

# Electronic Copy- Redacted

RFP 16-015 - Grounds Maintenance Services

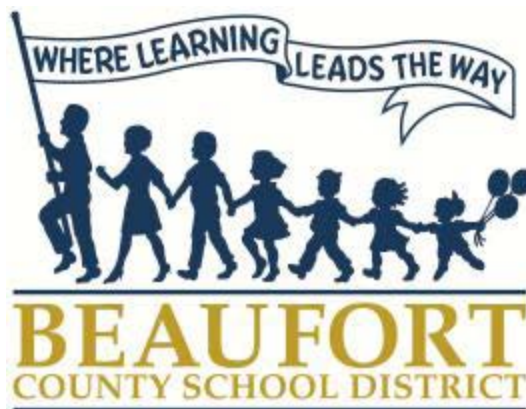


# PROPOSAL

From

**GCA**  
SERVICES GROUP EM

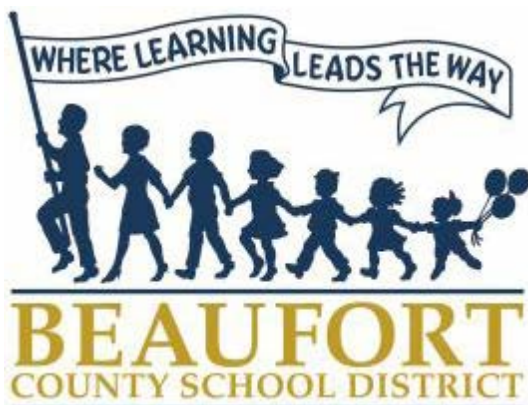
March 3, 2016  
@11:00 am



**QUALITY • MEASURED. MANAGED. GUARANTEED.**

# TABLE OF CONTENTS – BEAUFORT COUNTY SCHOOLS

Signatory/Information Sheets.....	1.0
Signed Cover Page	
Business Utilization Report	
Statement of Intent	
Addendum 1	
Firm Information.....	2.0
Cover letter with Firm Information	
Executive Summary	
Key Personnel	
References	
Financial Stability.....	3.0
Safety and Training Program.....	4.0
Grounds Maintenance Quality Control.....	5.0
Grounds Approach	
Quality Control	
Pest Management	
Hiring and Documentation Process	
Criminal Background Checks	
Litigations	
Cost Proposal- (Separately Sealed Envelope)	





## Beaufort County School District

Solicitation Number: 16-015  
Date Printed: February 17, 2016  
Date Issued: February 17, 2016  
Procurement Officer: Sandi Amsler, CPPB  
Phone: 843-322-2349  
Email: [Sandi.Amsler@beaufort.k12.sc.us](mailto:Sandi.Amsler@beaufort.k12.sc.us)

### Request for Proposals

DESCRIPTION: **Grounds Maintenance (Non-Athletic) Services**  
SUBMIT OFFER BY (Opening Date & Time): **March 3, 2016; 11:00 AM EDT**  
QUESTIONS MUST BE RECEIVED BY: **February 25, 2016**  
NUMBER OF COPIES TO BE SUBMITTED: **Six (6) Original Signed Copies and One (1) Redacted Version on CD**

**Offers must be submitted in a sealed package. Solicitation Number & Opening Date must appear on package exterior.**

#### SUBMIT YOUR SEALED OFFER TO EITHER OF THE FOLLOWING ADDRESSES:

##### MAILING ADDRESS:

Beaufort County School District  
Procurement Office  
P.O. Drawer 309  
Beaufort, SC 29901-0309

##### PHYSICAL ADDRESS:

Beaufort County School District  
Procurement Office  
2900 Mink Point Blvd  
Beaufort, SC 29902

CONFERENCE TYPE: N/A  
DATE & TIME:

LOCATION:

#### AWARDS & AMENDMENTS:

Award will be posted at the Physical Address stated above on or after March 10, 2016. The award, this solicitation, and any amendments will be posted at the following web address: [www.beaufort.k12.sc.us](http://www.beaufort.k12.sc.us)

You must submit a signed copy of this form with Your Offer. By submitting a proposal or bid, You agree to be bound by the terms of the Solicitation. You agree to hold Your Offer open for a minimum of ninety (90) calendar days after the Opening Date.

NAME OF OFFEROR: (Full legal name of business submitting the offer)

GCA Education Services, Inc.

ENTITY TYPE:

Corporation

AUTHORIZED SIGNATURE (Person signing must be authorized to submit binding offer to enter contract on behalf of Offeror named above)

Sally Previte

VP of Finance and Treasurer

PRINTED NAME

TITLE

Instructions regarding Offeror's name: Any award issued will be issued to, and the contract will be formed with, the entity identified as the Offeror above. An offer may be submitted by only one legal entity. The entity named as the Offeror must be a single and distinct legal entity. Do not use the name of a branch office or a division of a larger entity if the branch or division is not a separate legal entity, i.e., a separate corporation, partnership, sole proprietorship, etc.





## **Business Utilization Report**

In order to facilitate an effective monitoring system, each contractor, bidder or offeror must submit a completed and signed Utilization Report with the bid submission which lists the names, addresses and contact persons of the M/WBE and majority owned businesses, if any, to be used in the contract, the type of work each business will perform, the dollar value of the work and the scope of work. The Utilization Report submitted by the contractor shall be submitted as a part of the contract with BCSD. If the information contained in the Contractor's Utilization Report changes by the time the contract is executed, the Contractor shall amend the Utilization Report and such amended Utilization Report shall be incorporated into the contract.

## **Business Enterprise Utilization Report**

List all vendors/subcontractors to be used on this project. All MBEs or WBEs proposed for utilization on this project must be certified by the Small and Minority Business Assistance Office through the State of South Carolina according to the criteria of the Beaufort County School District's Minority Business Enterprise Plan prior to utilization on this project.

In column 2 below, please specify ethnic/racial/gender group as follows:

- AABE – African-American Business Enterprise
- HBE – Hispanic Business Enterprise
- ABE – Asian-American Business Enterprise
- WBE – Woman Business Enterprise

<b><u>Sub-Contractor Name</u></b>	<b><u>Gender Group</u></b>	<b><u>Address</u></b>	<b><u>Phone #</u></b>	<b><u>Other</u></b>	<b><u>E-Mail</u></b>
N/A					

## Statement of Intent

We, the undersigned have prepared and submitted all the documents required for this project. We have prepared these documents with a full understanding of the Beaufort County School District's goal to ensure equal opportunities in the proposed work to be undertaken in performance of this project. Specifically the BCSD seeks to encourage and promote on an inclusionary basis contracting opportunities without regard to the race, gender, national origin or ethnicity of the ownership or management of any business and that it is an equal opportunity employer and contracting entity. We certify that the representations contained in the Minority/Woman Business Enterprise (M/WBE) Utilization Report, which we have submitted with this solicitation, are true and correct as of this date. We commit to undertake this contract with the Minority/Woman Business utilization Report we have submitted, and to comply with all non-discrimination provisions of the Minority/Woman Business Enterprise Program in the performance of this contract.

  
Signature

3/1/16

Date

Name: Sally Previte

Title: VP of Finance and Treasurer

Project: Beaufort County School District Grounds Maintenance- RFP #16-015



## Beaufort County School District

### Addendum 1

Solicitation Number: 16-015  
Date Printed: February 26, 2016  
Date Issued: February 26, 2016  
Procurement Officer: Sandi Amsler, CPPB  
Phone: 843-322-2349  
Email: [Sandi.Amsler@beaufort.k12.sc.us](mailto:Sandi.Amsler@beaufort.k12.sc.us)

## Request for Proposals

DESCRIPTION: **Grounds Maintenance (Non-Athletic) Services**  
SUBMIT OFFER BY (Opening Date & Time): **March 3, 2016; 11:00 AM EDT**  
QUESTIONS MUST BE RECEIVED BY: **February 25, 2016**  
NUMBER OF COPIES TO BE SUBMITTED: **Six (6) Original Signed Copies and One (1) Redacted Version on CD**

**Offers must be submitted in a sealed package. Solicitation Number & Opening Date must appear on package exterior.**

### SUBMIT YOUR SEALED OFFER TO EITHER OF THE FOLLOWING ADDRESSES:

#### MAILING ADDRESS:

Beaufort County School District  
Procurement Office  
P.O. Drawer 309  
Beaufort, SC 29901-0309

#### PHYSICAL ADDRESS:

Beaufort County School District  
Procurement Office  
2900 Mink Point Blvd  
Beaufort, SC 29902

CONFERENCE TYPE: N/A  
DATE & TIME:

LOCATION:

### AWARDS & AMENDMENTS:

Award will be posted at the Physical Address stated above on or after March 10, 2016. The award, this solicitation, and any amendments will be posted at the following web address: [www.beaufort.k12.sc.us](http://www.beaufort.k12.sc.us)

You must submit a signed copy of this form with Your Offer. By submitting a proposal or bid, You agree to be bound by the terms of the Solicitation. You agree to hold Your Offer open for a minimum of ninety (90) calendar days after the Opening Date.

