiver of any particular breach of any term contained in this Agreement will not operate as a waiver of that term itself, or as a waiver of any subsequent breach thereof. The failure of ARAMARK or District to exercise any right or remedy available under this Agreement upon the other Party's breach of the terms, representations, covenants or conditions of this Agreement or the failure to demand the prompt performance of any obligation under this Agreement shall not be deemed a waiver of (i) such right or remedy; (ii) the requirement of punctual performance; or (iii) any right or remedy in connection with any subsequent breach or default on the part of the other Party.

(f) Severability. Should any of the provisions of this Agreement be declared or determined by any Court of competent jurisdiction to be illegal or invalid, the validity of the remaining parts, terms or provisions shall not be affected thereby and said illegal or invalid part, term or provision shall be deemed not to be a part of this Agreement, unless the illegality or invalidity of the illegal or invalid part, term or provision causes this Agreement to fail of its essential purpose, in which case, this entire Agreement shall become invalid and shall be null and void.

(g) Authority. Each Party represents and warrants that it has the requisite authority to enter into this Agreement and to perform its duties hereunder, that the individual signing below on that Party's behalf has all requisite authority and approvals to do so and to bind that Party, and that it has done and will do all things necessary so that this Agreement will be valid, binding and legally enforceable upon that respective Party.

(h) Entire Agreement; Amendments. This Agreement has been negotiated and prepared jointly by the Parties, and will not be construed as having been drafted by any one Party. This Agreement and its Exhibits contain the final and complete expression of all agreements between the Parties with respect to the subject matter of this Agreement, and supersede all prior and contemporaneous agreements between the Parties, whether oral or written. Except as otherwise provided herein, any change, modification or amendment of this Agreement must be in writing and signed by all Parties.

(i) Counterparts. This Agreement may be executed in multiple counterparts, including, without limitations, by facsimile and portable document format, each of which will be deemed an original, but all of which together will constitute one and the same instrument.

(j) Assignment. Neither District nor ARAMARK shall assign this Agreement without the prior written consent of the other; provided, however, that either Party may assign the Agreement to an Affiliate without the consent of the other Party. For purposes of this Agreement, "Affiliate" shall mean an entity which controls, is controlled by or is under common control with the assigning Party or its ultimate parent entity.

IN WITNESS WHEREOF, the Parties have executed this Management Services Agreement as of the date shown first above.

**ARAMARK MANAGEMENT SERVICES
LIMITED PARTNERSHIP**
By its General Partner,
ARAMARK SMMS LLC

[DISTRICT-FULL LEGAL NAME]

By: _____
[NAME]
Vice President

By: _____
[NAME]
[TITLE]

EXHIBIT A

FINANCIAL TERMS

A. ARAMARK Fee: All facilities, equipment and services to be provided by District under this Agreement shall be provided at District's expense. During the term of this Agreement, District shall pay ARAMARK an annual fee for ARAMARK's provision of the Management Services hereunder (the "ARAMARK Fee"), which ARAMARK Fee shall be _____ Dollars (\$ _____). [Confirm what is included in and/or excluded from the ARAMARK Fee and add language specifying how the costs of products, supplies, equipment and services purchased and used, or expenses incurred, by ARAMARK in the performance of the Management Services hereunder will be handled].

B. Adjustments to ARAMARK Fee: The ARAMARK Fee will be adjusted from time to time, as follows:

(i) **Annual Adjustment:** Commencing on the first anniversary of the Commencement Date, and annually on each successive anniversary hereafter, the ARAMARK Fee will be increased by an amount equal to the Employment Cost Index published by the United States Department of Labor, Bureau of Labor Statistics (June 1989 = 100% base period), Total Compensation for Private Industry Workers [OR CONSUMER PRICE INDEX, U.S. CITY AVERAGE, ALL ITEMS FOR ALL URBAN CONSUMERS], or a comparable index if that index is not available. ARAMARK shall be entitled to automatically implement the foregoing increase in the ARAMARK Fee.

(ii) **Adjustment for Certain Changes.** If ARAMARK's costs increase due to increases in employee health and welfare benefits costs or due to causes beyond ARAMARK's control, including, but not limited to, an increase in federal, state or local minimum wage rates, an increase in employer contributions to social security or payroll taxes (including retroactive changes to such contributions), or changes in a collective bargaining agreement covering ARAMARK's or the District's employees, then ARAMARK shall give District written notice of such increase, and ten (10) business days after such notice, the ARAMARK Fee shall be adjusted automatically to reflect the full amount of such increase in costs, such adjustment to be retroactive to the date of such increase.

(iii) **[IF APPLICABLE] Relocation Costs.** ARAMARK's costs for relocating any ARAMARK Manager at District's request will be invoiced and reimbursed by District, in an amount not to exceed _____ Dollars (\$ _____) per person.

C. Invoicing. At the [beginning/end] of each month during the Term, ARAMARK will submit to District an invoice for the ARAMARK Fee and any additional costs incurred in accordance with this Agreement owed to ARAMARK for such month.