NAME OF OFFEROR: (Full legal name of business submitting the offer)

GCA Education Services, Inc.

ENTITY TYPE:

Corporation

AUTHORIZED SIGNATURE (Person signing must be authorized to submit binding offer to enter contract on behalf of Offeror named above)

Sally Previte

VP of Finance, Treasurer

PRINTED NAME

TITLE

Instructions regarding Offeror's name: Any award issued will be issued to, and the contract will be formed with, the entity identified as the Offeror above. An offer may be submitted by only one legal entity. The entity named as the Offeror must be a single and distinct legal entity. Do not use the name of a branch office or a division of a larger entity if the branch or division is not a separate legal entity, i.e., a separate corporation, partnership, sole proprietorship, etc.

## Questions and Answers

Please note:

**Daufuskie Island Elementary (Daufuskie Group) should be a part of the Hilton Head Island Group.**

- 1) What APPA level of Grounds Maintenance are you looking for?  
**A modified Level 2**
- 2) Will the Nature Trails and the Fitness Areas be included in the contract also? If so can they be defined on the map so they can be priced accordingly? On the maps they just look like wooded areas.  
**Yes – A site visit can be coordinated with the school office.**
- 3) Will any work need to be done in the wooded areas on the map? If so what kind of work?  
**No – Fitness & Nature Trails only.**
- 4) Will annual flowers included in the contract (ex. Annual flower beds and Pots in front of schools)?  
**No - Schools will be responsible.**
- 5) What irrigation sites have rain collection devices? At sites that don't, will Beaufort be installing prior to contract start? Will Beaufort be inspecting and replacing devices that don't work prior to start?  
**This information is unknown. No - The District will not be inspecting or replacing devices prior to the start of the new contract.**
- 6) What are the minimum Nitrogen requirements the district requires? Soil tests will not dictate a recommended amount.  
**It depends on the type of grass - recommended nitrogen requirements for the type of grass at each campus.**
- 7) In turf areas that have weeds, will the district renovate areas with seed and top soil that become bare because of a large presence of weeds that were present but were removed per the RFP?  
**No**
- 8) While observing school district sites very few areas contained pine straw. Can the district please provide on a map what "existing "beds that will need pine straw added?  
**No – visual inspections will show what is needed.**
- 9) What is included per the contract as it relates to irrigation repairs? Can the contractor bill BCSD for mainline breaks, clock replacements and wiring issues found on each system?  
**Head replacement - All other work to be handled by BCSD**



- 10) Can BCSD be billed for initial repairs to grounds irrigation system upon award of the contract, perhaps within the first 90 days?  
**No – this work to be handled by BCSD**
- 11) Who is responsible for the operation, maintenance, and repair of water well systems?  
**BCSD – Contractor is responsible for reporting needed repairs, setting clocks, and replacing heads.**
- 12) Will removal of dead, declining or diseased trees come at the contractors cost or will BCSD incur the cost for tree removal?  
**BCSD is responsible for tree removal.**
- 13) Can the contractor bill for storm clean up if there is a “named” storm that causes the damage?  
**This will be negotiated on an as needed basis.**
- 14) Will BCSD incur the cost of tree pruning above 12ft or will this be at the contractor’s expense to perform this work?  
**BCSD responsibility**
- 15) Will the contractor be responsible for maintaining both sides of boarding fence lines (Keeping trees and underbrush cut back off of fence)?  
**BCSD responsibility**
- 16) Are areas of turf that are not manicured nor receive irrigation to be aerated?  
**No – only aerate irrigated areas**
- 17) Is it the responsibility of the contractor to continue maintaining or current actual conditions of the natural/ native areas that have been recently bush-hogged or mechanically cleared? Or can clearing be billed additionally when deemed necessary by the district for security/ clearance purposes?  
**Bush hogging will be the responsibility of the BCSD.**



March 3, 2016

Ms. Sandi Amsler, CPPB  
Procurement Officer  
Beaufort County School District  
2900 Mink Point Blvd.  
Beaufort, SC 29902

Re: Request for Proposal Solicitation Number: 16-015 Grounds Maintenance

Dear Ms. Amsler,

GCA Education Services and Beaufort County School District (BCSD) have been partners for many years. Since the beginning of our partnership with BCSD, GCA has worked hard to build a mutual beneficial partnership saving the school district money in the process. GCA is uniquely qualified, personally committed and tremendously excited to earn the privilege to continue its valued partnership with BCSD and to exceed the expectations of the district across all facilities.

GCA's management staff is second to none in the manner of its experience and support in its partnership with BCSD. Our management team has taken great pride over the years in maintaining one of the state's most successful school districts, BCSD. The level of ownership and consistency that BCSD desired has been realized and the reliability of our staff has made the consistency possible.

GCA appreciates the impressive facilities that make up the district, the varied uses of the buildings, as well as the reputation for excellence BCSD has in South Carolina. As a result, GCA's grounds management program has been specifically customized and tailored to meet the specific facilities maintenance requirements of the district taking into consideration the distinct expectations of BCSD's diverse group of stakeholders.

We look forward to having the opportunity to continue to serve the BCSD and would be pleased to formally present our proposal to your evaluation committee and answer any questions or clarify any issues that arise during their review process.

Please contact me with any questions you may have regarding the contents of our proposal.

Respectfully,

A handwritten signature in cursive script that reads "Donnie Cherry".

Senior Sales Director  
[dcherry@gcaservices.com](mailto:dcherry@gcaservices.com)  
(704) 292-4037

# EXECUTIVE SUMMARY

GCA Education Services, Inc. (GCA) is proud to present this proposal for the provision of Grounds Maintenance to Beaufort County School District (BCSD). GCA is uniquely capable and personally committed to deliver exceptional quality service and exceed all expectations across the district for all stakeholders. GCA is tremendously excited about earning the privilege of continuing its partnership with the BCSD community.

GCA's proposal has been customized to provide BCSD with a blueprint to continue with a GCA/BCSD partnership to manage the grounds program. GCA will focus on building upon the current program and will exceed the needs and expectations of district administrators, taxpayers, students, staff, and visitors to all facilities throughout the district. GCA is the only company that has the experience of managing the grounds program at BCSD, understands the complex operation of the district and knows the various stakeholders who rely on the program for a healthy and safe learning environment.

In essence, the grounds program managed by GCA at BCSD must support the district's ultimate mission of providing open access to quality teaching and learning and provide a safe and healthy learning environment for administrators, students, staff, and visitors.

## OUR PARTNERSHIP WITH BCSD

With our years of providing services to BCSD, GCA is intimately familiar with not only the physical facilities throughout the district, but also the culture, service and performance expectations of the district. This key aspect of our experience sets GCA apart from its competitors who would have to learn the culture, service and performance expectations of the district as they transition a significant and complex K-12 education facility with distinct service expectation from various stakeholders.

GCA has a thorough understanding of the broad range of customer expectations for quality and service throughout BCSD and has built a strong track-record exceeding client expectations, which is the cornerstone of our service philosophy to the district. Our partnership with BCSD is highly valued and recognized throughout GCA's organization from our CEO to our management and operations staff in the district.



### CONTINUITY OF THE ON-SITE MANAGEMENT TEAM & AN EXCEPTIONALLY TALENTED OPERATIONS TEAM

Experienced on-site management is the difference between an adequate grounds program and an excellent one. In many respects, the quality of a grounds program and the service a client receives is fundamentally tied to a capable, experienced and service driven management team. GCA invests significant time and capital resources to recruit, train and support exceptional management talent.

The grounds program at BCSD will be managed by our on-site management team. Our district supervisors and lead personnel have also made significant operational improvements to the program throughout GCA's tenure in the district, ensuring that high standards of service and performance are maintained throughout all BCSD facilities. Strong personal professional relationships are the cornerstone of GCA's service philosophy and the manager's leadership role will ensure all aspects of the grounds program at BCSD are exceeded.

### SIGNIFICANT K-12 & HIGHER EDUCATION FOM SERVICE EXPERIENCE AND EXPERTISE

GCA possesses significant service experience in districts that are similar in terms of facilities, complexity of space and grounds service requirements to BCSD. GCA believes that to be successful over the long term, a company must have successful operational experience within similar K-12 school districts. This will ensure that BCSD has a partner that can maintain its facilities at the most optimum levels of operation efficiencies for all stakeholders. GCA has this practical experience and will continue to bring it to a continued BCSD/GCA partnership.

### WHY CHOOSE GCA SERVICES?

- BCSD knows GCA and GCA knows BCSD. As successful partners since 2006, GCA is uniquely qualified to serve the district.
- GCA will continue to provide superior management and the supervision and personnel to the district to ensure the high levels of service and quality expected by the district.
- Quality Assurance program that ensures quality, service and performance expectations are met and exceeded.
- We believe we offer tremendous value. Our program will meet, *indeed exceed*, BCSD's expectations while continually seeking creative approaches to reducing operating costs.
- GCA's Education Division client retention rate exceeds 96%. The company has not lost a client for service or performance. This is perhaps the best indication that GCA will deliver on the commitments made in this proposal for the benefit of the Beaufort County School District.

### GCA CONTACT INFORMATION

Donnie Cherry

[dcherry@gcaservices.com](mailto:dcherry@gcaservices.com)

(704) 292-4037



# GCA MANAGEMENT SUPPORT

**GCA's Education Division** has gained a stellar reputation for providing custodial services to the K-12 education marketplace. Its veteran management team has devoted much of its time to developing a management program specific to the education marketplace. Our Education Division is currently providing custodial services, maintenance services, plant operations, and grounds management to private and public K-12 and four-year and two-year institutions across the country.

## **GCA SERVICES GROUP – KEY DIVISION PERSONNEL**

### **Charlie Spencer –President, Education Division – East**



Mr. Spencer is President of GCA's Education Division – East, leading all aspects of sales and operations, with continuous monitoring of service levels and key performance indicators. Additionally, he oversees GCA's facilities operations and maintenance (FOM) program and has been instrumental in guiding the company's grounds and athletic field management program.

A facility services industry veteran with over 30 years of experience, Mr. Spencer has held other senior-level roles with GCA's Education Division, including Senior Vice President of Operations and Senior Regional Vice President – Southeast. Moreover, he held senior management positions with Southern Building Service, until the company was acquired by GCA in 2004. Mr. Spencer holds a Bachelor's degree in Economics from the University of Tennessee. He achieved the distinction of Certified Building Service Executive (C.B.S.E) from the Building Service Contractors Association International (BSCAI) and also attained the designation of Registered Building Service Manager (R.B.S.M.).

### **Chad Van Slooten – Vice President of Operations**



Mr. Van Slooten is a 1995 graduate of The Citadel where he earned a degree in Business Administration and was a member of the baseball team. He has almost 20 years' experience in the facilities services industry working in numerous school systems and colleges as well as GCA's largest hospital client. Mr. Van Slooten currently oversees GCA's operations in South Carolina, North Carolina, Virginia, Georgia, Florida Higher Ed and Eastern Tennessee for services including custodial, grounds, maintenance, energy management, and transportation. Included in his region are over 65 clients, including GCA's largest higher education account. He has also been responsible for numerous start-ups of GCA's customers in the Southeast since 2001. In managing this extensive education client base, he consistently maintains high ratings and praise for cleanliness and quality of work. Mr. Van Slooten brings a great deal of operational skill, commitment, and integrity to GCA and strives to provide positive motivation and success to all of his managers and employees.

### **Jeff Berube – Senior Regional Manager**



Mr. Berube has been with GCA Education Services since 2007 when he started as a manager trainee in Charleston County Schools. In 2009, he transitioned to Kershaw County, SC where he started up the school district and excelled. In 2011, Mr. Berube was promoted to Regional Manager and then promoted again, recently, to Senior Regional Manager for upstate South Carolina where he supports custodial and landscape operations. Mr. Berube is a Marine veteran and received a degree in Custodial Maintenance and Services while serving in the military. Mr. Berube has proven to be outstanding in operational performance and leadership.

### **Billy Pipp – Regional Grounds Support Manager**



Mr. Pipp started with GCA in 2013 as the Grounds Manager at Virginia State University. He spent three years working for two Major League Baseball teams. Mr. Pipp then worked six years for Athletic Field Staffs at two major Division I universities. He was awarded the Iowa Soccer Field of the year in 2013 by the Iowa Sports Turf Managers Association. Mr. Pipp has been a member of the Sports Turf Managers Association since 2004, serving on numerous committees, and is a certified Pesticide and Fertilizer Applicator. In his current role, Mr. Pipp supports Grounds on-going operations and startups primarily in the Mid-Atlantic, Northeast and Midwest United States.

Mr. Pipp graduated from The University of Missouri in 2008 with a degree in Plant Sciences.

### **Bernie Decker – Vice President Human Resources, Training, Labor Relations and Recruiting**



Mr. Decker brings over 25 years of human resources and training experience to GCA Services Group. He joined GCA Services Group early in 2004. His current responsibilities include hiring and training of management team, administration of benefit plans, employee relations as well as employee training and employee development. Prior to joining GCA, Mr. Decker served as the Vice President of Human Resources and Training for a large national custodial company.

Mr. Decker holds a bachelor's degree in Industrial Relations from LeMayne College in Syracuse, New York. He has furthered his education through various American Society for Training & Development seminars and attended Wimberly Lawson Labor Law Seminars for eleven years.

### **Marti Wells – Human Resources Administrator/Benefits Manager**



Mrs. Wells brings over 15 years' experience in benefits and worker's compensation administration. She joined GCA in 2006. Her current responsibilities include handling Human Resource administration and overseeing benefits administration in the Education Division. Mrs. Wells has several years' experience as an insurance claim examiner and trainer/auditor and as an Environmental and Safety Director in the manufacturing industry. Mrs. Wells graduated with a bachelor's degree in Human Resources from Alameda College.

### **J. Russell Leboff – Regional Vice President of Sales**



Mr. Leboff brings over 30 years of sales and operations experience to GCA Services Group. His current responsibilities include sales, marketing, client consultation and territory management for Alabama, Arkansas, Florida, Georgia, Kansas, Kentucky, Louisiana, Mississippi, North Carolina, South Carolina, Tennessee, Virginia and Washington, D.C.

Prior to joining GCA, Mr. Leboff served as Vice President of Sales and Operations for SunCom Wireless, a cellular products and services provider, where he managed all sales channels and operational support for properties in NC, SC, GA, TN and VA representing \$2.1 billion dollars in annual sales. Mr. Leboff has a

Bachelor of Arts degree in Psychology from the University of Georgia where he participated in varsity football.

### **Donnie Cherry – Senior Sales Director, Education Division**



Mr. Cherry joined GCA in 2014 with over 20 years of sales and management experience. Currently, Mr. Cherry's responsibilities include territory management for North Carolina K-12 and Higher education. Prior to joining GCA, he served as Director of Sales for T-Mobile where he managed channel sales and operations. Mr. Cherry holds a Bachelor of Arts in Psychology from the University of Georgia.

# EMPLOYEE TRAINING AND DEVELOPMENT

## Program Overview

The leadership of GCA Services Group clearly recognizes that the secret to our success is our people. It is important that each person within the organization feels appreciated, resulting in an established culture where all employees are performing at their best. We believe by continually investing in training and development result in employees feeling respected, allowing us to offer the greatest value and employee performance to our clients.

All employees within the GCA organization are expected to participate in GCA's orientation and annual training programs. The training topics vary depending on one's position within the company, but participation is required regardless of rank or position.

Our training programs work in direct correlation with our Quality Assurance program. The interconnectivity of the two programs allows our onsite management to adjust their training schedules to best serve the team. Measured results from the Quality Assurance program provide our managers the information required to adjust the program effectively to assure the training provided will best serve the team. GCA training programs are built on a philosophy of flexibility. Flexibility allows on-site personnel to provide the most relevant material; rather than blindly following a schedule.



training program  
allows our on-site  
teams to provide  
the most relevant  
material; rather  
than blindly  
following a  
schedule



## Program Description

Training begins during the hiring process and continues throughout the career of all GCA employees. Our programs are based on two basic themes:

- Safety Training
- Technical Training

These core themes are reinforced throughout all aspects of our training program, and continue during the employee's tenure. Training is provided on a regular basis beginning with their very first day of work.

## Orientation Training

GCA's orientation training programs have been designed not only to prepare new employees for their new roles, but the culture of our organization as well. We believe it is absolutely critical, and our responsibility, to prepare employees for their new work assignments. A few of the basic topics addressed during orientation include:

- Acclimate employees to their new work environment
- Communicate GCA and Client policies and practices
- Review/acceptance of Job Description
- Complete introduction safety and HR training
  - Employees will be expected to complete a full complement of Safety Training prior to starting their work assignment
    - Each job classification is assigned a specific curriculum based on their assigned responsibilities



## Monthly Training (reoccurring)

Each month all GCA employees participate in **safety** and **technical** training related to their work assignment.

**Safety Training:** Training is a critical element of any effective safety program. These monthly training sessions are designed to emphasize GCA's focus on safety, and to serve as a refresher reinforcing orientation training. Every employee within the GCA organization is assigned a monthly training topic to complete. These topics are selected based on the job classification of each employee within the organization.

To insure all GCA employees across the country receive consistent and constantly updated training, we have partnered with SafeSCHOOLS to facilitate our safety related training sessions.