D. Payment Terms. All invoices submitted by ARAMARK to District shall be paid within fifteen (15) days of the invoice date. If any amount due to ARAMARK under this Agreement is not paid in full within fifteen (15) days after its invoice date, then the unpaid portion will bear interest, from the invoice due date until the date paid, at a rate of one and a half percent (1.5%) per month (or, if prohibited by law, then the maximum rate permitted legally) (the "Interest Rate").

The right of ARAMARK to charge interest for late payments shall not be construed as a waiver of ARAMARK's right to receive payment promptly, in accordance with the terms of this

Agreement. To protect its payment rights, ARAMARK, at its option and upon written notice: (i) if and so long as any payment under this Agreement is past due more than thirty (30) days, may require District to pay the ARAMARK Fee two (2) weeks in advance; and (ii) if and so long as any payment under this Agreement is past due more than sixty (60) days, may require District to sign a note, security agreement, and financing statement granting a security interest in its accounts receivable and other assets to ARAMARK. In the event that ARAMARK incurs legal fees and costs in enforcing its right to payment and/or any of its other rights under this Agreement, District agrees that it shall be liable and obligated to reimburse ARAMARK for those legal fees and costs.

E. Change in Scope. The Parties agree that the scope of the Management Services and the corresponding ARAMARK Fee are based upon factors including but not limited to: the number, size, and function of the Facilities; use of areas; average monthly occupancy rates, enrollment levels, employment levels, shifts, traffic volume, etc.; departments managed; equipment; and specific duties and frequencies described in the Exhibits. Any change in any such factors or in the nature or scope of Management Services will constitute a change in scope to this Agreement. If District requests an expansion or reduction in the Management Services provided by ARAMARK hereunder, the Parties shall negotiate in good faith an equitable adjustment of the ARAMARK Fee commensurate with the expansion or reduction of such services. In addition, the District may request, and ARAMARK may provide, additional services hereunder on such terms and conditions as the Parties shall mutually agree in writing. District will be responsible for any increased operating costs resulting from changes in federal, state or local laws, ordinances, codes or regulations, or implementation of new laws, ordinances, codes or regulations after the execution of this Agreement.

Further, in the event that a determination is made by a government authority that any sale, purchase, payment or use of property made to or by ARAMARK under this Agreement, either in whole or in part, is subject to any sales, use, gross receipts, property or any similar tax, which tax was not contemplated by the Parties at the Commencement Date, the full amount of any such tax liability, together with any interest paid by ARAMARK, shall be invoiced by ARAMARK and shall be reimbursed by District, notwithstanding the fact that this Agreement may have expired or been terminated for any reason by either Party prior the date of such determination.

F. [TO THE EXTENT OFFERED IN ARAMARK'S PROPOSAL] Capital Investment. In consideration of District's agreement to award this Agreement to ARAMARK, ARAMARK shall make a capital investment in [Describe equipment] for District in an amount up to _____ (\$_____) (collectively, the "Capital Investment"). The Capital Investment shall be amortized on a straight-line basis over _____ () years, commencing upon the date the equipment is placed in service. Certain of the Capital Investment shall consist of equipment and supplies using ARAMARK's proprietary SpaceCare QL technology ("SpaceCare Investment").

All items purchased using the SpaceCare Investment shall remain the property of ARAMARK. Any non-SpaceCare equipment purchased by ARAMARK on District's behalf shall be purchased as a "sale-for resale" to District. District shall hold title to all such equipment (with the exception of those items which bear the name of ARAMARK, its logo, or any of its logo, service marks or trademarks or any logo, service marks or trademarks of a third party) upon such resale. District acknowledges that it is a tax-exempt entity and will provide ARAMARK with a copy of the appropriate tax-exempt certificate.

Upon expiration or termination of this Agreement by either party for any reason whatsoever prior to the complete amortization of the Capital Investment, excluding the SpaceCare Investment, District shall reimburse ARAMARK for the total unamortized balance of the Capital Investment, excluding the

SpaceCare Investment, as of the date of expiration or termination. In the event such payments owing to ARAMARK are not paid to ARAMARK within ten (10) days of the scheduled payment date, District agrees to pay interest on such amounts at the Interest Rate from the scheduled payment date until the date paid. The right of ARAMARK to charge interest for late payment shall not be construed as a waiver of ARAMARK's right to receive timely payment.

[OR]

Capital Investment. [In consideration of District's agreement to award this Agreement to ARAMARK,] ARAMARK shall make a capital investment in [DESCRIBE equipment] for District in an amount up to _____ Dollars (\$) (the "Capital Investment"). The Capital Investment shall be amortized on a straight-line basis over _____ () years, commencing upon the date the equipment is placed in service.

Equipment purchased by ARAMARK on District's behalf shall be purchased as a "sale-for resale" to District. District shall hold title to all such equipment (with the exception of those items which bear the name of ARAMARK, its logo, or any of its logo, service marks or trademarks or any logo, service marks or trademarks of a third party) upon such resale. District acknowledges that it is a tax-exempt entity and will provide ARAMARK with a copy of the appropriate tax-exempt certificate.

Upon expiration or termination of this Agreement by either party for any reason whatsoever prior to the complete amortization of the Capital Investment, District shall reimburse ARAMARK for the total unamortized balance of the Capital Investment as of the date of expiration or termination. In the event such payments owing to ARAMARK are not paid to ARAMARK within ten (10) days of the scheduled payment date, District agrees to pay interest on such amounts at the Interest Rate from the scheduled payment date until the date paid. The right of ARAMARK to charge interest for late payment shall not be construed as a waiver of ARAMARK's right to receive timely payment.



 April 2013 MJR of Facility Services
(Custodial, Grounds, and Plant Operations and Maintenance)



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April 2013

Dr. Timothy Glasspool
Superintendent
900 Elicker Rd
Plum, Pa 15239

Dear Dr. Glasspool,

The 2012-13 School Year is winding down, and April brought about many end-of-year events. The High School had the annual Spring Play at the Auditorium, which was well attended as usual. The Custodial staff did a good job cleaning the main entrances ways with a high pressure washer, before the play opening on April 11th. The Maintenance staff also did a good job with a variety of repairs in and around the Auditorium, including ceiling lights. One key item was finished in April: the Overflow Event Parking Project at the High School was finished mid-month by Pugliano Construction. This was step one in the Boroughs new Fire Lane Ordinance enforcement; step two was the installation of removable parking bollards by Maintenance near the Pool/Gym main entrance to enable Emergency vehicle access. The next step will be new signs that will be installed, curbs painted/re-painted and large boulders around the perimeter to prevent vehicles from driving in the grass. As you are well aware, this will enhance the overall safety at the High School. Another big "first" step occurred in April: "summer" cleaning began at AS@P ("old" Pivik); the staff is doing a good job and I have checked the quality regularly (pictures are included). The transition of Adlai to the old Pivik is something that is obviously a huge issue and I have had regular communication with Mr. Knisely on all the planning steps involved. The sewer line repair was checked in April by a local plumber and a budget amount was given-we will advertise for this repair and complete in the summer. Finally, the sewer line repair at O'Block Junior HS and the Roof drain repair for Center Elementary are nearly ready for advertisement and we hope to award in May. Again, these are major issues that need to be solved this summer.

Finally, as we get closer to year three of the partnership of Plum Borough School District and ARAMARK, I would like to once again take this time to thank you, the Administration and School Board for all the confidence shown in ARAMARK, and look forward to all that lies ahead in the future.

Sincerely yours,

Bob Holleran
Facility Director
ARAMARK Education





Key Accomplishments

- School Play set up/ clean –up and Auditorium repair work at Senior High School.
- Began school cleaning at AS@P.
- Conducted ARAMARK required monthly Fire alarm Pull Station checks.
- Conducted ARAMARK required monthly Building Principal meetings.
- Installation of Removable Bollards at HS Parking Circle.
- Tour of Adlai with key Maintenance personnel to verify items for tagging/removal.
- Patching of potholes throughout District.
- Completed required 6 month Asbestos re-check throughout District.
- Continue to do daily walk –through at AS@P to ensure potential problems are addressed quickly.

Financials Summary

Contracted Aramark services for April : \$9358.50 Contract fees; \$6948.00 Supply Budget amounts

Operations Summary

Maintenance: 198 Work Orders were requested ; 169 were completed, 3 were cancelled (duplicates/unnecessary), and 9 remained open for a total completion rate of 85 percent. Aramark has a minimum monthly completion rate goal of 80 percent so we exceeded our monthly goal.

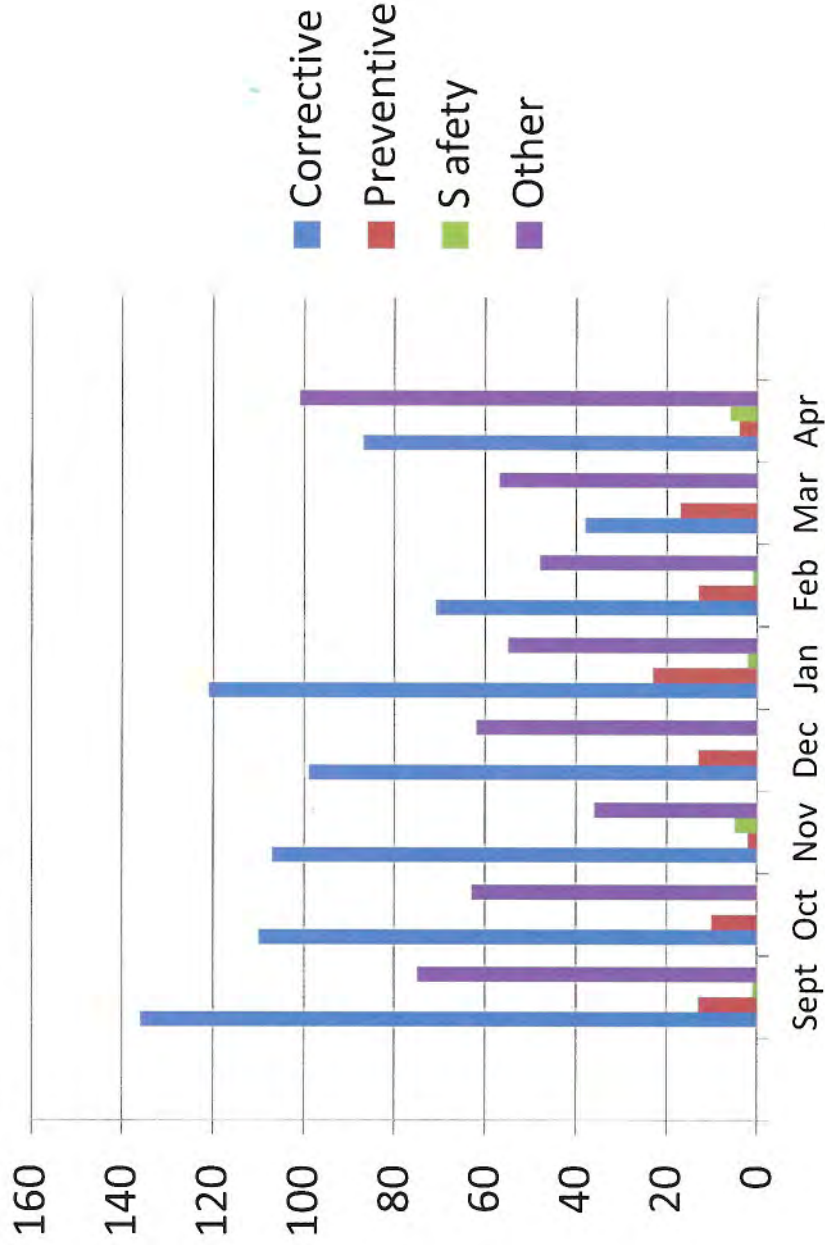
Custodial: Cleaning inspections were conducted in each building. Average score was 80 percent. Aramark has a minimum monthly cleaning score goal of 80 percent so we were on target.