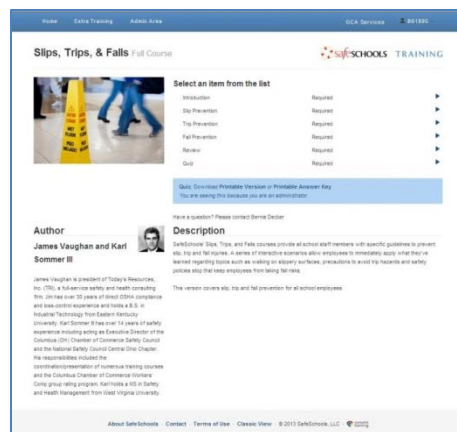
SafeSCHOOLS provides safety training via a web hosted interface that can be delivered via individual computer terminals and/or classroom settings.

### Key Features of SafeSCHOOLS

- Over 185 training modules to date
- Training materials are constantly updated and new modules are continually added
- Training materials contain 100% school focused content
- Industry experts author all training materials
- Training time reduced 25-75%
- Material retention improved 25-50%
- Training material content and delivery are consistent
- Employees with access to a computer terminal can learn at their own pace
- End of module quizzes demonstrating course completion and comprehension of materials



Course	Due	Time	Status
Back Injury and Lifting (Full Course)	Sunday, March 31, 2013 (24 days remaining)	25 minutes	Not Started
Hazard Communications: Right to Know (Full Course)	Sunday, March 31, 2013 (24 days remaining)	25 minutes	Not Started
Addressing Accidents (1-12 Full 2 Hour)	Sunday, March 31, 2013 (24 days remaining)	120 minutes	Not Started
Excavator Safety (Full Course)	Sunday, March 31, 2013 (24 days remaining)	25 minutes	Not Started
Slips, Trips, & Falls (Full Course)	Sunday, March 31, 2013 (24 days remaining)	25 minutes	Not Started
General Safety Orientation (Full Course)	Sunday, March 31, 2013 (24 days remaining)	25 minutes	In Progress
Respiratory Protection: Respirator Protection (Full Course)	Sunday, March 31, 2013 (24 days remaining)	30 minutes	Not Started
Energy Conservation: All Staff (Full Course)	Sunday, March 31, 2013 (24 days remaining)	25 minutes	Not Started
Fire Extinguisher Safety (Full Course)	Sunday, March 31, 2013 (24 days remaining)	15 minutes	Not Started
Ladder Safety (Full Course)	Sunday, March 31, 2013 (24 days remaining)	25 minutes	Not Started
Personal Protective Equipment (PPE) (Full Course)	Sunday, March 31, 2013 (24 days remaining)	25 minutes	Not Started
Limited/Partial Energy Release (Full Course)	Sunday, March 31, 2013 (24 days remaining)	25 minutes	Not Started



- SafeSchools offers a comprehensive library of training modules that extends well beyond facilities management; examples of these modules include:
  - Sexual harassment
  - Diversity Awareness
  - Discrimination Awareness
  - Conflict management
  - Workplace Bullying
  - Workplace Violence
  - Bullying: Recognition & Response

**Technical Training:** Before any new Maintenance Technician assumes their position, no matter background or previous experience, must spend their first month working with and assisting an established technician within his or her field of expertise. This not only gives them first-hand experience with the local account, but allows an insight to their level of experience. This also allows us to observe any potential unsafe habits her or she may have learned during previous employment, making for safer and more efficient and productive employees.

Technical training sessions directly support GCA's pursuit to continually provide the highest quality services possible. Each month technicians participate in Technical Training sessions designed to refine our service delivery.

The delivery of these monthly sessions have been designed to be flexible in nature; allowing our on-site teams to deliver the most relevant material possible. Recent Quality Assurance results, unique characteristics of the facilities and/or collective bargaining requirements are some of the common factors that impact the training curriculum.

The Technical Training program is designed to reinforce skills and promote cross training. Our on-site managers will utilize two primary training delivery methods:

- Specialty equipment or service specific training provided by a manufacturer or vendor
- Cross training provided by GCA personnel;  
All Maintenance Technicians are required to cross train with technicians of other crafts, not only expand their knowledge base, but to gain a better understanding of difficulties experienced by other crafts.

A sample annual training schedule is illustrated below



## Grounds Services

### Monthly Training Schedule

Month	Topic
January	Customer Service
February	Maintaining High Profile Areas (Admission Tour, President House, Alumni House, etc.)
March	Small Tree Pruning
April	Working as a Team: Coordinating Mowing, Trimming and Blowing
May	Proper Mowing Techniques
June	Irrigation Repairs
July	Bed Maintenance / Weed Control
August	Turf Maintenance / Weed Control
September	Athletic Field Maintenance
October	Shrub Trimming and Maintenance
November	Maintaining Equipment
December	Quality Assurance Program (expectations)

*Unit Managers have the authority to utilize alternate Technical Training Topics in cases when the specified topic does not apply to the site.*



## Program Benefits

- Clearly outlined expectations during the orientation process improves employee job satisfaction and retention
- Increased safety training / awareness has a direct impact on reducing job related injuries and lost-time accidents
- A well trained staff will possess the skills to perform technically intensive tasks onsite, reducing the reliance of specialty service providers and the associated costs
- Technical training topics / schedule can be adjusted as necessary
- Continually investing in employee training has a positive impact on employee satisfaction and retention
- Lower to no cost consultations for customers looking for critical information and advice for their construction projects.

# GROUNDS APPROACH – BEAUFORT COUNTY SCHOOLS

## OUR FOCUS ON SCHOOLS

GCA has extensive experience providing grounds management services to municipalities across the county. Our teams currently provide grounds management services for more than fifty clients across the United States. This experience provides our leadership team with tremendous insight to the expectations landscape services at the Municipal Level.

Our grounds management programs are based on proven GCA Standard Operating Procedures that are customized to accommodate climate and any unique facility characteristic. Following are examples of areas we believe we contribute.



## GCA'S SITE BASED SERVICE – A KEY DIFFERENTIATION

GCA's Grounds Management programs are "site based". We operate at our customer's locations and work seamlessly with them as an extension of their support operations. Our service personnel will be solely dedicated to Beaufort County Schools.

Our team does not "hop" from client site to client site. This protects the integrity of our program, maintains the operating condition of our specialized equipment and prevents weeds, pests and other diseases from being introduced on City grounds from other sites. Given our on-site presence, Beaufort County Schools will have immediate response time to requests with no waiting period for service, equipment, or any specialized needs.

### Curb Appeal

- We pride ourselves by providing a great first impression to District Residents and Visitors.

### Special Events

- We plan ahead to have a great looking site for public events.

### **APPROACH TO GROUNDS MANAGEMENT**

GCA's approach to Grounds Maintenance is very simple and straight forward. Our program is based on four basic principles which we consider to be the foundation of our success. The recipe to successfully fulfill each objective requires well developed systems and processes as well as a degree of experience.

1. **Horticultural Best Practices**
2. **Continuous Improvement**
3. **Respect the Human Resources**
4. **The "Right" Equipment, Tools & Supplies**



**GCA EDUCATION SERVICES SUPPORT TEAM / PROCESSES**

### GCA Horticultural Best Practices

The GCA Horticultural Best Practices are the foundation of the grounds management programs we operate. These practices are focused on utilization of natural fertilizers and the reduction of pesticides whenever possible. Our operations team will utilize a program to best fit Beaufort County Schools.

Examples of programs include:

- GCA General Turf Program is designed specifically to address the needs of turf areas around the District.
  - Fertilizer program
  - Weed Control program
  - Disease Control program
  - Mowing schedules

#### Integrated Pest Management Program

All the horticultural practices noted above are customized to suit the unique characteristics and climate of each site.

### Continuous Improvement

The GCA team is committed to providing proactive services. Our company culture calls for our managers to seek out and locate opportunities for improvement and present these to GCA senior management and client for approval.

- Provide a comprehensive Quality Assurance Plan that support Custodial, Maintenance, and Grounds services.
  - Quality Inspections via Tablets and/or Smartphones
  - Internet based customer satisfaction surveys
  - Continuous Improvement Plans supported by Key Performance Indicators
- The GCA team is always seeking new ways to add interest to the sites we manage.





## Human Resources

GCA is committed to treating individuals with respect and recognizes the contributions made by the Grounds Crew.

- GCA offers competitive compensation in an effort to recruit and retain the best work force available.
  - Wages are competitive to the local market
  - Benefits are competitive to the local market
- Employee recognition programs provide rewards and recognition for the facilities team
- Employee Safety Training
  - All GCA employees must complete a full array of Safety Training modules before beginning work
    - The required curriculum of topics required are unique for each position type within the company
  - All GCA employees must complete an annual review of all required Safety Training modules
- Employee Training skill development
  - Managers and Hourly Employee receive routine training and development (reinforce current skill sets)
  - Managers and Hourly Employee are eligible to participate in professional development programs (learn new skill sets)



## The "Right" equipment, tools and supplies for the job

GCA is committed to providing the appropriate mix and quantity of equipment and supplies.

- State of art equipment designed to limit the dependence on manual labor and automate as many of the required tasks as possible.
- High quality grounds supplies reduce the need to repeat steps. Less expensive products typically require repeat applications and/or efforts. The GCA team will complete assigned tasks during the first attempt.
- GCA national purchasing program provides our operations team with pre-negotiated discounts and easy access to materials via our network or contracted suppliers.