Grounds: Grounds work was focused on Spring sports prep work, removable bollards installation and pothole patching.





Maintenance Summary-Completed Work Orders Category

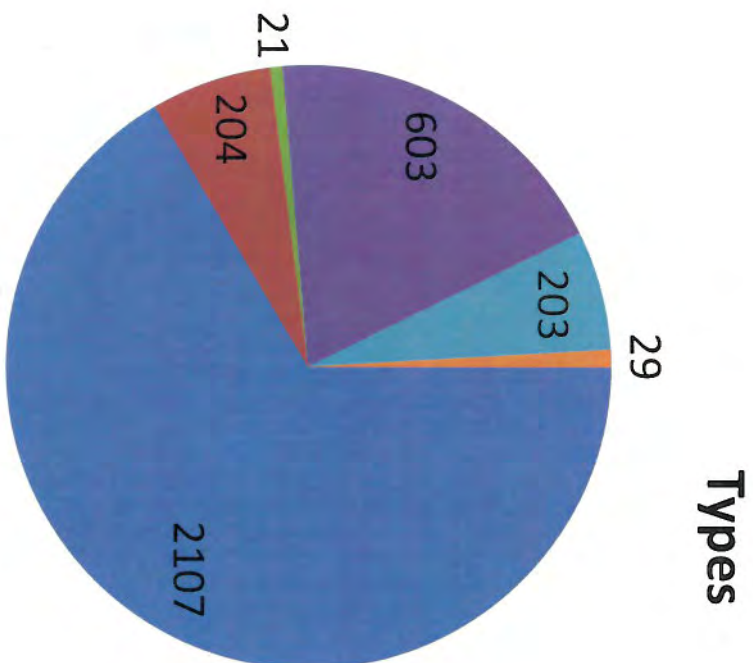


- Corrective/Safety Maintenance Highlights**
- Pothole patching throughout district.
 - HP/RP/HS- security doors not locking properly- addressed immediately .
 - "No hot water" reported and repaired ASAP at Center, Bus Garage.
 - ACHD report items for HS Pool areas corrected and re-checked/passed.
 - Speed Bumps re-installed at HS roadways.





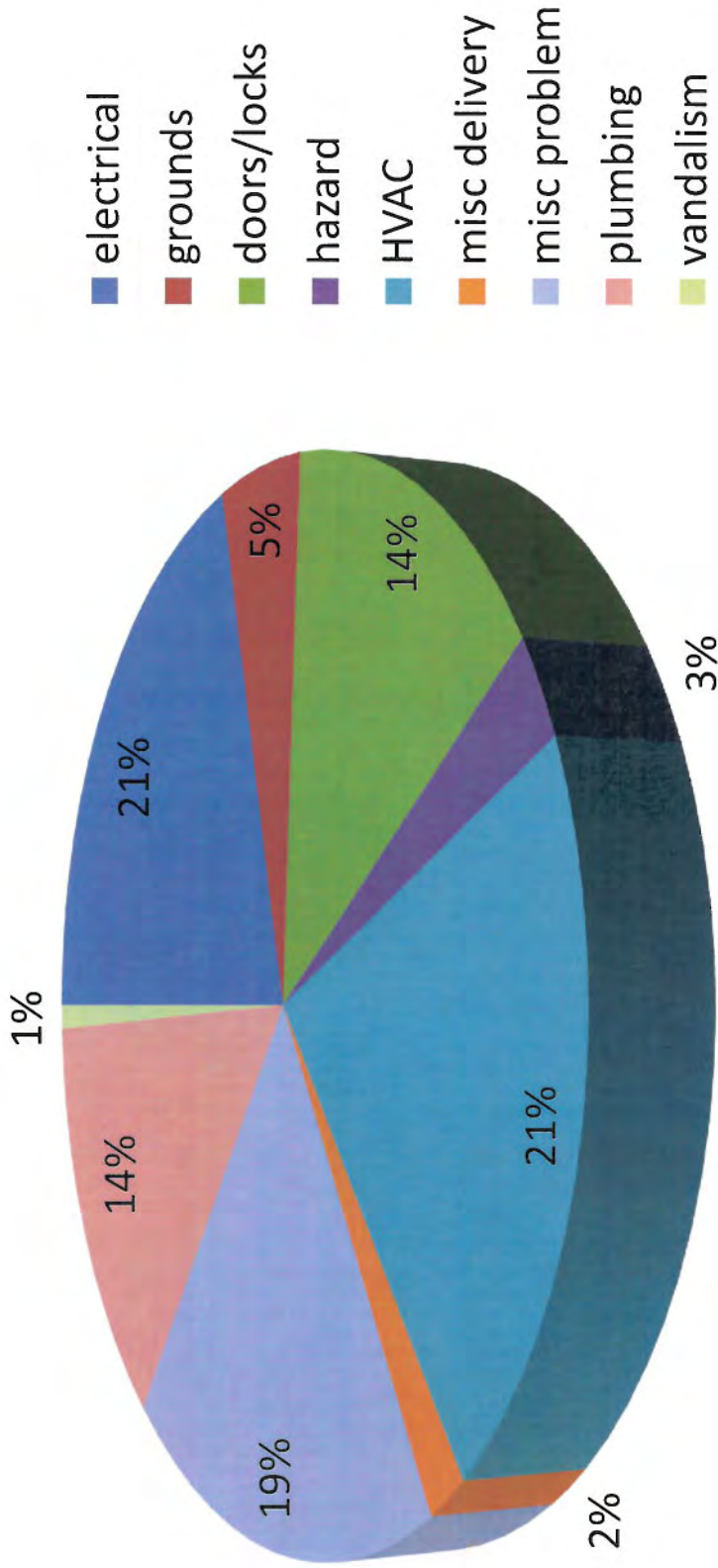
Breakdown of # Work Requests(Oct '11 to present)