## Technical Support

GCA Education Services has developed a team of facilities professionals that have extensive experience providing services to School Districts, Universities and Municipalities. Our support team is committed to providing the back office support our site managers require to be truly successful.

- Routine audits performed by GCA subject matter experts
- National Purchasing programs leveraging the 300+ facilities operated by GCA Services
- Research and Development
  - New programs are continually being developed and rolled out to our site based managers
- Information Sharing
  - Conference Calls are hosted each month by our Technical Support Team to inform site managers of industry trends and techniques.  
*\*Learning from each other is a tremendous value that often gets overlooked*
- Technical Support
  - GCA's team of technical experts are strategically located across the county providing ongoing support to our site based teams



# GROUNDS QUALITY ASSURANCE [K-12]

## OVERVIEW

The success of GCA Services operational teams has been built on developing a comprehensive set of standard operating procedures and defining performance expectations that are based on measurable outcomes. Our corporate culture of measuring and managing performance helps us ensure compliance to our Standard Operating Procedures, which enhances our ability to replicate successful performance across the portfolio of academic clients we manage.

In an effort to continually improve, we consistently measure our performance via audits and inspections. Our findings have taught us that it is important to continually measure our performance and adjust our programs accordingly. Our programs are intended to evolve and remain consistent with our client's expectations.

Our approach to Quality Assurance is a multifaceted; designed to capture measurable results through daily, weekly, monthly, quarterly and annual activities.



## **QUALITY • MEASURED. MANAGED. GUARANTEED.**

- **Quality:** User friendly "Standard Operating Procedures" (SOPs) and clearly identified Key Performance Indicators create an environment where successful results can be replicated.
- **Measured:** Results are compared to defined objectives and benchmarks that are either published by third parties or developed within GCA Services.
- **Managed:** Key Performance Indicators are developed from the organization's objectives. The KPIs serve as guide posts for our operations team.
- **Guaranteed:** Guaranteeing our price is only possible because we can predict the cost of performing our responsibilities.

Well defined  
Standard Operating  
Procedures and Key  
Performance  
Indicators create an  
environment where  
successful results  
can be replicated.

## PROGRAM DESCRIPTION

### Daily Activities

**Rounds:** Rounds will be performed on a daily basis by our Grounds Management team. The rounds process is intended to proactively seek out improvement opportunities before our clients report them to us. Our team will be self-generating the vast majority of the work orders. It is our job to maintain and inspect the grounds of the campus, not the job of the faculty and staff.

### Weekly Activities

**Work Order Audits:** Work orders are audited on a random basis. The manager conducting the audit is required to investigate the work site for quality and discuss satisfaction with the work order requestor. Work Order Audits are completed on a tablet and uploaded real-time to GCA-Total Facilities Management, our Quality Assurance Inspection Software.

**Area Inspections:** Quality Assurance Inspections are completed for all areas of the campus to assure performance expectations are being met. These inspections are completed on a tablet and uploaded real-time to GCA-TFM (Total Facilities Management), our Quality Assurance Inspection Software.

GCA-TFM is a user friendly system that allows the development of customized / unique inspections. GCA-TFM is also capable of generating numerous reports cross-referencing performance in many different ways. If desired by our clients, the system will also facilitate inspections must be signed off by both a Client and GCA Representative. Bottom line, GCA-TFM is an effective tool to measure performance and the tool is extremely flexible to accommodate the unique campus characteristics.

**FOM Work Order Audit** \* Required

Work Order #  
No More Than 100 Characters.  
Answer

Enter Technician Name  
No More Than 100 Characters.  
Answer

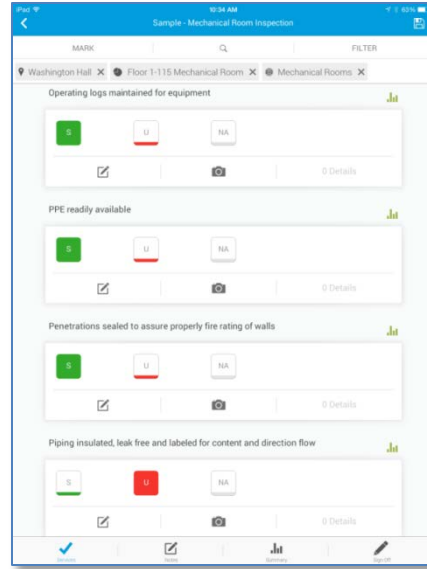
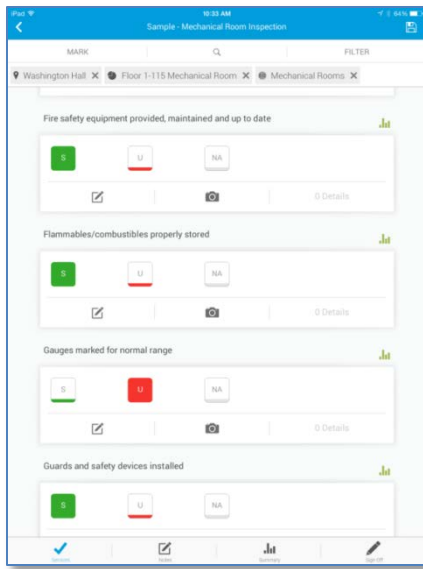
GCA Management: Rate the quality of the work provided in response to the work order.  
☒ Satisfactory  
☐ Unsatisfactory

GCA Management: Rate the cleanliness, etc. of the work area at the completion of the work order?  
☒ Satisfactory  
☐ Unsatisfactory  
☐ N/A

GCA Management: Rate the response time associated with the work order.  
☒ Satisfactory  
☐ Unsatisfactory

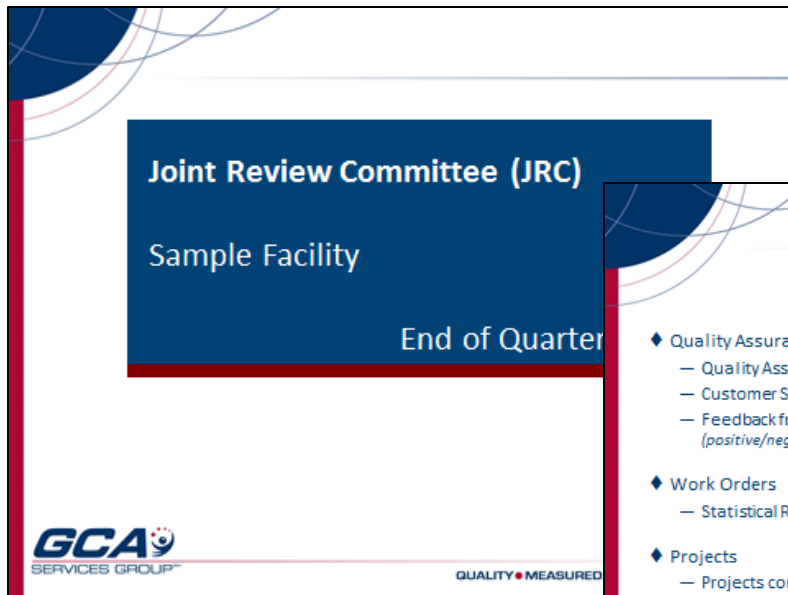
GCA Management: Record the time between assignment and start of work order.  
☒ <24 hrs

Dashboard Audit Summary Sign Off



## Quarterly Activities

**Joint Review Committees (JRC):** At the end of each quarter clients are invited to meet with GCA regional managers to review the results from the prior quarter and discuss objectives for the following quarter(s). These meeting help our team assure that we are aligned with our client's short and long range goals.




Sample - Table of Contents	
◆ Quality Assurance	◆ Finance
— Quality Assurance Inspection Results	— Actual versus Budget reporting
— Customer Satisfaction Survey Results	◆ Human Resources
— Feedback from customers (positive/negative)	— Turnover information
◆ Work Orders	— Training
— Statistical Results	◆ Corporate Support
◆ Projects	— Audits
— Projects completed during previous quarter (before / after photos)	— Operations / Safety
— Projects anticipated for next quarter	



**Customer Satisfaction Surveys:** To ensure we are meeting Customer expectations principals and/or their designee are requested to meet with a member of our management team to discuss our performance and complete a "Monthly Report Card". This feedback method helps our team understand our customer's perception of the quality of the services we provide. We are eager to understand our customer's expectations and thoughts on our service delivery and quality so that we can continue to improve. At the conclusion of each survey, the results will be consolidated, analyzed and presented to our client liaison (*transparency is part of the GCA culture*). The results and trends are recorded, and action plans are developed immediately to address any opportunities that may results from the customer feedback. We feel it is critical to develop specific and measurable action plans to assure that less than desirable results are not repeated.

The illustration below is a sample "Monthly Report Card". The questions are easily modified to suit the needs of the school district.

 <b>Facilities Operations and Maintenance Monthly Report Card</b>	
<i>Please rate each category with a letter grade that represents your perception of the services received ("A" being the highest score possible)</i>	
Building / School Name _____	Completed by _____ Date _____
1. Did you find the "Maintenance Call-In Line" and/or web requestor to be user friendly?	<input checked="" type="radio"/> A <input type="radio"/> B <input type="radio"/> C <input type="radio"/> D <input type="radio"/> E
2. Rate the professionalism of the Repair Technicians. Did they sign in/out of the building; were they in uniform; were they courteous; etc?	<input checked="" type="radio"/> A <input type="radio"/> B <input type="radio"/> C <input type="radio"/> D <input type="radio"/> E
3. Rate the professionalism of the Management staff. Did they sign in/out of the building; were they courteous; did they followup appropriately; etc?	<input checked="" type="radio"/> A <input type="radio"/> B <input type="radio"/> C <input type="radio"/> D <input type="radio"/> E
4. Rate the response time to repair requests.	<input checked="" type="radio"/> A <input type="radio"/> B <input type="radio"/> C <input type="radio"/> D <input type="radio"/> E
5. Rate the quality of work completed by the maintenance staff.	<input checked="" type="radio"/> A <input type="radio"/> B <input type="radio"/> C <input type="radio"/> D <input type="radio"/> E
6. Is the climate appropriate (air conditioning / heat)?	<input checked="" type="radio"/> A <input type="radio"/> B <input type="radio"/> C <input type="radio"/> D <input type="radio"/> E
7. Rate the maintenance department's ability to resolve problem / overcome challenges.	<input checked="" type="radio"/> A <input type="radio"/> B <input type="radio"/> C <input type="radio"/> D <input type="radio"/> E
8. Rate the pro-active nature of maintenance department.	<input checked="" type="radio"/> A <input type="radio"/> B <input type="radio"/> C <input type="radio"/> D <input type="radio"/> E
9. Rate the overall functionality of building systems.	<input checked="" type="radio"/> A <input type="radio"/> B <input type="radio"/> C <input type="radio"/> D <input type="radio"/> E
10. Rate the overall quality of maintenance services.	<input checked="" type="radio"/> A <input type="radio"/> B <input type="radio"/> C <input type="radio"/> D <input type="radio"/> E
Average score	<b>4.00</b>
<b>Comments</b>	
<div style="border-bottom: 1px dashed black; height: 15px; margin-bottom: 5px;"></div> <div style="border-bottom: 1px dashed black; height: 15px; margin-bottom: 5px;"></div> <div style="border-bottom: 1px dashed black; height: 15px; margin-bottom: 5px;"></div> <div style="border-bottom: 1px dashed black; height: 15px; margin-bottom: 5px;"></div> <div style="border-bottom: 1px dashed black; height: 15px; margin-bottom: 5px;"></div>	

## Annual Activities

**Self-Assessment Plans:** The development of self-assessment plans is a best practice that defines goals and objectives that are directly aligned with client expectations and foster a culture of continuous improvement.

The self-assessment plans are intended to define clear objectives and measureable outcomes that support customer satisfaction/academic mission. Additionally, the self-assessment plans are circular by design and support a culture of continuous improvement (measure, analyze, adjust = improvement). The Self-assessment also reviews the KPI's that have been established and redefine the measurable if needed.

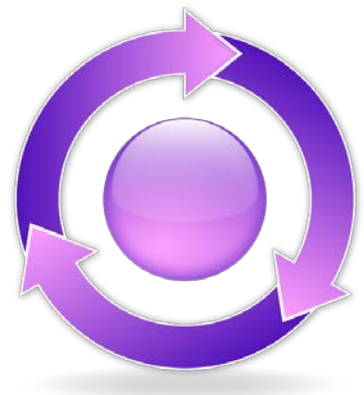
The Self-assessment process typically is comprised of a two-step process:

1. At the beginning of each academic year a department performance plan is developed. This plan must include the following two components to be effective:
  - a. Identify KPIs that are directly associated with customer satisfaction.
  - b. Define the measurement tools that will be used to capture the performance results.
2. At the end of quarter, analyze results and adjust the plan accordingly.

It is critical that clients participate in the development of Key Performance Indicators that will be used to measure the performance of the GCA team. Well defined Key Performance Indicators assure objectives are aligned with outcomes that directly support our client's success.

**Key Performance Indicator (KPI) = a**  
measurable result that has a direct impact  
on supporting the success of an  
institutional/department mission

The self-  
assessment process  
is consistent with  
the continual  
improvement  
program  
requirements of  
virtually all the  
accreditation  
bodies throughout  
the country



## Sample self-assessment plan illustrated below

(Sample goals, objectives and data source provided to illustrate format)

Institutional Mission	Department Mission	Functional Areas and associated goal	Beginning of Year Objectives by Functional Areas	Data Source	End of Year Results	Action Plan
TBD by client	Facilities Management at _____ strives to provide an inviting, and safe physical environment conducive to learning, work and quality of life.	Customers will be satisfied with services provided by our <b>maintenance</b> team.	Satisfaction Scores for maintenance operations will exceed 85%	Saturday surveys		
			Corrective Work Order will be completed with 48 hours of receipt, 95% of the time.	CMMS Software		
			95% of PM will be completed during the review cycle	CMMS Software		
		Customers will be satisfied with the services provided by our <b>custodial</b> team.	Satisfaction Scores for custodial operations will exceed 85%	Satisfaction surveys		
			Quality Assurance results will exceed 85%	Custodial Quality Assurance Software		
		Customers will be satisfied with the services provided by our <b>grounds</b> team.	Satisfaction Scores for grounds operations will exceed 85%	Satisfaction surveys		
			Quality Assurance results will exceed 85%	Grounds Quality Assurance Program		
		Corporate leadership and _____ are satisfied with the <b>administrative</b> efforts of our management team.	95% of the scheduled training will be completed	In-service Records		
			Provide an accident free work place	OSHA 300 Log		
			Management of the FCAP	Completion of annual update and annual review with client		

The GCA culture is been built around a philosophy of continually measuring our performance. It is our goal to continually improve our operations and we feel this can only be accomplished by measuring our performance and adjusting our programs as the environment requires.

## Random / Unannounced Activities *(Performed Quarterly)*

**Safety Audits:** Our Regional Safety Managers conduct audits at our facilities on a regular basis. Audits include a comprehensive review of the safety training, record keeping, work environment, compliance related issues and required postings.

**Operation Audits:** Our Regional and National Operations Managers conduct audits at our facilities on a continual basis. Audits include a comprehensive review of the implementation of the GCA Services Grounds Standard Operating Procedures.



## PROGRAM BENEFITS

- Multifaceted approach designed to address daily, weekly, monthly and annual activities
- Inspections and audits are completed directly onto tablets and/or smartphones, facilitating real-time results that are easily sorted and reported
- Continuous Improvement Plans are customizable allowing the GCA Quality Assurance results to be adjusted based on resources and priorities
- Demonstrates stewardship of resources and assets via documented results
- Demonstrates a sincere interest in providing the best customer service available
- Quality of operation is assured by a systematic approach that ensures that best practices are improved on and/or replicated.
- Undesirable issues are corrected in a timely manner
- Transparency ensures clients are kept abreast and have input in operational performance and goals.



# INTEGRATED PEST MANAGEMENT

## PROGRAM OVERVIEW

Pest Control is a service that GCA Services provides on a daily basis across the nation. Targeted pests include everything from termites to dandelions. GCA's approach is to take the most environmentally effective route through mechanical or biological control. When chemicals are used, we strive to communicate our action plan to our clients, and provide proper training and equipment to our employees for a safe and effective application.



## PROGRAM DESCRIPTION

An Integrated Pest Management Plan is customized for each site we operate. We include the following when creating a plan:

- Creating safe handling and environmental protection guidelines to protect client's property and users.
- Making sure the plan falls within State Environmental and Federal (FIFRA) rules and regulations.
- Our communication with site users as it relates to chemical use. We incorporate our plan to always exceed state notification requirements.
- Skill set of staff, as well as incorporating a joint committee of key client stakeholders to annually review the IPM plan

An Integrated Pest Management plan serves several roles. It serves as an outline to address specific pest control measures. As well as how chemicals will be applied, who will apply them and identifying an individual that will keep records of chemicals applied.

Communication with individuals that may have a need to enter a treated area is a must, and in some states a requirement. Our staff is trained to interpret and read the

QUALITY • MEASURED. MANAGED. GUARANTEED.



information contained on a Chemical Label, and communicate with the client should the need arise to limit re-entry to a treated area. In some plans we have also incorporated an opt-in communication program to include clients with communication, particularly in states where chemical application notification is not a requirement.

GCA Services is committed to creating an Integrated Pest Management plan that fits our client's requirements, and also the requirements of the law. By taking this approach we create an approach to pest elimination that keeps in mind the safety of the client, GCA Employees, and the environment.