- Corrective
- Custodial Fill
- Minor Constr
- Other
- Preventive
- Safety Imprv

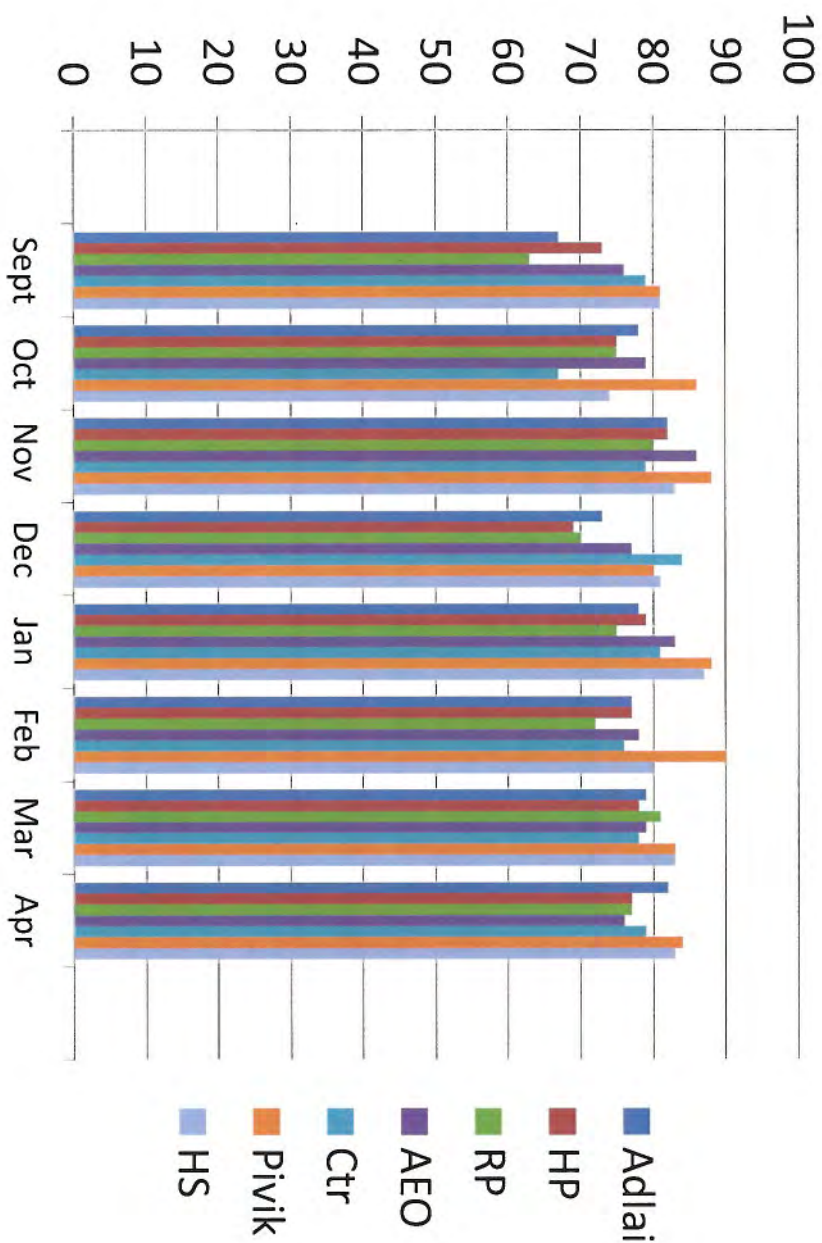


Work Orders % by Problem Codes Oct'11 to present





Custodial Cleaning Inspection Scores



Custodial Highlights

- Scrub/ propane burnish HS Floors.
- HS Play and VB Tourney prep/clean-up
- Prep and clean up of Plum Chamber of Commerce Vendor Show at HS café
- AS@P room cleaning begun.

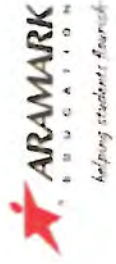


People Development

	Apr 2013	Future Planned	YTD Conducted
"Let's Get to Work Safely"	new sub training		
Electrical Safety	New Maintenance employee training	Summer	
Lock/Tagout	New Maintenance employee training		
PPE Training			
Bloodborne Pathogens			
HVAC Control Training			
Aerial High Lift Training		Summer	
Forklift Training			
Hazard Communication		Summer	
Asbestos		Summer	
Fall Protection			

People Development

One new Custodial sub and one new Maintenance employee training was conducted





Highlighted Projects



Special Project Highlights

Top: L to R:

HS Science Lab unsafe outlet; modified/repared; Auditorium Entrance clean up before Play

Bottom: L to R:

HS Pool Boys Locker Shower wall before/after; Caf  set up for Plum Chamber event



AS@P (“old Pivik”) Snapshots:

Highlighted Projects



Top L-R: Saturday April 20th cleaning
Bottom L-R: Saturday April 27 cleaning; pot holes patched





Highlighted Projects



Fire Lane/ Removable Bollards Installation





Board of School Directors Meetings Details

Facility Manager Bob Holleran attended the following monthly meetings with Board of School Directors

Meeting Type	Date	Purpose	Number Attended
Facility Committee Meeting	4/16/2013	Discuss Facility matters for month of March	1





Other Meetings Details

Facility Manager Bob Holleran attended the following other meetings :

Meeting Type	Date	Purpose	Number Attended
HS 3-11 Staff Meeting	4/1/2013	Propane Burnisher demo/training	1
Principal Interviews at Adlai & HP	4-3, 23	ARAMARK required meetings with Mr. Knisely & Mr. Scullio	2
School District Safety Plan meeting	4/4/2013	District/Borough Safety and Security review	1
MJR Meeting	4/5/2013	Monthly Joint Review with Administration	1
WAR Meetings	4-8, 15, 22, 29	weekly Administration Reports	4
Center Gym Wall Leak repair	4/9/2013	Updates on progress of Scope of Work	1
Meet with State Industrial	4/12/2013	Update on Center Kitchen odors/grease pump	1
Pre- Bid Meeting for Pivik Sports field	4/15/2013	Scope of work review with interested vendors	1
Meet with Plumbers	4-18,19	Discuss Sewer line repair project at old Pivik	1
Punch List review	4/23/2013	Review of Punch list items at Pivik	1



District Feedback

Good Morning Mr. Holleran,

This is John Satterfield over at Adlai Stevenson. I am writing to you to comment on the great job that Matt White has done for us at our school. I am very quiet about these issues but when I came to work today, my room looked great. He did a great job cleaning all of our rooms. I just like to give credit to this custodian. I appreciate his hard work.....

(on room cleaning by sub Matt White)

E-mail rec'd 4-17-13

**John Satterfield
Adlai Teacher**

Thank you Bob for being so quick about this.
Rachel

(on maintenance repair in HS Science lab)

E-mail rec'd 4-11-13

**Rachel Gattuso
HS Assistant
Principal**





Closing Remarks

ARAMARK Education appreciates the opportunity to serve your District and looks forward to a flourishing relationship.

Facility Services Contacts

Pat O'Donnell District Manager, 256-426-5879 odonnell-pat@aramark.com

Joe Wighttkin General Manager 412-378-1036 wighttkin-joe@aramark.com

Bob Holleran Facilities Manager, 412-292-6141(PBSD cell); 412-400-8862 (Aramark cell)holleranb@pbsd.k12.pa.us



ARAMARK PRINCIPAL INTERVIEWS

SCHOOL: ADLAI ELEMENTARY

DATE: 4/4/2013

Review most recent cleaning inspection
Review recent work orders completed/open
Misc items? _____

x
x

QUESTIONS:

How would you rate the overall cleanliness of building? 1 2 3 **4.5** 5
How would you rate the response of maintenance requests? 1 2 3 4 **5**
How would you rate overall performance of the department? **Excellent**
Good
Mediocre
Poor