### PROGRAM BENEFITS

- Chemical inventory and MSDS forms are included in the plan.
- Communication policies are outlined for notification and record keeping.
- Location of chemical storage as well as emergency contacts.
- Action plan to address environmentally friendly approach to pest control.



### SAMPLE INTEGRATED PEST MANAGEMENT PLAN TO FOLLOW

## Central Piedmont Community College

### IPM Plan

CENTRAL PIEDMONT COMMUNITY COLLEGE  
1325 E. 7<sup>th</sup> STREET  
CHARLOTTE, NC 28204

#### INTRODUCTION

Pests are populations of living organism (animals, plants, or microorganism) that interfere with use of healthcare and other facilities for human purposes.

Integrated Pest Management (IPM) is an approach that establishes a sustainable approach to managing pests by combining biological, cultural, physical and chemical tools in a way that minimizes economic, health and environmental risks.

GCA Services, has adopted this Integrated Pest Management Plan for the buildings and grounds services management at Central Piedmont Community College. The plan outlines procedures to be followed to protect the health and safety of students, staff, visitors and campus landscapes, from pest and pesticide hazards. This plan is designed to voluntarily comply with policies and regulations promulgated by the North Carolina Department of Agriculture and Consumer Services.

Objectives of this IPM plan include:

- Elimination of significant threats caused by pests to the health and safety of students, staff and the public.
- Prevention of loss or damage to buildings, landscape, turf and plant materials by pests.
- Protection of environmental quality inside and outside buildings.

This IPM plan will be stored in the office of the GCA Director of Operations Office, GCA Building Managers Office, and CPCC Director of Facilities Office.

#### IPM COORDINATOR

The GCA Director of Operations or designee shall be Central Piedmont Community College's IPM Coordinator and be responsible to implement the IPM plan and to coordinate pest management-related communications between Central Piedmont Community College, GCA Services, service providers, staff

#### IPM COMMITTEE

The GCA Director of Operations will maintain an IPM or other safety-related committee with responsibility for annual review of the IPM program and for assisting the IPM Coordinator in resolving pest-related issues. The committee will address IPM issues as needed and at least annually. Minutes will be taken of committee meetings and kept on file by the IPM Coordinator. Membership will include the IPM Coordinator; Central Piedmont Community College's Director of Facilities and may also include community members, North Carolina Extension Staff, Students, Staff and representatives from the NSF Center for Integrated Pest Management.

### POSTING AND NOTIFICATION OF PESTICIDE APPLICATIONS

The IPM Coordinator shall be responsible to annually notify Central Piedmont Community College's Director of Facilities of the procedures for requesting notification of planned and emergency applications of pesticides on facility grounds.

When pesticide applications are scheduled on Central Piedmont Community College's grounds and/or buildings, GCA Services and subcontractors shall provide notification in accordance with law, including:

1. Providing this information to all staff and students who have requested notification of individual applications of pesticides.

### RECORD KEEPING & PUBLIC ACCESS TO INFORMATION

GCA Services will maintain records of all pest control treatments for at least three (3) years. Information regarding pest management activities will be made available to the public at the Central Piedmont Community College's Facilities office or GCA Services administrative office.

GCA Services proposes a program for Campus Community members to be informed at their option, to receive notification of all pesticide applications. Enrollment in this voluntary service will be made available once annually. Requests to be notified of pesticide applications may also be made to the Central Piedmont Community College's Facilities office and GCA Services administrative office.

### TRAINING

GCA Services grounds staff will be provided with training on this IPM policy at hire and during annual update training. Training will include the rationale for the IPM policy and program and specific elements including use of the pest-sighting log and prohibition on pesticide applications by non-certified individuals.

Additionally, designated staff including the IPM Coordinator, and those who conduct regular inspections of Central Piedmont Community College's grounds will receive advanced training on identifying pest infestations and pest-conducive conditions. This training will improve the ability of GCA Service staff to stay within compliance of this IPM policy and plan.

### GENERAL IPM STRATEGIES

Pest management strategies may include education, exclusion, sanitation, maintenance, biological and mechanical controls, and pre-approved, site-appropriate pesticides.

GCA Services has identified current weeds on CPCC sites. Attached is documentation and what practices will take place to resolve the pest. If chemicals are used to resolve the pest, the current MSDS has also been attached.

GCA Services has identified current pests in CPCC buildings. Attached is documentation and what practices will take place to resolve the pest. If chemicals are used to resolve the pest, the current MSDS has also been attached.

An Integrated Pest Management decision at Central Piedmont Community College shall consist of the following steps:

1. Identify pest species.
2. Estimate pest populations and compare to established action thresholds.
3. Select the appropriate management tactics based on current on-site information.
4. Assess effectiveness of pest management.
5. Keep appropriate records.

Decisions concerning whether or not pesticides should be applied in a given situation will be based on a review of all available options. Efforts will be made to avoid the use of pesticides by adequate pest proofing of facilities, good sanitation practices, selection of pest-resistant plant materials, and appropriate horticultural practices.

When it is determined that a pesticide must be used in order to meet pest management objectives, the least-hazardous material, adequate for the job, will be chosen.

All pesticide storage, transportation, and application will be conducted in accordance with the requirement of the Federal Insecticide, Fungicide, and Rodenticide Act (7 United States Code 136 et seq.), Environmental Protection Agency regulations in 40 CFR, Occupational Safety and Health Administration regulations, Central Piedmont Community College's policies and procedures, and local ordinances.

No person shall apply, store, or dispose of any pesticide at Central Piedmont Community College managed property without an appropriate pesticide applicator license. All pesticide applicators will be trained in the principles and practices of IPM and the use of pesticides approved for use by Central Piedmont Community College. All applicators must comply with the IPM policy and follow appropriate regulations and label precautions when using pesticides on Central Piedmont Community College grounds.

Pest-specific strategies will be included in the IPM Program Specifications.

#### GCA SERVICES STAFF ROLES

GCA Services administration will provide support to assist the IPM Coordinator in maintaining an IPM program that relies on minimal pesticide use. Such support will include efforts to promptly address any horticultural, or sanitation changes recommended by the coordinator to reduce or prevent pest problems.

The facility director is responsible for ensuring staff compliance with the IPM policy and plan, including the attached check list.

## PEST-SPECIFIC STRATEGIES

The following IPM criteria must be applied to all campus pest situations when selecting treatment tactics and developing pest management strategies:

- Determine pest threshold level.

Based on the pest threshold level, select a treatment that is:

- Least hazardous to human health;
- Least damaging to the environment;
- Effective at controlling the target pest;
- Has minimal negative impacts to non-target organisms;
- Within available resources.

### Integrated Pest Management Pest Sighting Log

Facility: \_\_\_\_\_

To Be Filled Out By  
School Official

To Be Filled Out By  
Pest Manager

Location of Sighting Bldg. # / Specific Location	Type of Pest(s) Sighted	Date	Action Taken	Technician Name	Date



## Intent to Apply Pesticides

Date: \_\_\_\_\_

Facility: \_\_\_\_\_

Specific Location in/near Facility: \_\_\_\_\_

Type of Pesticide (circle):    Insecticide    Rodenticide    Herbicide

Other: \_\_\_\_\_

Name of Chemical and Manufacturer: \_\_\_\_\_

Day/Date of Pesticide Application: \_\_\_\_\_      Time of Day: \_\_\_\_\_

Length of Time to Stay off/out of Treated Area: \_\_\_\_\_

Name of Licensed Applicator: \_\_\_\_\_

**COMPLETED FORM SHOULD BE SENT TO IPM COORD. PRIOR TO TREATMENT**

## Intent to Apply Pesticides

Date: \_\_\_\_\_

Facility: \_\_\_\_\_

Specific Location in/near Facility: \_\_\_\_\_

Type of Pesticide (circle):    Insecticide    Rodenticide    Herbicide

Other: \_\_\_\_\_

Name of Chemical and Manufacturer: \_\_\_\_\_

Day/Date of Pesticide Application: \_\_\_\_\_      Time of Day: \_\_\_\_\_

Length of Time to Stay off/out of Treated Area: \_\_\_\_\_

Name of Licensed Applicator: \_\_\_\_\_

**COMPLETED FORM SHOULD BE SENT TO IPM COORD. PRIOR TO TREATMENT**

**QUALITY • MEASURED. MANAGED. GUARANTEED.**

## CPCC CHEMICAL LOG SHEET

DATE:\_\_\_\_\_ AREA COVERED:\_\_\_\_\_

TARGETED PEST\_\_\_\_\_

TIME:\_\_\_\_\_

OPERATOR:\_\_\_\_\_ LICENSE#\_\_\_\_\_

TEMP:\_\_\_\_\_ WIND DIRECTION:\_\_\_\_\_ SPEED\_\_\_\_\_MPH

---

PRODUCT APPLIED:\_\_\_\_\_

TOTAL AMOUNT APPLIED\_\_\_\_\_

FORMULATION: GRANULAR LIQUID OTHER\_\_\_\_\_

**SPREADER**\_\_\_\_(Check if used)

SPREADER SETTING:\_\_\_\_\_ GROUND SPEED:\_\_\_\_\_

SWATH WIDTH:\_\_\_\_\_FT SPIINNER PLATE SETTING:\_\_\_\_\_

**BOOM**\_\_\_\_(Check if used)

OPERATING PRESSURE\_\_\_\_\_ NOZZLE TYPE\_\_\_\_\_

SWATH WIDTH\_\_\_\_\_FT GROUND SPEED:\_\_\_\_\_

**BACKPACK SPRAYER**\_\_\_\_(Check if used)

QUALITY OF APPLICATION (1-10)

NOTES:\_\_\_\_\_

---

# HUMAN RESOURCES

## HIRING AND DOCUMENTATION POLICIES

### Employee Screening and Hiring Standards

GCA Services Group utilizes several methods of employment recruitment and screening. These include strict hiring standards and criminal background checks. We believe GCA's hiring standards are the highest in the industry. To minimize liabilities, reduce turnover and objectively qualify the best possible candidates, GCA utilizes a comprehensive pre-employment screening program for ALL applicants and provides incentives for attracting and retaining employees. These steps and incentives include:

- I-9 Verification
- Criminal background checks for 100% of applicants
- Motor vehicle records check (where applicable)
- Comprehensive pre-employment drug screening (where applicable)
- Fingerprinting, where permitted and available, will be conducted at the client's request
- Selection of applicants through work and personal reference checks
- Above-market pay scale with work incentives
- Sick, vacation and holiday pay; health and life insurances; 401(k) with a match

### Criminal Background Check

No person will be eligible for employment with GCA Services Group if convicted of the following:

- |   |  |
|---|--|
| <ul style="list-style-type: none"><li>• Any felony</li><li>• Forgery</li><li>• Fraud</li><li>• Weapons charge</li><li>• Burglary</li><li>• Robbery</li><li>• Theft</li><li>• Assault and Battery</li><li>• Possession of a controlled substance</li><li>• Manufacturing of a controlled substance</li></ul> | <ul style="list-style-type: none"><li>• Delivery of controlled substance</li><li>• Convictions for DWI and DWLS will not automatically result in disqualification if the applicant is applying for a non-driving position. However, multiple offenses must be discussed directly with the VP of Human Resources. Convictions for DWI will disqualify applicants applying for "driver" positions.</li><li>• Any convictions not specifically listed here must be discussed with the VP of Human Resources for resolution.</li></ul> |
|---|--|

## Employee Recruitment and Retention

GCA's approach to identifying, recruiting and retaining employees of all levels is important in ensuring consistent levels of quality and service. **GCA's turnover rate is well below industry average.** After ninety days of employment, GCA's hourly productive staff turnover rate in the Education Division is **12%**; management is **5%**. GCA takes great care to implement procedures and practices to manage potential gaps created by turnover by using 'on-call pools' of employees. This helps alleviate any impact on the client environment due to call-ins or no-shows.

GCA is committed to hiring and retaining the most productive and qualified personnel for each client site. GCA's quality assurance, employee incentives, training, and risk management programs support this commitment. By hiring the right people and implementing proactive programs, the management team keeps liability and turnover low while exceeding client satisfaction expectations.

GCA meets its personnel needs by selecting, promoting, and transferring associates or applicants from among those best qualified to perform the work required. Equal employment opportunity is provided to all. Whenever possible, management and supervisory vacancies are filled by promoting from within.

GCA maintains a full-service, professional human resources department. These experts utilize all available means to ensure that the best staff is always available and "in the pipeline." Recruiting methods include Internet advertising, local job fairs, advertising in nearby newspapers, and targeted recruiting with a national search firm, flyer distribution and fieldwork. Additionally, in cases where GCA is replacing another firm, with permission from the incumbent contractor and the client, GCA will meet with all available interested employees and offer employment with our company provided prospective employees pass the GCA hiring requirements including background checks and drug screening.

## Employee Advancement

GCA believes strongly in providing its employees with career advancement opportunities. Whether a productive staff employee wishes to become a supervisor, a supervisor endeavors to become manager, a manager seeks promotion to regional manager or some other form of advancement, GCA has implemented programs and initiatives to assist employees in achieving these goals.

Training programs are readily available for those expressing interest. Many of our regional managers have advanced through various ranks to achieve significantly higher paying positions with additional responsibilities. *While good for the employees, as a growing company, this simply makes sense!*



## Equal Employment Opportunity

**GCA is committed to providing equal employment opportunity** for all persons regardless of race, color, religion, sex, age, marital status, national origin, citizenship status, disability, or veteran status. Further, GCA does not condone any form of discrimination or harassment.

We fill our employment needs by selecting, promoting, and transferring associates or applicants from among those qualified to perform the available work, with a view toward selecting the most qualified candidate for the job. Whenever possible, we attempt to fill vacancies by promoting from within when current associates are qualified and available.

Equal opportunity extends to all aspects of the employment relationship, including hiring, transfers, promotions, training, termination, working conditions, compensation, benefits and other terms and conditions of employment.

GCA complies with all federal, state and local equal employment opportunity laws and strives to keep the workplace free from all forms of harassment, including sexual harassment. GCA clearly understands it is illegal to harass others based on their sex, sexual orientation, age, race, color, national origin, religion, marital or veteran status, citizenship, disability and/or other protected personal characteristics.

Harassment includes but is not limited to making derogatory remarks about such characteristics, making 'jokes' about ethnic and/or other groups, and other verbal, physical and visual behavior. We consider harassment in all forms to be a serious offense.



Associates who have been subject to prohibited discrimination or harassment should immediately report the incident to their Supervisor or their Human Resources Department. Complaints are investigated immediately and handled as confidentially as possible. GCA ensures that associates following this complaint procedure are protected against illegal retaliation.

Any reported violations of EEO law or this policy are investigated. Supervisors or associates found to have engaged in discriminatory conduct or harassment are subject to immediate disciplinary action, up to and including immediate termination of employment.

### **Our Rigorous Staff Selection Process**

The following diagram illustrates the extensive process that GCA Services Group will utilize in our selection process.



## EMPLOYEE BENEFITS

### 401(k) Retirement Plan

The 401K Plan includes 100% company match on the first 1% of earnings, with a company maximum of 3.5% of earnings at an employee contribution of 6%.

Employees are eligible to participate in the plan after one (1) year of service. The plan investments are self-directed and each participant is provided with easy to understand investment materials to help them determine what investment options best fit their retirement horizon.



GCA Services Group is proud to offer a “safe harbor” 401k plan to its employees. What does that mean to you?

- If you have worked for GCA one (1) year and are 21 years of age you will be automatically enrolled
- Pre-tax contributions to a maximum of 25% of your earnings, up to the IRS maximum allowed
- Participant directed investments
- Company match is based on your earnings, not on your contribution amount
- 100% match for the first 1% and 50% match 2 to 6% to a maximum of 3.5% of your earnings
- Entry dates 2 times per year – January and July
- Changes to your elections allowed once per quarter

As an example: You are making \$10.00/hr and work 40 hours per week:

You elect to contribute 5% into the plan, therefore the Company would contribute 3% (100% of the first 1%, 50% of the next 4%) of your earnings. This would be a deduction from your paycheck of \$40.00 bi-weekly (\$800.00 x 5%) with an additional \$24.00 being paid by the Company (\$800.00 x 3%).

**Annual contributions would then be \$40.00 x 26 pay periods = \$1,040.00, with an additional \$624.00 being contributed by the Company.**

**Total annual savings would be \$1,664.00.**

**With consideration of the market conflict over the provision of health care insurance for employees in the facilities management industry, GCA is consistently researching health care alternatives for its employees.**

GCA Services Group provides three major medical plans, through United Healthcare for salaried and administrative employees, as well as our hourly employees. All plans offer comprehensive coverage with affordable co-pays and deductibles and the cost sharing arrangement for each plan can be tailored based upon each client's circumstances and financial needs. Each plan provides the employee with access to a broad network of health care providers as well as state of the art claims processing. Our intent is to provide plans that meet the individual needs of each employee and their family and doing so at a competitive rate.

GCA also offers a Health Care Plan through Humana that satisfies the individual mandate requirement under the Affordable Care Act. This plan will provide options for coverage for doctor's office visits, telemedicine, outpatient care, prescription drugs, hospital care, emergency care, dental, vision, term-life life insurance for employee and dependents, and short-term disability.

It is important to note that employee health insurance plans vary. GCA works with its clients to develop the most effective program balancing company and employee desires with client financial needs. As part of its 'tailoring process,' GCA recommends investigating all alternatives to develop a benefits program meeting these objectives. Like many program elements, employee benefits can be tailored any number of ways.

## **LITIGATION**

In lieu of providing a summary of individual complaints and lawsuits, GCA hereby represents that there is no current or impending litigation that will have a materially adverse impact on GCA's business or its ability to meet the requirements of this RFP.