SCHOOL: HOLIDAY PARK ELEMENTARY

DATE: 4/23/2013

Review most recent cleaning inspection
Review recent work orders completed/open
Misc items? "partition" for speech room
Girls RR floor repair: mulch in playground

x
x

QUESTIONS:

How would you rate the overall cleanliness of building? 1 2 3 **4** 5
How would you rate the response of maintenance requests? 1 2 3 4 **5**
How would you rate overall performance of the department? **Excellent**
Good
Mediocre
Poor

HP WORK ORDER REVIEW

MOST RECENT WORK ORDERS

#	Description	Building	Room	Request Date	Status
3084	Transfer test material to Principal at Hbode #10302	Holiday Park Ele	PSSA Test	2013-2-4 2:49 PM	Completed
3106	OIL/GREASE PUMPS	Holiday Park Ele	BOILER	2013-2-5 10:43 AM	Completed
3127	Bad ballast	Holiday Park Ele	20	2013-2-7 1:30 PM	Completed
3148	Girls bathroom at top of main stairs, second sink fr	Holiday Park Ele	Girls bathroom	2013-2-8 2:06 PM	Completed
3184	HAND RAIL BROKEN	Holiday Park Ele	MAIN STAIRWELL	2013-2-15 1:08 PM	Completed
3188	SHUT WATER OFF TO SINK IN RR- LEAKING C	Holiday Park Ele	GIRLS RR UPPER L	2013-2-15 1:50 PM	Completed
3192	TABLES NEEDED FROM AEO TO HP- SEE ATA	Holiday Park Ele	GYM	2013-2-19 9:45 AM	Completed
3197	Boys restroom at top of main stairs, First sink - the	Holiday Park Ele	Boys Restroom	2013-2-20 1:07 PM	Completed
3234	FILL FOR CUSTODIAL ABSENCE (TONY O) 2-2	Holiday Park Elementary		2013-2-25 2:12 PM	Completed
3241	NO HEAT FROM UNIVENT	Holiday Park Ele	5	2013-2-26 2:18 PM	Completed
3300	FILL FOR CUSTODIAL ABSENCE (TONY) 3-7-13	Holiday Park Elementary		2013-3-7 11:45 AM	Completed
3305	FILL FOR CUSTODIAL ABSENCE (TONY) 3-8-13	Holiday Park Elementary		2013-3-8 9:52 AM	Completed
3306	FILL FOR CUSTODIAL ABSENCE (JIM D) 3-8-13	Holiday Park Elementary		2013-3-8 12:32 PM	Completed
3310	Cover for ceiling light is broken and needs replace	Holiday Park Ele	Gymnasium	2013-3-11 10:54 AM	Completed
3316	REPAIR HAND RAIL	Holiday Park Ele	MIDDLE STAIRWEL	2013-3-8 2:03 PM	Completed
3336	Sink constantly runs/leaks. Bathroom located acro	Holiday Park Ele	Faculty Bathroom	2013-3-15 11:11 AM	Completed
3338	Sink is loose	Holiday Park Ele	16	2013-3-15 11:14 AM	Completed
3367	Kindergarten room - cracked window - window clos	Holiday Park Ele	Room #8	2013-3-19 4:07 PM	Completed
3380	FILL FOR CUSTODIAL ABSENCE (TONY) 3-22-1	Holiday Park Elementary		2013-3-21 1:51 PM	Completed
3404	MOVE ZAMBONI TO SECOND FLOOR FROM C	Holiday Park Elementary		2013-3-26 4:13 PM	Completed
3409	FILL FOR CUSTODIAL ABSENCE (JIM D AREA)	Holiday Park Elementary		2013-4-2 1:50 PM	Completed
3440	RTU/AHU FILTER CHANGES	Holiday Park Elementary		2013-4-3 6:56 AM	Completed
3450	FILL FOR CUSTODIAL ABSENCE (JIM D) 4-3-13	Holiday Park Elementary		2013-4-3 1:57 PM	Completed
3460	FILL FOR CUSTODIAL ABSENCE (JIM D) 4-4-13	Holiday Park Elementary		2013-4-4 7:52 AM	Completed
3466	DOOR CLOSER BROKEN	Holiday Park Ele	MAIN ENTRANCE	2013-4-5 2:38 PM	Completed
3504	COOLER MAKING VERY LOUD NOISE FROM C	Holiday Park Ele	KITCHEN	2013-4-11 3:37 PM	Completed
3530	Light bulbs needing replaced in cafeteria	Holiday Park Ele	Cafeteria	2013-4-17 10:58 AM	Open
3532	The main outside magnetized door for the new sec	Holiday Park Ele	Lobby	2013-4-18 2:40 PM	Open
3534	PATCH POT HOLES	Holiday Park Elementary		2013-4-18 2:55 PM	Open
3539	Window will not open.	Holiday Park Ele	15	2013-4-18 4:02 PM	Open
3540	Paper towel dispenser does not work. Could need	Holiday Park Ele	Faculty Bathroom	2013-4-18 4:04 PM	Open

OPEN WORK ORDERS OLDER THAN 30 DAYS

1659	Need old air conditioners removed from windows &	Holiday Park Ele	5	2012-8-20 1:34 PM	Open
1664	Paint backboard of basketball hoops and remove	Holiday Park Ele	Playground	2012-8-22 10:08 AM	Open
1805	Window, unable to close, off center.	Holiday Park Ele	Cafetera	2012-8-31 3:25 PM	Open
2772	The light bulb needs changed in the big ball chand	Holiday Park Ele	Main Stairwell	2012-12-20 10:06 AM	Open
3337	Sink drips	Holiday Park Ele	12	2013-3-15 11:13 AM	Open

**ARAMARK/PBSD
MONTHLY CLEANING INSPECTION REPORT**

Facility **HIGH SCHOOL** Inspector BH SCORE **84.38%**
 Date **4/4/2013** previous score: 80%

Area	VIC	Cleaning Standards			Comments
		Excellent 10_9_8	Meets Standards 7_6_5_4	Unsatisfactory 3_2_1_0	
Room #	<u>107</u>				
Waste Cans/Sharpeners		10			
Floor		8			
Desks/Furniture		9			
Dusting			5		SILLS, TV DUSTY
Sinks/Counters	N/A				

Area	VIC	Cleaning Standards			Comments
		Excellent 10_9_8	Meets Standards 7_6_5_4	Unsatisfactory 3_2_1_0	
Room #	<u>114</u>				
Waste Cans/Sharpeners		10			
Floor			7		
Desks/Furniture		8			
Dusting			6		SILLS, TV DUSTY
Sinks/Counters	N/A				

Area	VIC	Cleaning Standards			Comments
		Excellent 10_9_8	Meets Standards 7_6_5_4	Unsatisfactory 3_2_1_0	
Restroom GANG BY 107					
Fixtures/Bowls/Sinks		9			
Floor		9			
Supplies		10			
Mirrors		9			
Vents		9			

Area	VIC	Cleaning Standards			Comments
		Excellent 10_9_8	Meets Standards 7_6_5_4	Unsatisfactory 3_2_1_0	
Hall/Corridor 114-124					
Floor		9			
Water Fountains		10			
Dusting			7		

110 25 0

misc notes:

GOOD JOB , VIC!

ARAMARK/PBSD MONTHLY CLEANING INSPECTION REPORT

Facility **PIVik** Inspector **BH** SCORE **90.00%** Date **2/20/2013**

Area	RAY				
Room #	B208	Excellent	10_9_8	Meets Standards	7_6_5_4
Comments		Unsatisfactory	3_2_1_0		
Cleaning Standards					
Waste Cans/Sharpeners			10		
Floor			8		
Desks/Furniture			9		
Dusting			9		
Sinks/Counters			9		

Area	RAY				
Room #	B204	Excellent	10_9_8	Meets Standards	7_6_5_4
Comments		Unsatisfactory	3_2_1_0		
Cleaning Standards					
Waste Cans/Sharpeners			10		
Floor			8		
Desks/Furniture			10		
Dusting			8		
Sinks/Counters			9		

Area	RAY				
Restroom UPPER GANG		Excellent	10_9_8	Meets Standards	7_6_5_4
Comments		Unsatisfactory	3_2_1_0		
Cleaning Standards					
Fixtures/Bowls/Sinks			9		
Floor			9		
Supplies			9		
Mirrors			10		
Vents			10		

Area	RAY				
Hall/Corridor UPPER B WING		Excellent	10_9_8	Meets Standards	7_6_5_4
Comments		Unsatisfactory	3_2_1_0		
Cleaning Standards					
Floor			7		
Water Fountains			10		
Dusting			8		

misc notes:

RAY - EXCELLENT WORK - AREA IS IMMACULATE!! THANKS

**ARAMAR[®]/PBSD
MONTHLY CLEANING ...SPECTION REPORT**

Facility **Regency Park** Inspector **BH** SCORE **81.11%**
 Date **3/6/2013**

Area	JOE	Cleaning Standards			Comments
		Excellent 10_9_8	Meets Standards 7_6_5_4	Unsatisfactory 3_2_1_0	
Room #	<u>14</u>				
Waste Cans/Sharpeners		9			
Floor		8			
Desks/Furniture		9			
Dusting			7		
Sinks/Counters		9			

Area	JOE	Cleaning Standards			Comments
		Excellent 10_9_8	Meets Standards 7_6_5_4	Unsatisfactory 3_2_1_0	
Room #	<u>13</u>				
Waste Cans/Sharpeners		9			
Floor			7		
Desks/Furniture		9			
Dusting			7		
Sinks/Counters		9			

Area	JOE	Cleaning Standards			Comments
		Excellent 10_9_8	Meets Standards 7_6_5_4	Unsatisfactory 3_2_1_0	
Restroom GANG near café					
Fixtures/Bowls/Sinks		8			
Floor			7		
Supplies		9			
Mirrors			7		
Vents		9			

Area	JOE	Cleaning Standards			Comments
		Excellent 10_9_8	Meets Standards 7_6_5_4	Unsatisfactory 3_2_1_0	
Hall/Corridor LOWER HALL					
Floor			7		
Water Fountains		9			
Dusting			7		

97 49 0

misc notes:

