OPERATIONS MANUAL

2024

July, 2024

INDEX

Disclaimer. This Manual is not intended to constitute legal or other professional advice or professional opinion of any kind. Users of this Manual, in part or in whole, are advised to seek specific legal advice by contacting your attorney regarding any specific legal matters, including compliance with Federal, State, County, or Municipal laws and regulations, and your tax professional regarding tax matters. The information in this Manual is compiled from years of experience, as well as general practical application of procedures in multiple successful franchised locations throughout the United States and Canada. Laws may vary from state to state, region to region, county to county and city to city. Your franchised business is subject to your verification of certain Federal, State, County, Municipal and Employment laws and regulations through your legal, tax and employment law professionals.

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Dear Franchisee:

Before you start studying the Operations Manual, I would like to personally welcome you to the Enviro-Master family. We are delighted that you chose to partner with Enviro-Master, as we strive to provide the best products and services in our industry!

Whether you are a new Franchisee, or an existing one, this Operations Manual is designed to be a comprehensive guide to running your franchise successfully. Our manual covers our business structure, products and services offered, supplies and equipment required, as well as the policies and procedures that ensure quality and consistency across our brand.

Success in our business will be reflective of how well you follow this manual, and your ability to create and execute a sound business plan, manage your financial statements, maintain high standards within your organization, and work with us, to create a great franchise brand.

You are part of a network of successful entrepreneurs who share a common vision for providing high-quality products and services to our customers, and a great environment for our employees to work. We pride ourselves in going the ***Extra Mile*** for each of them!

If you have any questions or concerns, please do not hesitate to contact us at any time. We are here to support you and help you achieve your goals. We look forward to working with you and seeing your business prosper as a member of our franchise family.

Congratulations on taking this exciting step in your entrepreneurial journey!

Sincerely,

Tod F. Bierling
President and Chief Executive Officer

CHAPTER 1 INTRODUCTION

This Operations Manual ("Manual") was prepared by Enviro-Master International Franchise, LLC ("Franchisor" or "Enviro-Master") and information contained herein is the exclusive and proprietary property of the Franchisor. It is provided to Enviro-Master Franchisees ("Franchisees") to assist them in framing, launching, and successfully and operating an Enviro-Master Franchise, and is only to be shared with those working for or with an Enviro-Master Franchise on a need-to-know basis, except for any legal or accounting professional of the Franchisee or other legal authority which may require its access or review while providing professional services or review to the Franchisee. In any event, the Franchisee should obtain a written, signed Confidentiality Agreement with the Franchisee attorney, CPA, or accountant prior to providing such access, like the Confidentiality Agreement signed by you at the time of Enviro-Master's disclosure to you of the Franchise Disclosure Document ("FDD"), a copy of which is an exhibit to the FDD. The FDD also included as an exhibit, a sample Employee Confidentiality and Non-Competition Agreement for use in on boarding your employees into the Franchised Business.

The Operations Manual is to be kept in a secure location whether in hard copy or electronic. Enviro-Master will update this manual from time to time and provide such updates to Franchisees as they become available. It is the Franchisee's responsibility to supplement and update the Franchisee copy of the manual as these updates are provided. Should a Franchisee manual become lost or stolen, please contact Enviro-Master immediately. Finally, this Manual (and all copies both electronic or in hard copy) must be returned to Franchisor, if, for any reason, a franchise expires or is terminated. It is the Franchisee's responsibility to account for all copies of the Enviro-Master Operations manuals.

CHAPTER 2 UNDERSTANDING PROPER STRUCTURE

Enviro-Master was built to be a scalable business model, and to achieve your goals for your franchise you will need to be properly structured as your franchise grows. Unlike a traditional restaurant or coffee shop, the Enviro-Master model requires you to "**retain**, **grow**, and **gain**" customers to attain the profit you wish to make. Building additional buildings is not necessary, however, ***structure and staffing your business accordingly through the business's various stages is key***. The key to executing your strategy is always understanding your role in the business and the role of the employees that work for you. The larger your business becomes, the more it will want to pull you into doing jobs that are urgent instead of important. ***Your role in this business is to always be the sales leader***, the first stage in the business model requires you to be the Sales Representative, and to master, to the best of your abilities, the sales process. In this first stage you are the primary salesperson, and the Operations Manager performs most of the installations, scrubs, and may run a small amount of route while the business grows. It is important to understand that the role of the Operations Manager is to run the service side of the business through all its stages. Like you, the Operations Manager's job role will change as the business grows. ***When an owner becomes too heavily involved in the operations side of the business, growth always suffers.***

The following Chapters of this manual are proven processes and procedures that should be implemented, whether there are two (2) people or fifty (50) people in the organization. Establishing these processes from the start will help with execution of the goal(s) and growth of the business and model. With "people" being an integral piece of operating the scalable business model, communication is key and having a management (L10) meeting is essential, to review progress, the need for additional employees, and reenforcing core values. As the structure grows it becomes essential to be sure the right person is in the correct position to achieve success.

Franchisees nearing the $500k should hire their first Territory Sales Executive (Hunter). Currently, Franchisees often make the mistake of then staying in the office. **DO NOT MAKE THIS MISTAKE – STAY IN THE FIELD SELLING!** If you become distracted, the net effect on your business is additional overhead without added growth. It is extremely important that your Operation's Manager continues to lead the department. It is also time to hire a part-time office person. As the business grows in revenue, each structure model adds additional positions within the structure, to support the scalable business model's growth.

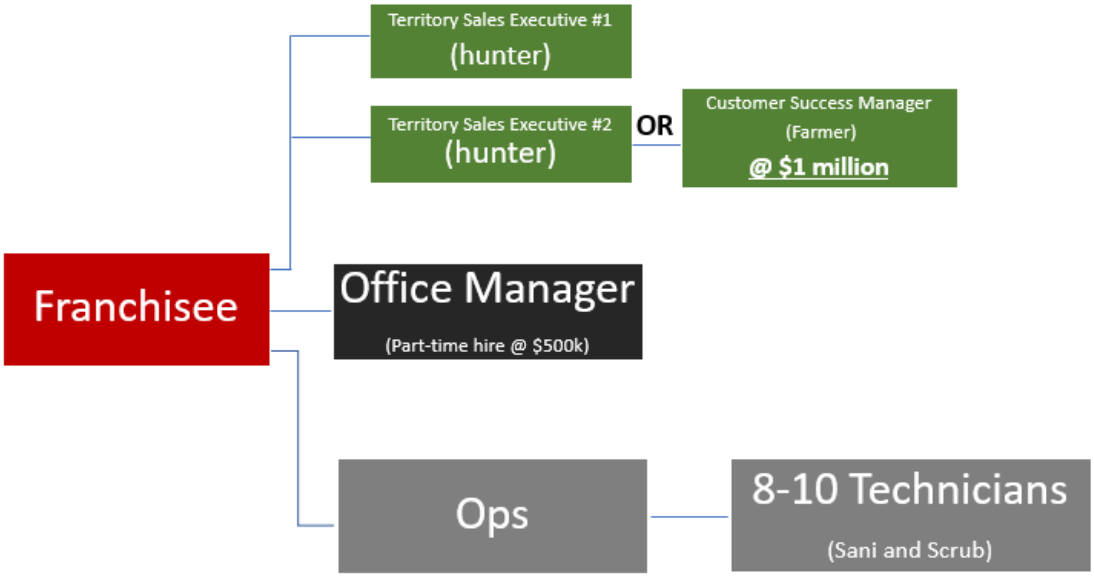
NOTE: *Operationally, as the business grows in annual revenue, a general rule for hiring service technicians is - every $1,800 - $2,000 in weekly revenue hire a Health & Safety Technician (HST) to service this revenue. With sales reaching their goal of $150 per week in reoccurring revenue, every 12 – 13 weeks an additional technician should be hired. (Example: $150 X 12 = $1,800) As reflected in the chart below from $0 to $500k in annual revenue you should have approximately two (2) HST's, one (1) Scrub technician, one (1) Territory Sales Executive and one (1) Sales Representative, an Operation's Manager, and yourself. Continue following this general rule to add HST's, hence always be in recruiting mode.*

Organization Charts based off revenue volume: $0 - $500k.

Organization Charts based off revenue volume: $500k - $1 Million.

The next stage involves your operation hiring its second Sales Representative. This is when your role as the Franchise owner involves coaching and mentoring your Sales Representatives. While coaching these reps, it is important that you continuously lead from the front and focus on your own sales pipeline. At the $500,000 in annualized business stage there starts to become "noise" or urgent tasks that come up that can distract you from growing the business, your focus and objective is sales growth, as many of those tasks can easily be managed by a part time office person.

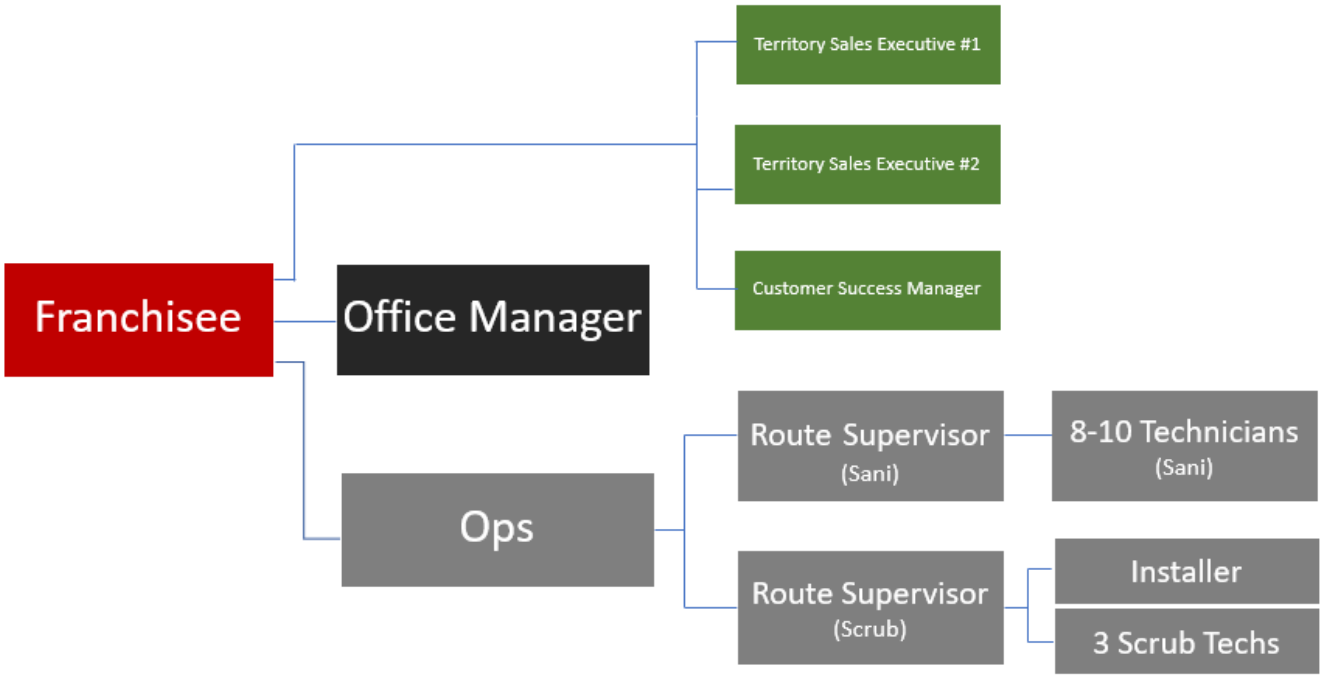
As the business continues to grow, the scalability of the Enviro-Master model comes into view. ***The role of the franchise owner migrates into 100% sales coach*** and working on the business and NOT in the business, while continuing to focus on those things that will grow the business.



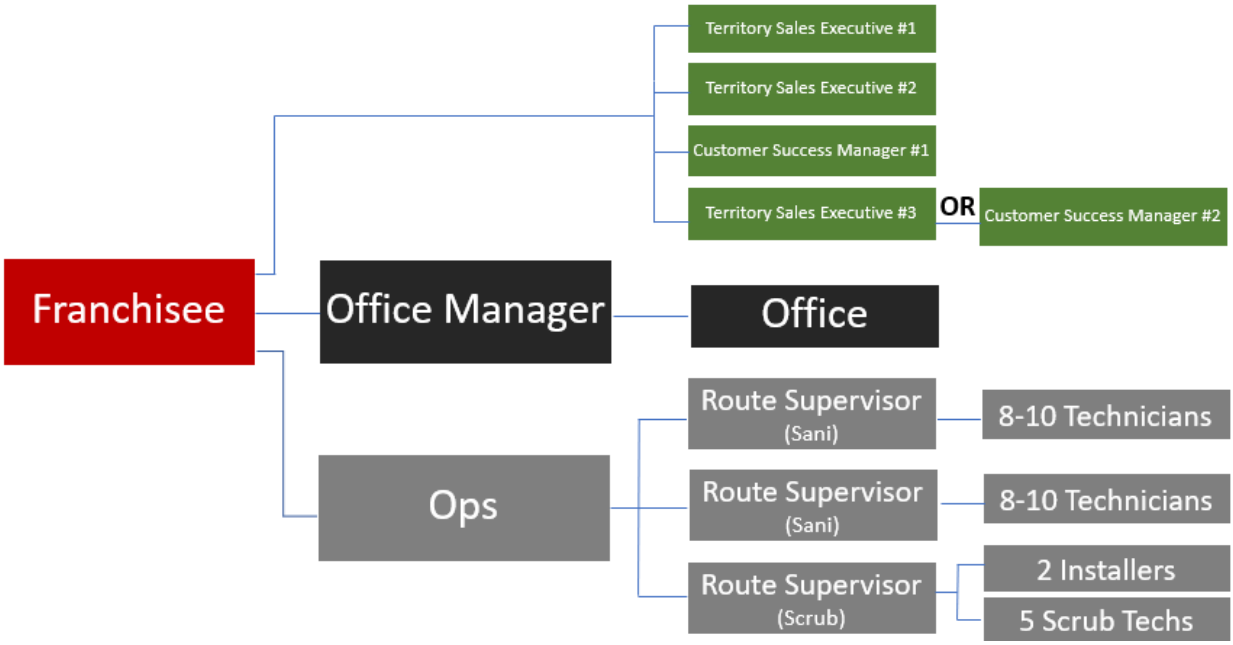
The larger this business becomes, the more important it is for the franchisee to continue to FOLLOW THE MODEL. It is highly encouraged to partner with the "**Sales Coaching Program**," "**Inside Sales**," and "**Marketing**" throughout the "gain" and "growth" of your business. At this point, discussing with individuals of the Sales Coaching program the addition of a "Customer Success Manager (CSM), as they are considered a salesperson towards compliance, to assist with hiring for this position. This position is focused on strategically increasing current customer growth through additional services and products and retention while increasing invoice revenue amounts and the return on investment (ROI). The Sales Coaching Program is a partner in assisting with the sales training, coaching, accountability, and mentoring the sales positions which is extremely important for success. The strategy of the business is, and always will be, "**Retain**-**Grow**-**Gain**," and if the model is not followed and executed properly, the business is bound to become "out of round."

Organization Chart based off revenue volume: $1 - $2 Million.

Again, the larger this business becomes, the more important it is for the franchisee to continue to FOLLOW THE MODEL. Between $1.2 and $1.5 million the position of Route Supervisor is added to oversee Scrub technicians and HST's (Health & Safety Technicians). This position assists the Operation Manager with training, route coverage, installations, repairs, emergencies, and everyday situations, providing flexibility so operationally the Operation Manager is focused on "recruiting," to stay in pace with new sales as well to maintain high "service quality and response," "retention," and growing the business with the team while managing the weekly revenue expectation.



Organization Chart based off revenue volume: $2 - $3+ Million.



When the model is executed properly and staffed accordingly, the business enjoys success and rolls like a perfect circle. Follow the model and enjoy success, get off track and growth and cancellations will become a problem.

Section V Chapter 36, Section F of the Operations Manual provides the structure charts with Accountability Matrix definitions recommended by position, as well the accountabilities processes are further detailed/described in more detail in the forthcoming chapters.

CHAPTER 3 INSURANCE AND INDEMNIFICATION

Before opening your Franchised Business, your Franchise Agreement requires that you obtain all required insurance coverage at Franchisee's sole cost and expense. In addition, the Franchise Agreement provides that you must obtain an endorsement to your policy that clearly designates Enviro-Master International Franchise, LLC as a Certificate Holder and as an Additional Insured including (1) Workers Compensation & Employers Liability; (2) Automobile Liability Insurance (including Hired & Non-Owned Auto Liability); (3) Comprehensive General Liability Insurance, including products and completed operations and personal injury protection; (4) Umbrella Liability; (5) Property Insurance; (6) Employment Practices Liability Insurance; (7) Pollution Insurance Policy; and (8) other insurance coverage as required by applicable law in the greater of the amount set forth below or as required by the state/province in which the Franchised Business operates, all in forms satisfactory to Franchisor and in at least the following minimum amounts:

Commercial General Liability (Occurrence Form)

General Aggregate (other than Prod/Comp Ops Liability)	$2,000,000
Products/Completed Operations Aggregate	$2,000,000
Personal & Advertising Injury Liability	$1,000,000
Each Occurrence	$1,000,000

Commercial Automobile Liability

Combined Single Limit	$1,000,000 (each accident)
Hired and Non-Owned Auto	$1,000,000 (each accident)

Workers Compensation and Employer's Liability

Worker's Compensation	State Statutory Limits
Employer's Liability	
Bodily Injury by Accident	$1,000,000 each accident
Bodily Injury by Disease	$1,000,000 policy limit
Bodily Injury by Disease	$1,000,000 each employee

Revenue calculations below are reviewed annually and are determined by the previous 16 weeks revenue and then annualized.

Umbrella Liability (to overlay General Liability, Auto Liability and Employer's Liability Coverages)

Each Occurrence and Aggregate	$1,000,000 (less than $2mm revenue)
Each Occurrence and Aggregate	$2,000,000 ($2mm - $3mm revenue)
Each Occurrence and Aggregate	$3,000,000 ($3mm - $4mm revenue)
Each Occurrence and Aggregate	$4,000,000 (greater than $4mm revenue)

Employment Practices Coverage

The minimum coverage amount of $1,000,000
or such other amount that Franchisor designates from time to time.

Pollution Liability
Each Occurrence $500,000

Property Insurance
The minimum coverage amount of $25,000
or such other amount that Franchisor designates from time to time.

The only approved designated supplier for insurance coverage is:

Brett Haughey
Insurance Advisor
NOBLE INSURANCE ADVISORS
Navigating Risks & Securing Futures
704-585-8310 direct
803-984-3766 mobile
www.nobleia.com
haughey@nobleia.com

Enviro-Master will review annually with its franchise counsel the kinds and amount of coverage franchisees should be required to obtain. This review will include a review of Enviro-Master's own insurance, looking for what gaps may exist in their own coverage, and what gaps may exist in your coverage to ensure that the Enviro-Master system and your Franchised business are protected and safe from unwanted and unexpected litigation.
From time to time, if such review warrants an increase in required limits, the entire Enviro-Master System will be notified to modify their coverage and this section of the manual will be appropriately updated to include increased limits.
If a Franchisee is determined to be out of compliance, and fails or refuses after notice, to become compliant, Enviro-Master will seek an endorsement to its own insurance coverage to insure over the non-compliant gap. Any charges related to such endorsement will be charged back to the non-compliant Franchisee and swept from the Franchisee's weekly receivables.
You should not rely on the minimum insurance requirements to be sufficient or adequate in the event of a coverage event. Enviro-Master's annual review or verification that your coverage complies with your contractual requirements does not reduce or eliminate your obligation to confirm your policies are in compliance with your franchise agreement.

CHAPTER 3 (A) FINANCIAL INTEGRITY POLICY

1. INTRODUCTION

1.1. Enviro-Master is committed to conducting its business activities with honesty and fairness. An important part of honouring this commitment is by acting with the highest level of ethical standards and financial integrity. This Financial Integrity Policy (the **Policy**) sets out guidance that should be adhered to in relation to anti-money laundering and terrorist financing and sanctions issues.

1.2. This Policy applies to all:

1.2.1. Enviro-Master officers, directors, and employees, and Enviro-Master franchisee officers, directors, employees, and workers (together **Enviro-Master Personnel**); and

1.2.2. Third parties acting on Enviro-Master's behalf, including agents, consultants, contractors, and sub-contractors. (**Third Parties**).

2. SCOPE

2.1. All Enviro-Master Personnel and Third Parties are required to:

2.1.1. Read, understand, and comply with this Policy;

2.1.2. Avoid any activity that might lead to or suggest a breach of this Policy; and

2.1.3. Report any known or suspected activity that may be in breach of this Policy.

3. FINANCIAL INTEGRITY – KEY RESPONSIBILITIES

3.1. Enviro-Master Personnel and Third Parties must ensure that they comply with all applicable laws and regulations when conducting business for Enviro-Master.

3.2. Enviro-Master Personnel and Third Parties must comply with U.S. and other applicable import/export controls, sanctions, and anti-boycott laws when conducting business for Enviro-Master and must avoid taking any action which would cause Enviro-Master to violate any applicable laws.

3.3. Enviro-Master Personnel and Third Parties must not make false, inaccurate, or intentionally misleading statements or entries in the accounting books, records, or communications with external/internal auditors.

3.4. Enviro-Master Personnel and Third Parties must comply with applicable anti-money laundering and anti-terrorist financing laws. Furthermore, you must take reasonable steps to scrutinize sources of funds and conduct due diligence of customers, counterparties, or other business parties to avoid facilitating money laundering and/or terrorist financing.

4. SANCTIONS

4.1. Enviro-Master is committed to adhering to the economic sanctions laws and regulations administered by the U.S. Department of Treasury's Office of Foreign Asset Control (**OFAC**) as well as other relevant bodies including Global Affairs Canada, Public Safety Canada, and the Department of Justice Canada. This Policy seeks to facilitate Enviro-Master's compliance with sanctions laws and to reduce operational, reputation and legal risks that could arise from breach of these laws.

4.2. OFAC's laws and prohibitions apply to transactions involving the United States or conducted by any U.S. person, wherever located. U.S. persons means any United States citizen, wherever located in the world (including dual citizens), any permanent resident of the United States, any person located in the United States, and any entity organized under the laws of a U.S. authority.

4.3. Enviro-Master Personnel and Third Parties must take the appropriate steps to ensure that they do not approve, facilitate, participate, finance or guarantee a transaction involving a person or entity who is on the specially Designated Nationals And Blocked Persons List ("SDN List"), or otherwise the target of OFAC laws or other applicable sanctions laws.

4.4. Enviro-Master Personnel and Third Parties conducting business on behalf of Enviro-Master must never enter business relationships with any OFAC-sanctioned party. Any attempts to do so must be reported to the CFO.

4.5. To ensure that Enviro-Master Personnel do not violate applicable sanctions laws, including OFAC, customer/third party screening and customer/third party due diligence should be conducted where appropriate. Enviro-Master will collect the appropriate information and screen for ultimate beneficial ownership where customers or counterparties are corporate entities.

5. Third Parties acting on behalf of Enviro-Master should also have in place the appropriate procedures to ensure that they do not violate applicable sanctions laws when acting on Enviro-Master's behalf. **ANTI-MONEY LAUNDERING AND ANTI-TERRORIST FINANCING**

5.1. Enviro-Master expects its Personnel and Third Parties acting on its behalf to act with high financial integrity. This includes protecting against inadvertently facilitating money laundering or funding terrorist organizations while conducting business. This can be done by scrutinizing sources of funds and the identity of parties with which Enviro-Master enters business relationships.

5.2. Money laundering is the process criminals use to disguise the illegal origin of funds. Terrorist financing involves the solicitation, collection, or provision of funds with the intention that they be used to support a terrorist organization. Laws are put in place to prevent both money laundering and terrorist financing. Enviro-Master Personnel and Third Parties must comply with all applicable anti-money laundering and anti-terrorist financing laws.

5.3. Potential indicators, or "red flags," of money laundering activity which Enviro-Master Personnel may encounter, fall into three broad categories: client behaviour, source of funds, and nature of the business. Below are examples of some common red flags:

5.3.1. The customer/counterparty attempts to disguise the real owner of the business or the parties to the transactions;
5.3.2. The customer/counterparty refuses to engage in the due diligence / KYC process;
5.3.3. The customer/counterparty insists on an unusual amount of secrecy and/or urgency and/or tries to convince Enviro-Master to dispense with necessary steps in its due diligence / KYC process on the grounds of secrecy and/or urgency;
5.3.4. The customer/counterparty is in a distant geographical location and there is no other apparent reason the customer/counterparty wishes to transact with Enviro-Master;
5.3.5. The bank account of the customer/counterparty is in a different geographical location than where the customer/counterparty is based;
5.3.6. The customer/counterparty changes their requirements / instructions / orders numerous times in a short space of time with no apparent legitimate explanation;
5.3.7. The customer/counterparty insists on using cash;
5.3.8. There appears to be a third-party funder without an apparent connection to the business or a legitimate explanation for their participation;
5.3.9. The ownership structure of the customer/counterparty is overly complicated with no legitimate or economic reason; or
5.3.10. Documents produced in the due diligence / KYC process appear to be false or otherwise suspicious.

5.4. To ensure that Enviro-Master Personnel do not violate applicable anti-money laundering and anti-terrorist financing laws, customer/third party Know Your Customer ("KYC") and due diligence should be conducted where appropriate.

5.5. Third Parties acting on behalf of Enviro-Master should also have in place the appropriate procedures to ensure that they do not violate applicable anti-money laundering and anti-terrorist financing laws when acting on Enviro-Master's behalf.

6. PREVENTION MEASURES

6.1. **Risk Assessments**. Where appropriate Enviro-Master Personnel and Third Parties should conduct risk assessments which allow for the evaluation and mitigation of risks relating to sanctions, and anti-money laundering and anti-terrorist financing.

6.2. **Accurate Books and Record-Keeping**. All Enviro-Master Personnel must ensure that accurate books and records are maintained.

6.3. **Effective Monitoring and Internal Control**. Enviro-Master companies and franchises must ensure that they maintain an effective system of internal control and monitoring of transactions and implement the necessary procedures to prevent the facilitation of money laundering or terrorist financing or the violation of sanction laws.

7. RAISING A CONCERN

7.1. All Enviro-Master Personnel have a responsibility to help detect, prevent, and report breaches of this Policy, in particular any suspicious activity, wrongdoing, or violation of the law.

7.2. Enviro-Master is committed to ensuring that all Personnel have a safe, reliable, and confidential way of reporting any suspicious activity.

7.3. If you have a concern please speak up. If you are concerned that about a breach of this Policy, you must report the issue/concern to your Manager or the designated Human Resource person.

7.4. If you are not satisfied that the matter has been adequately addressed, you should make a report to the CFO.

7.5. If you would prefer to raise a concern anonymously, please report the issue to the confidential whistle-blower: integrityreporting@enviro-master.com.

7.6. If an incident of wrongdoing is reported, we will act as soon as possible to evaluate and address the situation in a fair and appropriate manner, paying due regard to your rights, safety, and interests as a whistle-blower. You will never be punished for raising questions or making a report in good faith.

8. BREACH OF THIS POLICY

8.1. Any breach of this Policy by Enviro-Master Personnel or a Third Party acting on behalf of Enviro-Master will be regarded as a serious matter by Enviro-Master and may result in disciplinary action up to and including dismissal without notice.

8.2. We may terminate our relationships with third party organisations working on our behalf if they breach this Policy.

CHAPTER 3 (B) ANTI-BRIBERY & ANTI-CORRUPTION POLICY

INTRODUCTION

8.3. Enviro-Master is committed to conducting its business activities with honesty and fairness. An important part of honouring this commitment is acting with the highest level of ethical standards and complying with all applicable anti-bribery and anti-corruption laws, including the Foreign Corrupt Practices Act of 1977 (**FCPA**) and applicable laws in other jurisdictions where Enviro-Master and its franchisees operate.

8.4. This Anti-Bribery and Anti-Corruption Policy (the **Policy**) provides rules and guidance in relation to the ethical business activities of Enviro-Master. This Policy sets a minimum standard to be followed.

8.5. This Policy applies to all:

8.5.1. Enviro-Master officers, directors, employees, and franchisees (together **Enviro-Master Personnel**); and

8.5.2. Third parties acting on Enviro-Master's behalf, including agents, consultants, contractors, and sub-contractors (**Third Parties**).

9. KEY RESPONSIBILITIES

9.1. All Enviro-Master Personnel and Third Parties are required to:

9.1.1. Read, understand, and comply with this Policy;

9.1.2. Avoid any activity that might lead to or suggest a breach of this Policy; and

9.1.3. Report any known or suspected activity that may be in breach of this Policy.

10. DEFINITIONS

10.1. "**Agent**" means any individual or firm authorized, whether formally or not, directly or via an intermediary, to act or represent that it acts on behalf of Enviro-Master and/or its Franchisees.

10.2. "**Anything of value**" means cash or cash equivalents, gifts (including gifts to family members), discounts on products and/or services not readily available to other customers, commission payments, stock shares, a promise to pay, loans, assumption or forgiveness of a debt, payment or reimbursement of expenses, personal favors, entertainment, meals, travel, political & charitable contributions, business opportunities, medical care, an offer of employment for a government official or a relative of a government official, or any other benefit paid or given.

10.3. "**Facilitation Payment**" means a payment designed to secure or expedite a routine government action that involves non-discretionary acts by a Government Official (for

example, processing visas, providing police protection or mail service, and supplying utilities such as phone service, power, and water).

10.4. "**Franchisee**" means the party to whom Enviro-Master, as franchisor, has granted a franchise under an operating franchise agreement.

10.5. "**Government Entity**" means an entity or business which is owned (fully or partially), controlled, funded by, or affiliated with a government or a governmental organization.

10.6. "**Government Official**" means any of the following, at any level of seniority including low-ranking:

10.6.1. Officers, employees, or official representatives of any national, regional, local, or other government or Government Entity, including elected officials; or

10.6.2. Officers, employees, or official representatives of Government Entities; or

10.6.3. Current candidates for political office at any level; or

10.6.4. Political parties and their officials; or

10.6.5. Officers, employees, or official representatives of public/quasi-governmental international organizations, such as the World Bank, Red Cross, United Nations, International Monetary Fund, etc.

10.7. "**Kickback**" means an illegal payment intended as compensation for preferential treatment or any other type of improper services received.

11. BRIBERY AND CORRUPTION

11.1. **Bribery.** Bribery is the offer, promise, giving, soliciting, or receiving of money or anything of value as an inducement for an action which is illegal, unethical, in breach of a duty to act in good faith, impartially, in accordance with a position of trust or the law. Bribes can be made directly or indirectly through an intermediary such as a Third Party.

11.1.1. Bribery may take on many different forms, for example payments to:

11.1.2. circumvent a licensing or permit requirement;

11.1.3. secure favourable tax treatment; or

11.1.4. reduce or eliminate customs duties;

Note: this list is not exhaustive, and bribery may take other forms.

11.2. **Corruption.** Corruption is the abuse of entrusted power or position for private gain. Even a demand for a small payment or favour can amount to corruption. Corruption is a criminal offence in the countries in which Enviro-Master operates and corrupt acts may lead not only to the investigation and prosecution of the company, but may also expose employees to the risk of prosecution, fines and imprison etc.

12. STANDARD OF CONDUCT

12.1. Enviro-Master prohibits you from giving or receiving bribes of any kind. Accordingly, all Enviro-Master Personnel and Third Parties **must not** make a payment, offer, or promise for the purpose of:

12.1.1. Influencing any act of decision of a foreign official in his official capacity,

12.1.2. inducing a foreign official to do or omit to do any act in violation of the lawful duty of such official,

12.1.3. securing any improper advantage, or

12.1.4. inducing a foreign official to use his influence with a foreign government or instrumentality thereof to affect or influence any act or decision of such government or instrumentality.

12.2. Enviro-Master Personnel and Third Parties **must not** make a payment, offer, or promise to assist in obtaining or retaining business for or with, or directing business to, any person.

12.3. All Enviro-Master Personnel and Third Parties **must not** solicit or receive a bribe in exchange for improperly performing a relevant function or activity or where the solicitation or receipt of the bribe would itself constitute improper performance of a relevant function or activity.

12.4. Furthermore, Enviro-Master Personnel and Third Parties acting on behalf of Enviro-Master **must not**:

12.4.1. Give a gift or hospitality that is unduly lavish or extravagant under the circumstances;

12.4.2. Retaliate against, threaten, or victimise anyone who has refused to be involved in bribery or corrupt practices, or who has raised concerns under this Policy;

12.4.3. Engage in any other activity that might lead to a breach of this Policy; or

12.4.4. Ask anyone else to do any of the above on their behalf.

12.5. Enviro-Master prohibits Facilitation Payments unless the specific approved in advance in writing by the CFO, on the basis that it is lawful and vital to Enviro-Master's business interests. All Facilitation Payments must be accurately described and recorded in the appropriate accounting books and records of the relevant Enviro-Master entity or franchise. Failure to obtain advance written approval for, and the accurate recording of, any facilitation payment is grounds for disciplinary action, up to and including termination.

12.6. This Policy is not meant to prohibit the following practices providing they are customary in a particular market, are appropriate, proportionate, bona fide and properly recorded:

12.6.1. Normal and appropriate hospitality (for example occasional lunches or dinners that are connected to genuine business discussions and of moderate value);

12.6.2. The giving of small ceremonial gifts on a holiday or festival or other special occasion (e.g., the birth of a child); or

12.6.3. The use of any recognised fast-track process which is available to anyone on payment of a fee to an entity or agency (not an individual), and where the entity or agency will issue a receipt for the payment.

13. BOOKS AND RECORDS

13.1. Anti-corruption laws require a company to maintain books, records, and accounts in reasonable detail, accurately reflecting all transactions of the company regardless of value, and to maintain an adequate system of internal accounting controls.

13.2. Accurate financial records must be kept, and Enviro-Master entities and franchises must have appropriate internal controls in place to maintain them. Accounts must never be kept “off book” to facilitate or conceal improper payments. Records must always be true; you may not take any action designed to falsify records or disguise a transaction.

13.3. Payments to Third Parties must be accurately documented, including the business reason for the payments. All accounts, invoices, and other records relating to dealings with Third Parties including suppliers and customers, should be prepared with strict accuracy and completeness.

14. PREVENTION MEASURES

14.1. **Risk Assessments**. Where appropriate Enviro-Master Personnel should conduct periodic risk assessments to evaluate and mitigate risks relating to anti-bribery and anti-corruption.

14.2. **Accurate Books and Record-Keeping**. All Enviro-Master Personnel must ensure that accurate books and records are maintained.

14.3. **Vetting Third Parties**. Enviro-Master companies and franchises must ensure that they implement an effective process for vetting any third parties with whom they enter relationships in order identify and mitigate or avoid any bribery or corruption risks.

14.4. **Effective Monitoring and Internal Control**. Enviro-Master companies and franchises must ensure that they maintain an effective system of internal controls, monitor transactions, and implement the necessary procedures to prevent bribery and corruption.

15. RAISING A CONCERN

15.1. All Enviro-Master Personnel have a responsibility to help detect, prevent, and report instances not only of bribery, but also of any other suspicious activity, wrongdoing, ethical misconduct, or corruption.

15.2. Enviro-Master is committed to ensuring that all Personnel have a safe, reliable, and confidential way of reporting any suspicious activity.

15.3. If you have a concern regarding a suspected instance of bribery or corruption, or any other suspicious activity, please speak up. If you are concerned that a corrupt act of some kind is being considered or conducted, either within Enviro-Master, its franchisees, or by a third party acting on behalf of Enviro-Master, you must report the issue/concern to your Manager and/or CFO. If for some reason it is not possible to speak to your Manager, or if you are not satisfied that the matter has been adequately addressed, please report it to the CFO.

15.4. If you would prefer to raise a concern anonymously, please report the issue to the confidential whistle-blower: integrityreporting@enviro-master.com.

15.5. If an incident of bribery, corruption, or wrongdoing is reported, we will act as soon as possible to evaluate and address the situation in a fair and appropriate manner, paying due regard to your rights, safety, and interests as a whistleblower. You will never be punished for raising questions or making a report in good faith.

16. TRAINING

16.1. Principles and expectations set out in this ABAC Policy should be communicated to Enviro-Master Personnel. Where appropriate, Enviro-Master entities and franchisees should consider whether additional anti-bribery and anti-corruption training should be rolled out to individuals who may have exposure to the risk of bribery and corruption when acting on behalf of Enviro-Master.

16.2. Third Parties acting on behalf of Enviro-Master are expected to provide the appropriate training and information to their employees and workers to enable compliance with the Code.

17. BREACH OF THIS POLICY

17.1. Any breach of this Policy by Enviro-Master Personnel or a Third Party acting on behalf of Enviro-Master will be regarded as a serious matter by Enviro-Master and may result in disciplinary action up to and including dismissal without notice.

17.2. We may terminate our relationships with Third Party organisations working on our behalf if they breach this Policy.

CHAPTER 4 SALES - GAIN

When hiring a Salesperson, it is highly recommended that you follow the Retain, Grow, Gain Leadership Program outlined in the appendix of this manual.

Enviro-Master is a ***sales*** organization that happens to be in the hygiene business. Every person in your organization should be trained and required to sell Enviro-Master services and products, whether it is your Technicians, Operations Managers, and Customer Success Managers upselling to your current customers, or your outside Salespeople selling to new rooftops. This starts with the **Franchise Owner** and applies to the newest Technician. For your Franchised Business to reach its goals, you will need to structure your **sales** organization around continued ongoing weekly training and management for your technicians and sales staff.

Before hiring their first full-time Salesperson, the Franchisee should first operate in the sales position for the following reasons:

- First, it is hard to manage something you do not understand and little to no experience.
- Additionally, this instills empathy in you for the sales position and managing the person(s) in that position.
- This will give you confidence that if a Salesperson fails, your Franchised Business can continue to grow.
- The key factor to the Enviro-Master System and business is sales growth. Salespeople are likely to come and go over time and you do not want your business to stop growing while the search is conducted for a new Salesperson, which always takes time.

To succeed in the Enviro-Master business model, there must be a person in the field selling full-time to focus on **GAIN**.

CHAPTER 5 SALES TRAINING

The following is the optimal training procedure for new Franchisees and Salespeople:

The optimal path to a for any new Franchisee or Salesperson is to engage with sales training as quickly as possible. Additionally, a new Franchisee and all new Salespeople should view Enviro-Master services and products in the field and on EMU (Enviro-Master University) prior and during sales training. This saves valuable training time while in our Corporate Training Facility. When a Franchisee is ready to hire an outside Salesperson, Enviro-Master Corporate provides extensive sales training for both the Franchisee and newly hired Salespeople through our extensive onboarding program. Our SCP (Sales Coaching Program) provides assistance with ongoing sales coaching and development for your Salespeople.

A. **The EMU Learning Management System (LMS) is designed to accomplish the following:**

1. **EMU** is a Learning Management System and a tool designed to provide supplemental modules and resources in conjunction with in-field and classroom training to create well-rounded Franchise Operators and Salespeople.
2. It has been proven that salespeople engaging with EMU have significantly better results than those who don't, and as a result, sell more accounts.
3. EMU allows for consistent brand messaging to be delivered throughout the Enviro-Master System.

Like any training system, EMU must be used to be effective. It is recommended that at a **minimum**, the Franchisee/Salesperson should review our sales process with a Regional Sales Coach every 90 days.

Every Franchisee and Salesperson should be certified on the Enviro-Master Sales Pitch through **Enviro-Master Sales Bootcamp**. Operations Managers and Technicians should be certified on **"Who We Are and What We Do"** through EMU. It is highly recommended that every employee be certified in the "4 What's" product and service training as well.

B. **Classroom and Field.** Corporate training consists of both classroom training (EM Sales Bootcamp) and field sales training. **Enviro-Master Sales Bootcamp** is available to all new Franchisees and Salespeople in the Enviro-Master system. New salespeople can be enrolled in this program through the **E**M Sales Support Team**. (Search "Bootcamp" in EMU for a guide on how to enroll)**

C. **Learning About Products and Services.** The "classroom" is used to familiarize the seller with the products and services they will be selling. In this setting, the seller is taught services, strategy, process, verbiage/vernacular, and territory management. Additionally, the Sales Trainer will discuss competition which will be encountered in the field.

D. **Learning Best Practices.** Field sales training will consist of allowing the Franchisee and new Salesperson to observe the Sales Trainer and/or other experienced salesperson making

presentations and overcoming objections. By the third day of sales training, the seller should be presenting our products and services with the Sales Trainer present. After each presentation, the Trainer will critique the Seller as to what they did well and areas that need improvement.

E. **Understanding the Market.** The market for Enviro-Master's products and services is extremely large. Enviro-Master services restaurants, office buildings, manufacturing facilities, hotels, retail locations, daycares, and schools, among other types of businesses.

F. **Associations.** Enviro-Master also recommends that Franchisees join associations in your local market such as BBB, Chamber of Commerce, or the local restaurant association. The restaurant association also holds a local trade show each year. This provides the perfect platform to inform restaurant owners about the services and products which you provide in their community.

G. **Understanding the Competition.** In most markets across the United States and Canada, the hygiene industry is highly fragmented. Currently, Cintas is the only national competitor which has a restroom hygiene service, but is significantly less effective than Enviro-Master, while providing less services. Enviro-Master's position is to provide high quality services and products at a reduced price compared to that of its competitors. Additionally, Enviro-Master is unaware of any quality control procedures performed by its competitors, which means that their service quality normally cannot compare to that of Enviro-Master.

H. **Large Volume/Small Dollar.** The hygiene industry is known as a low dollar, high volume residual business, much like the pest control, vending, or car wash industry. For Enviro-Master Franchisees to succeed, they must service many customers. Therefore, in planning your sales strategy, you should consider the following as benchmarks:

1. Again, it is recommended that all Salespeople and Franchisees make a minimum of 25-30 cold calls per day. This means they should walk in 25-30 different doors and attempt to see the decision maker during each business day. Enviro-Master knows from experience that if a Salesperson makes thirty cold calls per day, he/she will usually have an opportunity to make 2-5 presentations to decision makers. Cold calls that turn into opportunities should be recorded in a Customer Relation Management (CRM) software for discussions and review at sales meetings. Business cards, menus and other contact data should be obtained, when possible, during cold calls and meetings.

2. The close rate of each Sales Representative and Franchisee is going to depend on several factors, including experience, work ethic, mindset, and attitude. The minimum expectation is for a Salesperson/Franchisee to average $150.00 of new weekly recurring sales. Each Salesperson (hunter), Franchisee, and Operations Manager should also perform a minimum of 10 Quality Control visits, obtain five 5-Star reviews, and close at least one upsell weekly. Customer Success Managers should perform a minimum of 20-25 QCs per week with 2-3 upsells.

3. In the event the Salesperson (hunter) is not experiencing success, there are generally two reasons for this,
    a. Not making enough daily calls and therefore, not making enough presentations. This problem is easy to remedy by reviewing the Salesperson's CRM and explaining that they will only be successful by making 30 cold calls per day. This normally resolves the problem.
    b. Lost confidence, which results in poor presentations and lowered pricing. ***This situation requires you to go out with the Salesperson and re-build their confidence by making sales together.*** (Note that when a Salesperson loses confidence, they also stop making the proper number of cold calls).
    c. After consulting with Enviro-Master Corporate and attempting unsuccessfully to turn around a struggling Salesperson, it is recommended to put the Sales Representative on **Performance Improvement Plan** (PIP). At that point, they will either "step-it-up" or decide to leave.

*****The best way to resolve any problem is to get in the car with the Salesperson. Identify the problem, coach them through it, and encourage them to succeed.**

CHAPTER 6 THE SALES PRESENTATION

The most difficult part of selling Enviro-Master services and products is getting in front of the decision maker. The Sales Presentation is covered in detail in **Enviro-Master Sales Bootcamp** and in EMU.

CHAPTER 7 LEVERAGING INSIDE SALES

One of the most effective means of marketing Enviro-Master services and products is with its Inside Sales Department. Enviro-Master is easily confused with the janitorial industry, and print media such as flyers, brochures, advertising in newspapers, and magazines typically fall short in conveying the difference between janitorial services and hygiene services. An experienced Inside Sales Representative can be highly effective. ***The Top 50% of Franchises that partner with Inside Sales close at 20% or better.***

Goals of Inside Sales:

- → Schedule quality appointments with decision makers and influencers
- → Diversify the account base of the Franchise system into multiple verticals
- → Greatly increase the efficiency of your sales staff with qualified and confirmed appointments
- → Improve technician routing efficiencies
- → Increase route profitability through targeted prospecting
- → Improve the attitude morale, and mindset of your sales staff by helping increase their close rate
- → The top "hunting" Salespeople in the system are knocking on all the doors around their preset appointments to generate additional revenue

A. Introduction

Currently, the Inside Sales Department offers outbound calling for appointment setting. Franchisees have dedicated Inside Sales Reps ("ISRs") to cold call businesses in your territory to create prequalified leads within their respective territories. The Inside Sales Representative turns cold calls into warm leads which leads to face-to-face appointments for Franchisees and Salespeople.

Using Inside Sales allows you to save time, increase productivity, optimize your territory, and maximize profitability.

B. Communication with Inside Sales

It is highly encouraged that Franchisees and Salespeople build a strong working relationship with their Inside Sales Rep. The ISR is an extension of your sales team. It's been proven that the better the relationship, the higher the closing percentage. The following recommendations on communication should be followed:

a. Salesperson and/or Franchisee and ISR should have daily communication. Communication could be through email, text, or phone.
b. The Franchisee/Salesperson should share their weekly schedule with the Inside Sales Rep to optimize time and territory management.

c. A weekly or bi-Weekly call should be scheduled between the Franchisee, Salesperson, and ISR to discuss appointments and strategy. From time to time or if necessary, a member of the Inside Sales Management team will attend.

d. A quarterly call should be held with the Franchisee and Inside Sales Management. This call will be used to discuss previous performance and a plan for moving forward. Inside Sales Management will schedule these calls with the Franchisee.

C. Expectations/Best Practices

a. **Number of appointments** – The number of appointments will be decided at the inception of the Inside Sales relationship. This number may fluctuate slightly from week to week, based on market conditions and capacity. This number may be adjusted to accommodate Franchise needs. ***Appointment count may be reduced by Inside Sales Management if the Franchise closing percentage falls below 20%. This will provide the ability to assess the relationship and determine a way to bring up the close rate.***

b. **Conversion Rate** – The Franchisee/Salesperson should be expected to maintain a close rate of 15% or better.

c. **Qualified Appointments** – A qualified appointment is a meeting that is set with a decision maker or influencer that agrees to the appointment. The establishment must have commercial restrooms, kitchens, dumpsters, windows, or other common spaces that may benefit from any of our services offered.

d. **Call Quality** – If an instance where the quality of an appointment is questioned, a recording of the call can be pulled from Inside Sales Management to provide urgent and constructive feedback to the Inside Sales team and/or outside Salesperson.

e. **Confirmation Calls** – Confirmation calls are an optional service offered through the Inside Sales Team. If requested, the Inside Sales Confirmation Team will make every attempt to confirm appointments for the following day. If the appointment cannot be confirmed for any reason, the Confirmation Team will attempt a same-day confirmation. If the appointment is confirmed, the event line on your calendar will begin with "CONF." Whether the confirmation was made or not, notes will be added to the lead explaining how the call went.

f. **Rescheduling Appointments** – In the event that an appointment needs to be rescheduled by Inside Sales it should be moved to the following Sunday on the calendar and marked "RS." Appointments may be rescheduled if the prospect is not available at the time of the appointment, or the prospect requests a reschedule during the confirmation call. An appointment may also be rescheduled if the distance to/from another Inside Sales appointment will not allow for acceptable travel time.

g. **Missed Appointments -** In the event a Franchisee/Salesperson does not/cannot attend an appointment, it is the Franchisee/Salesperson to communicate to Inside Sales the reason for the missed appointment and how they would like to proceed.

h. **Replacement Appointments** – All attempts will be made to remove invalid/ineligible appointments from the Franchisee/Salesperson's calendar prior to weekly billing. In the event the appointment is not removed prior to billing, the appointment will be replaced the following week. The validity of an appointment is subject to Inside Sales Management review.

i. **Appointment Pricing** – Appointments will be priced per appointment. Pricing will be discussed at the inception of the Inside Sales relationship and will be based on current market pricing. If a pricing change is going to take effect, a system-wide communication will be sent 30 days prior to the change. Standard pricing will provide a mix of business types and verticals. If special requests are made for type of vertical or industry, the pricing will be adjusted accordingly.

j. **Commission Calculations** – Commission to the Inside Sales Department for Inside Sales appointments that sell as a new account are 3% of the invoice total. Commissions for upsells are 3% of the upsold product or service. Commissions will be calculated every 2 weeks, based on invoiced services. The commission amount for the prior two weeks' services will be collected on the Franchisee's WFS. The commission will be auto-generated for 26 bi-weekly periods. After the 26 bi-weekly periods, the system will automatically discontinue commission collection.

k. **Appointment Summaries** – A link to a shared online document will be provided to the Franchisee at the beginning of the Inside Sales relationship. This link should be saved so Appointment Summaries can be easily accessible. Inside Sales Management will update the shared document by EOD each Monday. The update will contain the appointments that will be billed on the upcoming Weekly Fee Statement.

l. **Market Requirements** – Inside Sales Management will maintain a "Market Requirements" document for each Franchise. This document will contain the information needed for the Inside Sales Representative to fulfill the Franchise appointment requirements. **Information will include:**
    i. Franchisee/Salesperson's name and Phone Number
    ii. Current calling areas
    iii. Franchise Do Not Call (DNC) list
        - Franchise DNC will be limited and only include businesses that have already declined services at a regional level or businesses that have cancelled Enviro-Master services with an outstanding balance owed.
        - DNC list will be reviewed with Franchisee during quarterly meeting to determine if they are ready for further targeting.
    iv. Appointment commitments - # of appointments

m. **CRM Usage/Appointment Notes –** All appointments set by Inside Sales will be placed on the Franchisee's/Salesperson's CRM calendar**.** The Inside Sales Representative will input all pertinent information, including notes for the Salesperson. The notes will include a brief description of how the initial call went. The ISR will include anything that may help the Salesperson close the sale. After the appointment is run, the Salesperson should notate the lead with a description of the results of the appointment. There should also be a clear 'Next Steps" for the Salesperson. This can include a preset follow-up call to close the sale or pricing/installation notes on closed deals.

n. **Fee Disputes –** All fee disputes must be addressed within **30 days** of receiving the WFS in question. It is the Franchisee's responsibility to address these issues in a timely manner. Inside Sales Management will have a reasonable amount of time to research and address disputes.

***Always update your CRM on the go! It's important to update an appointment immediately afterwards while it is fresh in your mind.**

CHAPTER 8 USE YOUR TECHNICIANS TO UPSELL

A. **Customer Retention.** Not only are additional products and services great for topline revenue, but they also provide additional value to your customers which leads to greater customer retention.

B. **Training.** Training your technicians to "provide solutions" to customers (thus developing a "culture" of weekly growth among technicians) is very important as product sales should be a significant part of their income both from the initial sales commissions, as well as the on-going income from providing products to their weekly accounts. Of course, this can significantly increase business revenue as well. All Health and Safety Technicians **are required** to be certified on Enviro-Master's learning site (**EMU**) in all applicable modules.

C. **Meetings.** Enviro-Master recommends weekly meetings with your technicians, which should always include training and reinforcement on "***Going the Extra Mile"*** to develop customer relationships and training your technicians to sell additional product and service solutions – the two of them go hand in hand. Enviro-Master also recommends a quarterly training meeting to be held on a Saturday morning, which allows time for more in-depth training sessions. The following is **OPTIMAL**:

Key Topics for Discussion for Monday Morning Meetings

1. **Who We Are and What We Do!** All Technicians are going to be asked by one of your customers how Enviro-Master differentiates from the competition. The placement of the verbiage, "HEALTH AND SAFETY TECHNICIAN" beneath the Enviro-Master logo on technician apparel is EXTREMELY helpful in distinguishing Enviro-Master Services. It is also very important that technicians are always ready and able to explain to their customers **"Who We Are and What we Do".** Ask the technicians to stand and role play with you acting as a customer. Go to the restroom to practice the "before service greeting" and "after service conversation" so the technician can practice pointing out the work done, continually reaffirming the benefits of Enviro-Master services and products. Show them that merchandising their hard work leads to a greater perceived value by their customers which will lead to higher customer retention.

2. **SALES! Sales should be discussed at every meeting.** At every Monday Morning Meeting, each technician should review what he or she provided as a solution(s) from the prior week. Again, Enviro-Master recommends role playing with technicians, so they have an opportunity to practice the conversations needed while identifying and providing additional solutions for products and/or services. Enviro-Master recommends having quarterly sales contests to allow the technicians to earn extra money. All sales contest winnings should be passed out during the Monday Morning Meeting to encourage all other technicians to participate and compete. Enviro-Master also recommends sales training for one product or service at a time (4 to 6 weeks) before moving on to another product or service. When the Technician(s) do have a win, celebrate with the team on their success!

3. **Running a Route Sales Contest.** One effective method for expanding your business involves implementing regular sales competitions within your team. These contests are designed to foster business growth in an enjoyable manner while motivating your team to exceed expectations by offering supplementary products and services beyond their current customer offerings. The following steps outline the key procedures for running such contests successfully.
    1. **Create the Contest**:
        i. What product or service will be the focus?
        ii. How many weeks will the contest run?
        iii. What are the rules/parameters of the contest?
        iv. What are the prizes?
        v. Date of celebration and prizes awarded
    2. **Explain the Contest**:
        i. How it works
        ii. The benefits – what's in it for them?
        iii. What the rules/requirements they must accomplish to earn extra money or win the contest
        iv. Ensure your team has a clear understanding of how to win!
    3. **Train: *REMEMBER – TRAINING ISN'T TELLING!**
        i. The employees should be educated on the services or products that the contest focuses on. To effectively train, keep these things in mind:
            a. The purpose of the training – Why is this training important?
            b. What will they learn?
            c. What services or products will the technicians be able to sell or accomplish?
            d. How will the training be implemented?
            e. How will this training impact them? (Make more money!)
            f. How will you encourage the technicians to learn and participate?
            g. Teach and reinforce "The 4-What's"
        ii. **Create a Plan:**
            a. Meet with the technicians individually and review the route and the specific opportunities for sales that would impact the results of the contest and how that will benefit the employee. Agree upon a weekly goal/target that each team member can meet. (This task is typically performed by the Operations Manager or Franchisee)
        iii. **Hold People Accountable:**
            a. Using the Enviro-Master wallcharts, track the progress of each team member by speaking twice a day with each employee, once in the morning and once in the afternoon. Be sure the technician(s) fill out the Solution Upsell Form and it is turned in with their daily paperwork to record on the Enviro-Master wall chart.
            b. Recommended morning conversation:
                a. How is it going so far this morning?
                b. Have you spoken with any customer(s) this morning regarding any upsells?
                c. Is there anything you need assistance with?

d. What customers are you planning to speak with this afternoon about upsells?

c. Recommended afternoon conversation:

a. How did it go today?
b. Were you able to speak with the customers you wanted to?
c. What did they say?
d. How can I help?
e. What is your plan for tomorrow?

4. **Provide Collateral:**

i. One of the most effective ways to help your technician's conversations with a decision maker about a product or service is to supply them with sales collateral (samples, sales sheets, flyers). (This collateral can be ordered from the Enviro-Store)

a. The easiest way to get this collateral in the customers hands and simulate the conversation is to staple it to every invoice the technician has. If the franchise is paperless, we suggest providing a printed flyer for the technician to hand out to all the customers.
b. Flyers are not a substitute for the sales conversation, they are a tool to help.
c. Secondly, the Operations Manager, Supervisor, and/or Franchisee should be riding with the technicians to continue training and to assist with conversations with customers. These ride-a-longs help technicians identify opportunities and gives them valuable feedback on the service provided.
d. Samples are a great way for a customer to gain interest in a new product or service. For example, leaving the customer with a sample urinal mat for their restroom will demonstrate the value and provides a follow-up talking point with the technician the following week. This often leads to a closed sale.

5. **Have Weekly Meetings:**

i. It is important to discuss the contest results each week during the Monday Morning Meeting. Use the Enviro-Master wallchart showing the previous week's results. Be sure to have updated information based off the Solution Upsell form(s) turned in.
ii. Have each technician share their accomplishments from the previous week, what they were successful in, and what they were not successful at. Have them share their personal goal for the next week.
iii. These meetings should be extremely positive with cash kickers thrown in for goals met from the previous week. Hand out these cash prizes during the meeting with everyone present.

6. **Product on Hand:**

i. Always have enough products on hand in the warehouse to execute the contest. You may also want to have enough products on hand to service the increased demand from the contest.

ii. Also, **for the contest to be successful, the technicians should have the product in their vehicles**. This allows for a quick installation and immediate impact from their sale!

7. **You are the Leader:**
   i. The contest will only be as effective as you make it. Make sure that your high-energy and excitement carries the meeting.
8. **Define contest length:**
   i. The most effective contests typically run between 4 to 6 weeks, enough time for the technicians to communicate with all their customers, and short enough to keep everyone's interest piqued.
   ii. Holding a promotional contest once per quarter provides enough time for training, tallying the results, and celebrating the winners!
9. **Prizes:**
   i. Contest prizes should be large enough to stretch people's goals above and beyond what they are used to doing or comfortable doing. Big screen TVs, 3-day weekend trips, and time off are items that most technicians would work hard for. Cash prizes are great for contests just prior to the holidays as technicians need the extra money for family gifts, and this is the best time to run a cash contest.
10. **Have Fun!**
   i. Contests should be fun things that employees look forward to and are eager to participate in.

Knowing the Customer - "Name That Customer"

Technicians should know their customers and develop great rapport. This reduces cancellations and provides solutions for additional products and services. Enviro-Master recommends that you take turns "quizzing" the technicians regarding the first names of the decision makers/managers for each of their customers. If the technician knows the names of ten (10) or twenty (20) consecutive customers, they should receive a cash reward ($25 or more). This makes it fun for the technician, motivates them to learn the names of their customers, confirms they are building relationships, and helps retain the customer. **This should be done at every Monday Morning Meeting.**

Operations Manager Responsibility.

It should be the responsibility of the Operations Manager to promote "GROWTH" by promoting sales through the service department. Enviro-Master strongly recommends that the compensation of the Operations Manager be tied to the service department's sales. The most effective way for Operations Managers to affect sales results is riding with the technicians, leading, and showing by example.

CHAPTER 9 SERVICE QUALITY CONTROL

Enviro-Master is a sales company which operates in the hygiene business. Of course, there can be no sales without a continued provision of high-quality service. Enviro-Master cannot overstate the importance of the delivery of quality service and products to customers. First, the word hygiene denotes a clean and sanitary environment. Thus, nothing will hurt the Enviro-Master image more than for one of the Enviro-Master customers' restrooms to appear, and smell, just the opposite! If you provide excellent service, others will see Enviro-Master's logo stickers and call for service. But you can and will experience just the opposite if you do not ensure technicians are taking good care of Enviro-Master customers.

A. What is Quality Control?

The process by which franchisees, as owners, ensure that Enviro-Master customers receive high-quality service(s) for which they are paying.

1. **Time Sensitive FIELD Related Issues.** When time sensitive customer issues arise, the Office Manager (or Administrator) should document the issue using Task Manager in Route Star Online ("RSO"). Once the task has been closed in RSO, the Office Manager (Administrator) prints and scans into QuickBooks under the customers' name and places the hard copy in the customer's file.

2. **Time Sensitive SALES Related Issues.** A customer service issue requiring the attention of a Sales Representative ("SR") and/or Customer Grow Representative ("CGR"), is documented by using "Tasks" in RSO.

    a. The issue is emailed directly to the Sales Representative and/or Customer Grow Representative, and Owner.
    b. The Sales Representative and/or Customer Grow Representative has *twenty-four (24) hours* to contact the appropriate customer and the issue must be resolved that week.
    c. The Sales Representative and/or Customer Grow Representative emails the resolution to the Office Manager (Administrator).
    d. The Office Manager (Administrator) updates the task with resolution and closes the task. The Administrator prints and scans into QuickBooks the completed task and places the hard copy in the customer's file.

3. **Quality Control Sales Representative Visits.** This job is one of yours and your Sales Representative and/or Customer Grow Representative duties. In exchange for their base salary and residual they are to perform a minimum of twenty (20) quality control visits per week with existing customers.

    a. During these visits with the customer, Sales Representatives and/or Customer Grow Representatives should look for the following:

        1. Does the customer have any complaints or questions?
        2. Is there a new manager or owner who does not know what Enviro-Master does?

a. If you or your Sales Representative and/or Customer Grow Representative encounters a new manager, they should immediately treat the customer as a new prospect and provide a full presentation.

b. Additionally, if the Sales Representative and/or Customer Grow Representative hears a complaint, they can remedy the problem.

1. Ask whether the customer sees the Enviro-Master Technician before and after service is provided?
2. Do they know his/her name?
   a. The Sales Representative and/or Customer Grow Representative needs to establish whether the Technician is building a relationship with the customer.

      1. The importance of technicians building a relationship with the customer cannot be overstated.
      2. The customer's relationship with the technician is as important as the quality of their work in the restroom and should be preached each week in your service meetings.
      3. With the greatest products and services in the world, a rude technician or one who does not check with the customer before and after service provision, can result in cancellations.

c. These are great opportunities for Sales Representatives and/or Customer Grow Representatives to execute our **GROW** strategy. Sales Representatives and/or Customer Grow Representatives should be able to perform upsells on those visits with satisfied customers.

4. **Checking the Restroom.** When checking the restroom, the Franchisee, Sales Representative and/or Customer Grow Representative should check the following:

   a. Examine all fixtures to ensure there is no build up and that logo stickers are clean and applied properly.
   b. Examine all urinal screens to ensure they are clean and in good condition.
   c. Examine all dispensers to ensure they are full of product and working properly.
   d. **Most importantly**, examine the air fresheners to ensure they contain product, working batteries, and good wicks.

5. **Reviewing Quality Control Results with Technicians.** Reviewing Quality Control ("QC") results at the weekly Monday morning technician meetings is as important as performing the quality control itself.

   a. Sales Representatives and/or Customer Grow Representatives should review both the good and bad QCs with the technicians. Sales Representatives and/or Customer Grow Representatives make copies of QCs with field issues and provide a copy to the appropriate technician.

b. The technician is then charged to resolve the issue when he/she services the customer that week, make note of the resolution on the back of the QC form and returns the resolved QC form along with its corresponding invoice for that customer during the week.
c. The Administrator scans the QC resolution into QuickBooks, as well as places the hard copy in the customer's file.

6. **Telephoning Customers.** It is recommended, if possible, that once per quarter the franchise owner telephone each account the Franchised Business is servicing.

    a. This accomplishes several things.

        1. First, you will discover if the customer has a new owner or manager and if they know what Enviro-Master does [See Cancellations].
        2. This information provides the opportunity to make an appointment with the new owner or manager, allowing you to introduce yourself prior to any problem developing.

            a. It is best that your **first** conversation with a customer is fielding a complaint.
            b. **Second**, it provides the opportunity to uncover any potential problems of which you may be unaware and address them appropriately.
            c. **Third**, this conveys to the customer that you, the owner, genuinely care about their business.

        3. If you find this to be too difficult due to your schedule, please contact Enviro-Master's Inside Sales Department to arrange for them to do this on your behalf.

ENSURING THE QUALITY OF ENVIRO-MASTER SERVICE, WITH THE ABOVE-DESCRIBED SYSTEM, IS ONE OF THE MOST IMPORTANT AREAS OF THE ENVIRO-MASTER BUSINESS SYSTEM AND PROVIDES ONE OF ITS GREATEST COMPETITIVE ADVANTAGES!

CHAPTER 10 PROFILE OF A SUCCESSFUL SALES REPRESENTATIVE

A. First, it is important to understand the profile of a strong sales candidate and the role they can play in your franchise. There are two different types of selling styles that work well with Enviro-Master:
    a. **Hunters** (Territory Sales Executive, Territory Sales Manager)
        i. Sellers that hunt for new rooftops
    b. **Farmers** (Customer Success Managers)
        i. Sellers that sell into your current accounts
        ii. Performs QCs and manages customer relationships

B. When looking through resumes, you should be able to tell which category the candidate fits into. You will see people who have a tendency or background in account management, and you will see people who have experience in generating new accounts.

C. It's important to note that a "Hunter" can be developed into a "Farmer," but rarely can a "Farmer" be developed into or become a "Hunter."

D. **Characteristics of a Territory Sales Executive**
    a. Optimistic/Realistic
    b. Good sense of humor
    c. High sense of urgency
    d. No fear of pulling doors
    e. Open to coaching and development
    f. Willing to get dirty
    g. Pride in their accomplishments
    h. Goal oriented
    i. Loyal
    j. Assertive
    k. Energetic

E. **Characteristics of a Customer Success Manager**
    a. Relationship builder
    b. Empathetic
    c. Organized
    d. Strong follow-up skills
    e. Ownership of their customers
    f. Good with conflict resolution
    g. High sense of urgency
    h. Willingness to get involved
    i. Positive
    j. Strong presentation skills

F. Enviro-Master recommends all sales candidates complete the **P.I.™ Predictive Index®** survey after they complete the initial interview. The PI should confirm what you saw in the interview on whether they are a strong candidate or not. If the PI shows the opposite to what was observed in the interview, a 2nd interview is recommended to dig into any additional concerns.

G. **Outside Sales Experience.** Outside sales experience is preferred with any sales candidate, however, we found in the past that some candidates with little-to-no outside sales experience (I.e., recent college graduates with a sports background) tend to be very competitive and can develop quickly into outside salespeople. With candidates with an extensive sales background, there may be bad habits and a desire to "do the things they've always done" which are difficult attributes to coach through.

H. **Background – Territory Sales Executive.** Franchisees should seek a candidate who has been successful at opening new accounts in their prior position. **Avoid a candidate who has only serviced existing accounts.**
    a. Candidates with the following background tend to the most successful in this "hunter" role:
        i. Door to door sales (cable, vacuum, solar, knives, etc.)
        ii. Copier sales
        iii. Merchant services
        iv. Uniform or linen sales (excluding route sales and service roles)
        v. Waste management companies

I. **Background – Customer Success Managers.** Franchisees should seek a candidate who has a strong background in account management in the service industry with selling experience. Ensure that they have field experience as they will be required to visit your customers in person.
    a. Candidates with the following background tend to be the most successful in this "farming" role:
        i. Account managers
        ii. Route and service managers
        iii. Chemical company account managers (EcoLab)
        iv. Uniform and linen service managers (Aramark, Unifirst, Cintas, Etc.)
        v. Food services representatives (Sysco, PFG, US Foods, etc.)
        vi. Beverage merchandisers (Coke, Pepsi, Redbull, Etc.)

J. **Stability.** While every salesperson may emphasize their desire for stability during the interview process, it's widely understood that stability is closely tied to their capacity to meet sales quotas. This understanding is key, but it falls upon you as the interviewer to initiate this critical conversation with your prospective Salesperson. During the interview, it is crucial to illustrate to your candidate how they can achieve success within Enviro-Master, painting a vivid picture of what success entails and emphasizing their pivotal role in your business.

Experience has demonstrated that a robust salesperson can evolve into an invaluable partner within your franchise. Stability is achieved when a salesperson perceives themselves as valued, receives guidance on how to excel, and benefits from support both from the Franchisee and the Franchisor.

K. **Job titles.** Defining salespeople's titles is crucial for you as the Franchisee. It's vital to prevent any ambiguity about the salesperson's affiliation. For instance, a major corporate client with 40+ locations spanning various Franchise territories might be unsure when a Territory Sales Executive, bearing the title "VP of Sales," lacks the power to negotiate a deal. To minimize confusion, Enviro-Master suggests using the above specified job titles (Territory Sales Executive, Customer Success Manager).

CHAPTER 11 JOB DESCRIPTIONS FOR YOUR SALES REPRESENTATIVES

The following is the job description for an Enviro-Master Sales Representative:

A. **Territory Sales Executives.**

a. **Sales Calls.** Territory Sales Executives should make a minimum of 25-30 in-person cold calls today, excluding any Inside Sales appointments or follow-ups they may have in their pipeline. This ensures they are building their pipeline and setting themselves up for success.

b. **Build a pipeline of opportunities.** It is important for the Territory Sales Executive (TSE) not to enter every cold into the Enviro-Master Customer Relationship Management software (CRM), but only the potential customers they open as *opportunities*. The TSE should update their CRM daily with their opportunities as they move up or out of their pipeline. Staying organized and keeping an updated pipeline is vital to their success.

c. **Coordinating Installs.** The TSE should coordinate service installation with the **Operations Manager** before committing to the customer a firm day and time.

d. **Quality Control ("QC").** The Territory Sales Executive should be required to turn in a minimum of ten signed quality control sheets per week, where they stop at existing accounts and examine the quality of your technician's work. Such quality control visits provide the TSE with significant opportunities to sell the customer additional products and services which he/she may identify during the visit.

These QC visits should be brought to the Monday Morning service meeting and reviewed with the technicians to give them feedback as to what their customers are saying. If any service-related concerns are identified during the QC visits, it's important to inform the customer, convey the information to the service department, and develop an action plan. This plan should be created in collaboration with the operations team and then communicated back to the customer. These issues should be discussed at the meeting and corrected URGENTLY by the Technician. **The most important points to look for are:**

1. If the customer knows the technician's name, and
2. If the technician has a relationship with the customer.

e. **Collections.** If your Franchise does not have a Customer Success Manager on staff, the TSE can be tasked with collecting past due AR from the customers in their territory.

f. **Cancellations.** If your Franchise does not have a **CSM** on staff, the TSE can be tasked with responding to any threatened cancellation within 24 hours to resolve issues before a cancellation is finalized.

B. **Customer Success Managers.**

a. **QCs and Sales Calls.** Because the sales process of the Customer Success Manager (CSM) starts with a QC, the CSM should pre-schedule a minimum of 20+ QC visits per week.

b. **Build a pipeline of opportunities.** It is important for the CSM not to enter every sales conversation into the CRM, only the potential business as an opportunity. These opportunities should be tracked and coached through the pipeline with their sales leader. Staying organized and keeping an updated pipeline is vital to their success.

c. **Coordinating Installs.** The CSM should always coordinate service installation with the **Operations Manager** before committing to the customer a day firm day and time.

d. **Quality Control ("QC").** The QC process is the same process for Territory Sales Executives.

e. **Post Install QCs.** For new customers, it's important for the CSM to perform a QC right after the initial installation. This gives them the opportunity to introduce themselves as the "account manager", to take advantage of a job well done, and to leverage any additional sales opportunities.

f. **Collections.** The CSM should be responsible for making in-person contact with customers regarding any outstanding AR.

g. **Cancellations.** The CSM should respond to any cancellation requests within 24 hours with a face-to-face meeting. They should work proactively in conjunction with your service team to get ahead of any lost account "danger signs" to ensure they are doing everything they can to retain customers.

i. **Potential lost account danger signs**

1. Customers with expired or expiring agreements
2. Outstanding AR – large ARs are cancelled customers
3. Turning away technicians
4. Competitor products and services installed
5. Poor service quality
6. Call ins and/or multiple call ins
7. New management or new decision maker
8. Contract requests – asking about contract terms, length, etc.
9. Ordering less supplies (I.e. paper)

Sample employee agreements can be found on EMU in Resources.

CHAPTER 12 SALES COMPENSATION

Franchisees who struggle to build a successful sales team often attempt to alter the compensation structure or expedite the training process. Additionally, our experience has shown that clearly defining and adhering to well-defined **sales territories** is paramount to a Salesperson's mindset and overall success.

A. The Enviro-Master pay structure for Salespeople was developed with the following in mind:

1) Giving us a recruiting advantage over larger companies which offer benefits.
    i. It is important to keep in mind that people work for us for their own reasons. Having a great pay plan goes a long way in attracting and retaining top tier talent.
2) Compensating the Territory Sales Executive for sales development (commission).
    i. This is exceedingly important in the long term for the following reasons:
        1. The seller will need to respond immediately to customer complaints or cancellations (unless CSM is on staff).
        2. The TSE should be required to do 10 QC visits per week to ensure the quality of service is maintained.
        3. The residual acts as a set of “golden handcuffs” helping you to retain good people.

B. **Compensation for a Territory Sales Executive:**

1) **Base Salary**
    i. $45,000 - $55,000 or more depending on the market
2) **Commission**
    i. 7% of annualized weekly service sales. For example, if an employee sells $100 in weekly service within a given week, the annualized sales amount would equate to $100 X 52 or $5,200. $5,200.00 X 6% equates to $312 in commission. Commission should be paid on the pay period following the customer installation.
    ii. 9% of annualized weekly service sales if the TSE (Territory Sales Executive) is averaging $200 per week or more.
    iii. To further incentivize longer-term deals, Enviro-Master recommends paying the TSE an additional 1:1 for any deals sold longer than a 12-month term. For example, if the TSE sells a $100 weekly account for 36-months, additional compensation would equal $200 (2 additional years X $100=$200).
3) **Residual Commission.** The residual is to compensate the seller for managing his/her account base. This gives us a recruiting advantage over larger companies which offer benefits.
    i. 2% is paid monthly on all revenue (service and product) in the TSE’s territory. The TSE should average a minimum of $150.00 per week in new service sales

for the previous 4 weeks to qualify for a residual. Residuals should not be paid on accounts that have A/R balances over 60-days.

C. **Compensation for a Customer Success Managers:**
    1) **Base Salary**
        i. $45,000 - $55,000 or more depending on the market
    2) **Commission**
        i. 6% of annualized weekly service sales
        ii. 8% of annualized weekly service sales if the CSM is averaging $200 per week or more
            1. This helps their compensation as they are not paid residual commission on their territory
        iii. 100% of the first time of delivered products
            1. For example, $100 in paper sold, CSM will receive the first order of $100 in commission
    3) **Saved Business**
        i. 1:1 on weekly revenue of saved business
            1. For example, if a $60 weekly customer is saved, they would receive $60
        ii. 3:1 on renewed customers for 3+ years
    4) Quarterly retention bonus
        i. $1,000 for 95%+ retention rate
        ii. $700 for 90-94% retention rate
        iii. $500 for 85-89% retention rate

THE SALESPERSONS WHY

As the owner of your business, it is up to you to **sell your vision** for business to both current and potential team members. Good Salespeople are in demand and usually have options to work for many different companies. Therefore Enviro-Master developed a compensation package which mimics a franchise allowing the following:

D. **Sales Representatives can make a six-figure income.** Usually, this is not possible in a new Franchise in the first year, but if you sell your vision of the Sales Representative developing a million dollar plus customer base in their territory, then a six-figure income is attainable. This is the **vision** that will drive them to develop their territory. They are not doing this for **you,** they are doing this for **themselves**, and therefore they will make the level of commitment necessary to achieve their goal, which also happens to be the same as yours. This is the same concept as to why you bought a Franchise. You wanted an opportunity to reach your personal financial goals and are willing to put forth the time and effort required to attain those goals.

E. **Allows exclusive territory.** When you bought your franchise, think what this meant to you by having an exclusive territory. Most salespeople have suffered the loss of income because

the company they worked for took their territory away or assigned more salespeople to their territory. You want to highlight that you are granting them an exclusive territory. “That this is **YOUR** territory to **DEVELOP** and **MANAGE**.” You are providing them with the opportunity to reach their personal goals. This concept results in an ownership mentality with your Salespeople, thus eliminating the need for you to micro-manage them.

1) We recommend establishing these sales territories in alignment with your Franchise agreement before bringing on your initial Salesperson. For instance, if your Franchise territory stipulates that you should have four Salespeople within three years, it's prudent to delineate four distinct sales territories and assign them as you progressively hire additional Salespeople. This proactive approach ensures a structured and strategic foundation for your sales team's growth.
2) You can work with the Corporate Sales Support Team on drawing out sales territories for better visualization.

F. **Golden handcuffs (For TSEs).** Defined as a collection of financial incentives that are intended to encourage employees to remain with a company. Once the Salesperson’s Enviro-Master territory is developed, it would be very difficult for them to give up their hard-earned residual income. In the event a Salesperson does leave, it makes an attractive package to recruit a replacement when they inherit a residual income.

G. **Built-in management of the customer base.** If you truly foster the ownership mentality, your salespeople become another set of eyes on the service Enviro-Master is delivering in the field. Additionally, they take an ownership attitude that these are **their** customers, expecting the Technicians to deliver top quality service, and build relationships with **their** customers. Due to the Salesperson's mandate to conduct a minimum of 10 QC visits per week (25-25 for CSMs) as part of their territory management, these visits provide a valuable chance to upsell additional products and services simultaneously.

CHAPTER 13 MANAGING YOUR SALES STAFF

As the owner of your business, it is up to you to **sell your vision** for your business to both current and potential team members. Good Salespeople are in high demand and usually have options to work for many different companies, however, if provided a path to success, they typically take ownership to succeed in their role.

There are 2 ways to manage a sales team with Enviro-Master:

1. **Managing the sales team on your own**
    a. This requires the discipline to meet with your salespeople every week 1-on-1 to drive success and accountability. **This meeting is held to**:
        i. Drive accountability
        ii. Provide support by uncovering coaching opportunities
        iii. Review, in detail, the past week's opportunities, successes, and failures
        iv. Review, in detail, current week's opportunities, schedule, pipeline
        v. Effective time, territory, and pipeline management
        vi. Follow-up opportunities
        vii. Strategize accounts and if they need additional support at larger meetings
    b. **Complete regular field rides with your salespeople to ensure they are representing your business effectively in the market.**
        i. Are they well versed in the "pitch?"
        ii. Are they asking for the business?
        iii. Are they performing an appropriate number of activities (i.e., pulling enough doors)?
        iv. Are their follow-ups "drop-bys?"
        v. Are they having quality meetings?
        vi. Are they controlling the sales process and conversation?
        vii. Are they attempting to bundle services?
        viii. Are they organized, dressed appropriately, and presenting our services professionally?
        ix. Are they utilizing effective territory management (i.e., too much windshield time)?
    c. **Ensuring that your salespeople are participating in EM Sales Support initiatives.**
        i. Power Wednesday calls
        ii. EMU content
        iii. EM Podcasts
        iv. System-wide updates
        v. Engaging with corporate accounts (obtaining low hanging fruit, submitting Corporate Account leads and communicating with Corp Accounts team)

vi. Contest participation
    1. Should be driven by the Franchisee and Salesperson should actively participate
vii. Integrating new product rollouts to their sales pitch
viii. Participating in EM annual conventions and regional meetings/trainings

d. **Driving communication with each department – avoiding "silos"**
    i. Inter-department meetings
        1. New account installs
            a. Install surveys, time constraints, special requests/needs, etc.
        2. Pending sales
        3. Past due ARs
        4. QC reviews
        5. AIJ (Accounts in Jeopardy) meetings
            a. Danger signs
            b. Updates on follow-through
            c. Potential coaching opportunities with service team

2. **The Sales Coaching Program**

a. As the Franchisee, you must fulfill various roles in overseeing your business. These responsibilities encompass operations, customer retention, accounts receivable, staffing, sales, and sales management, leaving you with a substantial workload. Fortunately, the Enviro-Master **Sales Support Team** offers a solution to alleviate a significant portion of your sales management duties with the **Sales Coaching Program**.

b. The **Sales Coaching Program** was designed to give our Franchisees access to a highly skilled and experienced Sales Manager at a fraction of the cost. Through that experience, the program drives accountability through 1-on-1s, identifying coaching opportunities, and facilitates performance improvement plans.

c. **The program includes**:
    i. Weekly 1-on-1s with your Salesperson(s) and assigned Regional Sales Coach via Zoom/Teams
    ii. Monitor and coaching through Weekly Activity Report (W.A.R.)
    iii. Access to on-demand sales support from Sales Coach
    iv. Regular updates to Franchisee on progress of Salesperson's development
    v. Coaching and support begins day #1 with the Salesperson, from the onboarding process to going live
    vi. Building, cultivating, and developing relationship with the Franchisee to increase sales and selling efforts throughout the business
    vii. The Sales Coaching Program shortens the runway for both Salespeople and Franchisees in becoming more successful faster

d. If you would like more information on the Sales Coaching Program, reach out to the Sales Support Team (VP of Sales).

Joint Employer Laws in the Sales Coaching Program

Purpose

The purpose of this section is to outline Enviro-Master's stance and legal position regarding joint employer laws in the context of the Sales Coaching Program. This ensures all parties involved understand our role and responsibilities, particularly concerning employment decisions such as hiring and firing.

Definition of Joint Employer

A joint employer relationship arises when two or more businesses exert significant control over the same employees, sharing responsibilities for hiring, firing, supervision, and employment conditions. Understanding this concept is crucial to delineate the boundaries of our involvement in Franchise operations.

Our Role in the Sales Coaching Program

Enviro-Master provides specialized sales coaching services designed to enhance the skills and performance of our Franchisee's sales teams. These services include:

- Conducting sales training sessions & 1:1 coaching
- Providing performance feedback and recommendations
- Developing customized sales strategies
- Offering mentorship and support

While we are dedicated to improving the effectiveness of our Franchisee's sales teams, it is essential to emphasize that Enviro-Master's role is purely consultative and supportive.

Employment Decisions: No Authority Over Hiring or Firing

In alignment with joint employer laws, it is important to clarify that:

1. **No Authority Over Hiring:** Enviro-Master does not have any authority to make hiring decisions for our Franchisees. We do not participate in the recruitment, selection (if in Sales Coaching Program), of sales team members.
2. **No Authority Over Firing:** Similarly, Enviro-Master does not have any authority to make firing decisions. We do not engage in termination processes or decisions regarding the employment status of any individual within our Franchisee's sales teams.
3. **No Employment Relationship:** Employees of our Franchisee's sales teams are not employees of EMIF. EMIF does not provide employment contracts, benefits, or compensation to these individuals.
4. **Advisory Capacity Only:** Our involvement is limited to providing expert advice and coaching. Any suggestions or recommendations we make are non-binding and are solely intended to support the Franchisee's decision-making processes. The ultimate responsibility for employment decisions rests entirely with the Franchisee.

Compliance and Accountability
We are committed to complying with all applicable joint employer laws and regulations. By clearly defining our role and responsibilities, we ensure that our operations are transparent and legally compliant. Franchisees and employees can have confidence in the boundaries of our services and the integrity of our business practices.

CHAPTER 14 CANCELLATIONS

The most effective approach to handle cancellations is through preventive measures, as outlined in our Quality Control process. However, there are instances where customers may still seek to cancel, despite the quality of our service. In such cases, it's crucial for the owner or the relevant Salesperson to **immediately** reach out to the customer and arrange a face-to-face meeting within 24 hours. Many cancellations can be resolved through this personal interaction, but the likelihood of success diminishes with each day that passes.

The top reasons for cancellations are listed as follows:

A. **Technician Turnover.** Good technicians should be highly rewarded and retained. The best technicians are strong relationship builders and will have close connections with all of their customers. If a technician becomes upset or feels underappreciated, they will leave, which will put the customers on that route in jeopardy. It is important for your technicians to feel appreciated and well supported. A great culture in your business is vital to its success. We recommend having a monthly meeting where food is provided to celebrate victories, birthdays, personal and business milestones are celebrated to make your employees feel appreciated.

B. **New Owner or Manager.** You should instruct your technicians to advise the operations team, **Customer Success Manager (CSM),** and Franchisee when a new owner or manager is discovered at a customer account. These instances should be reviewed weekly during the **Monday Morning Meeting**. This happens most frequently in the restaurant business where management turns over frequently. When you become aware of a new manager, you need to immediately visit the account to explain the features and benefits of Enviro-Master *(Who We are, and What We Do).* Treat the new manager like a new prospect because they must be sold on our services. If you delay this process, the new manager, who may have relationships with other vendors, may begin to replace Enviro-Master equipment and order product elsewhere. Once this occurs, it becomes more difficult to save the business.

C. **Cost.** The reason for cost cancellation is frequently associated with the aforementioned new manager event. In many instances, customers tend to overlook or remain unaware of the cost savings Enviro-Master has generated since initiating services for their account. It is crucial to emphasize and detail the financial benefits that Enviro-Master services offer during this period. Moreover, this presents an opportune moment to inquire whether there are any other offerings from Enviro-Master that could further contribute to saving the customer additional funds.

D. **Poor Service.** This situation can typically be resolved easily if you respond promptly with decisive action. People are generally willing to grant a second chance when they have a positive history with you, a solid relationship, and see that you're prepared to swiftly address any issues that have arisen.

E. **Competition.** Enviro-Master has a track record of not losing accounts to its competitors. The company's approach is to go to great lengths to retain every account it serves. This stance not only helps Enviro-Master maintain its customer base but also sends a clear message to competitors: it's more practical to acquire new accounts than to try taking an account from Enviro-Master. Therefore, if a competitor attempts to poach one of your accounts, the recommended response is to actively pursue and secure two of their accounts in return. While this strategy might seem assertive or retaliatory, it has proven highly effective in dissuading competitors from targeting Enviro-Master's accounts.

1. **Use of Service Agreement.** The Service Agreement can be a useful tool in preventing cancellations if used as follows: Never go into a cancellation waving a service agreement. First, understand why the customer wants to cancel and work to correct the problem.

2. A Service Agreement may buy you some time, if necessary, with a new owner or manager to demonstrate the value of Enviro-Master services.

3. Use the Service Agreement only as a last resort (this usually occurs with a new manager) when all else fails and the manager is being unreasonable. Politely point out that Enviro-Master has a valid Service Agreement and intends to fulfill its obligation, and if he or she refuses to allow Enviro-Master to do so, it will have no choice but to bill them for liquidated damages pursuant to the agreement.

Enviro-Master has developed a simple, easy-to-follow program which helps you focus on the fundamentals of retention. (See below, *The 12 Steps to Retention)*

CHAPTER 15 CORPORATE ACCOUNTS

The definition of a Corporate Account is any National or Regional customer which Enviro-Master has a written agreement or vendor approval, and actively manages the relationship.
The Enviro-Master corporate accounts team will sell two types of corporate accounts. Both are dictated by the way the relationship is structured:

1. **A Corporate Account:** a company or organization that can make the decision for all their locations and executes an agreement with Enviro-Master.
2. **A Preferred Vendor:** a company or organization which grants Enviro-Master approved vendor status and provides Enviro-Master with the ability to approach individual locations with the endorsement of the parent company. A current example of this type of corporate account is ***Chick-Fil-A.***

A. **Corporate accounts**

Minimum Requirements of a Corporate Account:

a. Includes signed and executed agreement at a headquarter level
b. Scope of work and pricing is shared and accessible to Franchisees on EMU
c. Any services, requirements, or expectations that are not in our standard scope must be approved by the Franchisee Association members of Corporate Accounts Committee
d. Standardized pricing (Floor Pricing as a minimum). All accounts not at Floor Pricing require the review and approval of the Franchisee Association Corporate Accounts Committee
e. A/R managed by Franchisor
f. Location list and contact information will be provided by the CA Rep as required to properly roll out
g. Existing accounts previously sold by Franchises will be aligned with corporate agreement
h. Any enhancement or upsell **approved by Corporate Accounts** to existing accounts will be charged Corporate Accounts commission
i. Support on preventing lost business
j. Commission due is 4% on a 13-period basis for the first year and a management fee of 3% for any additional years thereafter

B. **A Preferred Vendor:**

Minimum Requirements for a Preferred Vendor

a. Corporate approved endorsement or Enviro-Master approved Vendor status, made available to our system
b. Vendor number established – when applicable
c. Scope of work and pricing is shared and accessible to Franchisees on EMU

d. Any services, requirements, or expectations that are not in our standard scope must be approved by the Franchisee Association members of Corporate Accounts Committee

e. Standardized pricing (Floor Pricing as a minimum). All accounts not at Floor Pricing require the review and approval of the Franchisee Association Corporate Accounts Committee

f. AR process is clearly defined

g. Corporate Accounts team will define the role of the decision maker at the local level (ex: GM, Managing Partner, Store Manager, etc.)

h. Corporate Accounts team will, if available, provide contact information of the local decision maker as necessary for a roll out

i. Existing accounts previously sold by Franchises will be aligned with corporate agreement

j. Commission due is 4% on a 13-period basis for the first year and 3% for any additional year thereafter

k. Franchisees have 90 days, to actively sell these locations before Inside Sales can start making calls

Corporate Account Lead Incentive Plan and Policy

Collaboration between Franchisees, Salespeople, and Corporate Accounts team members is vital for maximizing the acquisition of new accounts. The most effective way this synergy operates is when a Franchisee or Salesperson successfully sells a service while establishing a relationship with an account operating under a national brand, and then shares this information with the Corporate Accounts team. To facilitate this partnership, Enviro-Master has implemented a lead incentive program, which is outlined below:

A. **Corporate Account/Preferred Vendor Agreement: -** During the initial 13 periods following the agreement's signing, a commission incentive of 1% will be granted based on the contract amount received from sources beyond the Franchisee's designated territory.

a. The commission will be paid to the Franchise who provides the lead to Enviro-Master Corporate Accounts program upon the following:

i. An introduction to a decision maker or advocate who represents a National or Regional brand is provided by the Franchisee/Salesperson to an Enviro-Master Corporate Accounts representative.

ii. In the sole opinion of the Corporate Account Representative, the Franchisee/Salesperson must have materially assisted the Corporate Account representative in obtaining a National or Regional written agreement with the advocate’s company within 1 year of the initial contact.

b. **Excluded from the 1% commission**:

a. Any locations being serviced inside the Franchisee’s market

b. Any locations which are currently being serviced by another Franchisee and grandfathered into the new agreement
c. Any single locations that are cancelled

*****Franchisees/Salespeople are encouraged to submit a Corporate Accounts Lead through the online lead form linked in EMU.**

CHAPTER 16 RETAIN GROW GAIN LEADERSHIP PROGRAM

[Retain Grow Gain Leadership Training Guide]

Please refer to Appendix I at the end of the Operations Manual for your copy of the Sales Leadership and Customer Retention Training Guide.

CHAPTER 17 UTILIZING ENVIRO-MASTER ONLINE STORE

You will have access to the Enviro-Master Services online ordering site that contains products and supplies available from Enviro-Master's approved vendors.

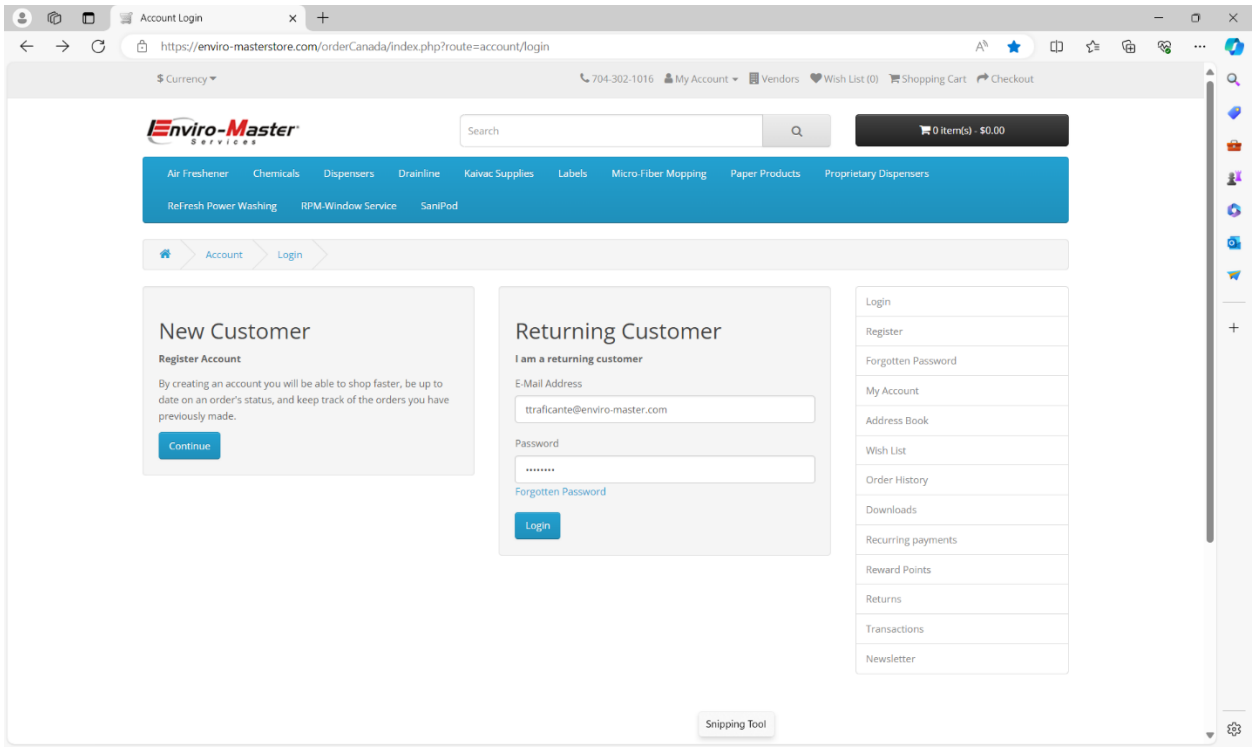
*****Please Note*****

When placing an order, it is imperative to separate vendors by placing individual orders. Combining multiple vendors under one purchase order may cause a delay in order shipments, back-order reconciliation, increased shipping cost and return credit authorization.

Note: Vendors and product can vary from the US and Canada. Screen shots are from both sites and are only used to provide instructions on use of the Enviro Store not on specific products, vendors, or items. Any pricing that may be shown in pictures may not reflect the correct pricing. Any questions related to this site should be brought to the attention of: purchasingsupport@enviro-master.com

A. Accessing the Site:

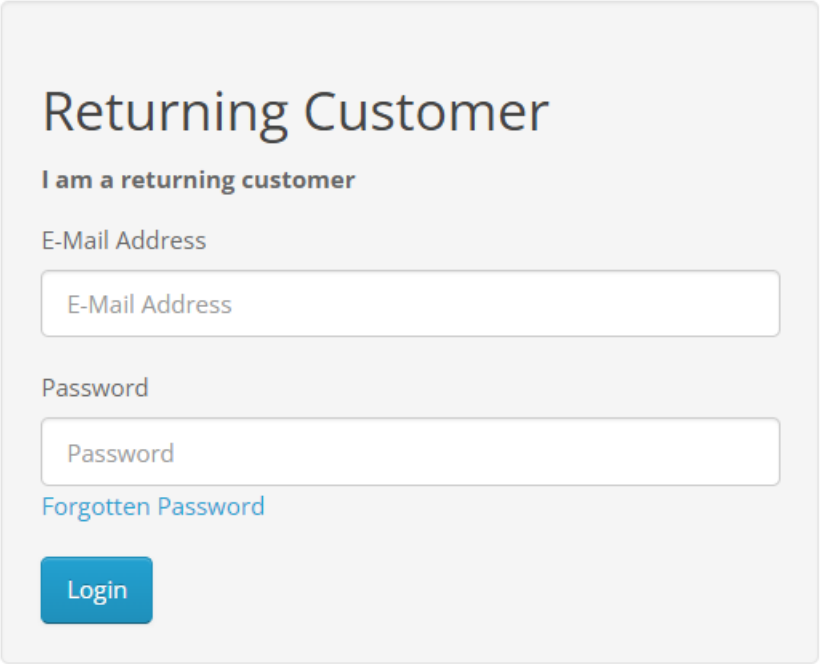
1. **United States:** Web address: https://enviro-masterstore.com
2. **Canada:** https://enviro-masterstore.com/orderCanada



3. Enter your full email address and password which was provided to you during your new franchise on-boarding process into the "returning customer" login screen.

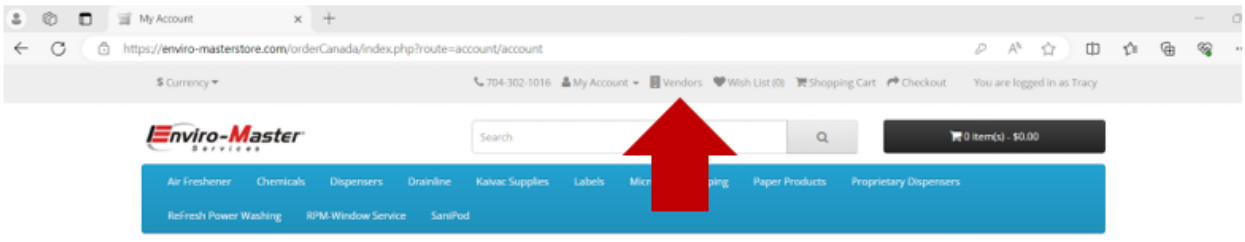
4. From this main screen, you may access account information, order information, and adjust orders as needed.

    a. Enter your email address.
    b. Enter your password.
    c. Click on “Login.”

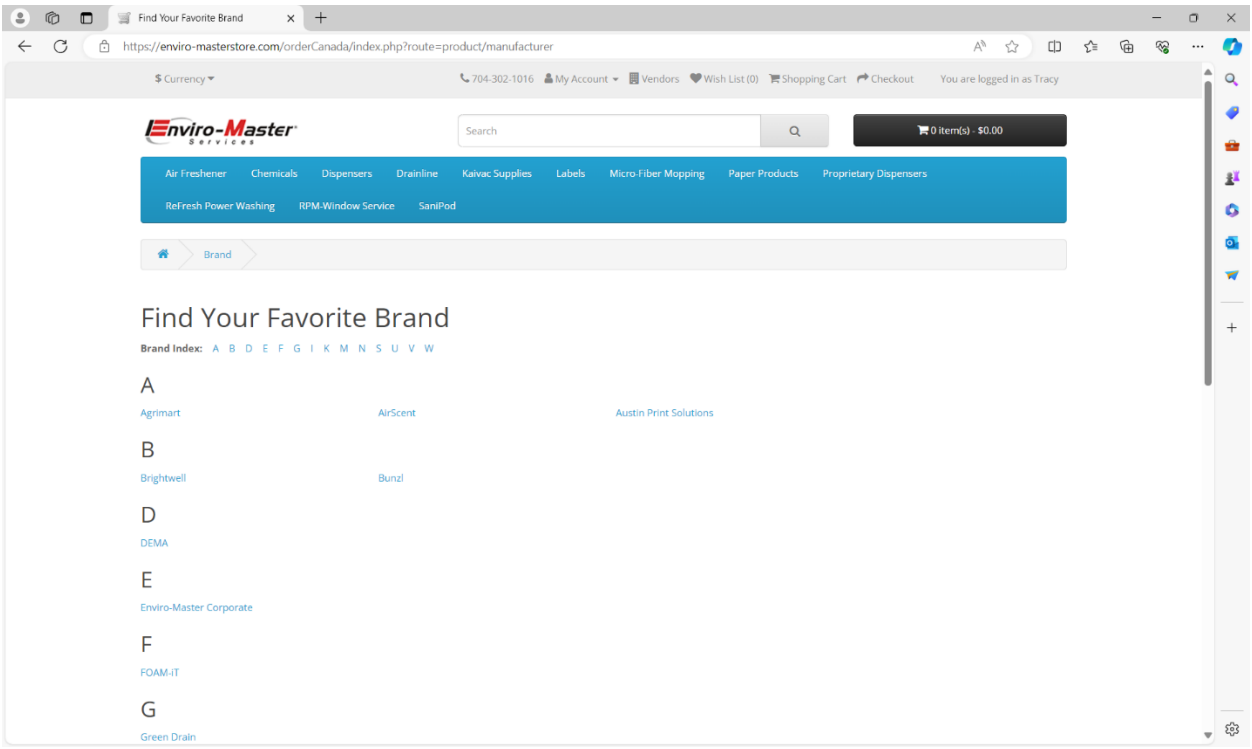


B. <u>Finding Products and Supplies by Vendor.</u>

1. You have the option to sort items by vendor. A quick way to do this is to click the “vendors” link at the top of your screen.



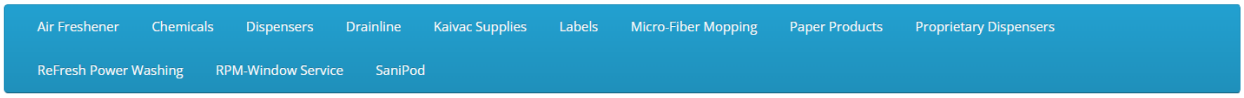
2. Clicking on a vendor’s name takes you to a list of products they carry. (Note: Vendor lists may vary depending on if you are accessing the US or Canadian site)



C. **Finding Products and Supplies by Category.**

1. There is a blue menu bar at the top of your screen that allows you to access a list of items by category.

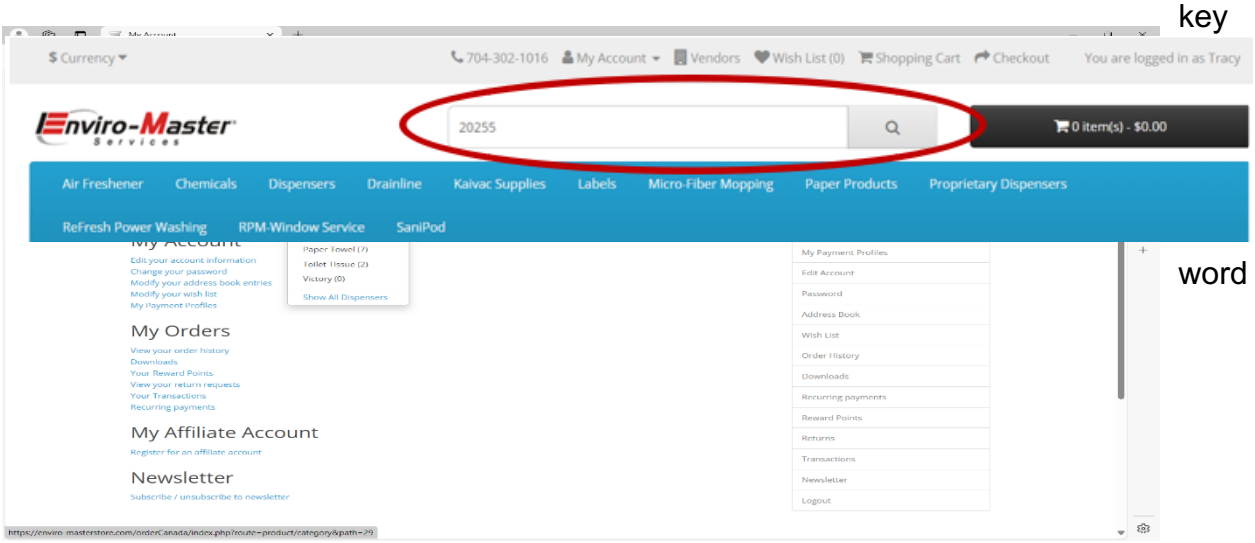
   a. You may click on the category.

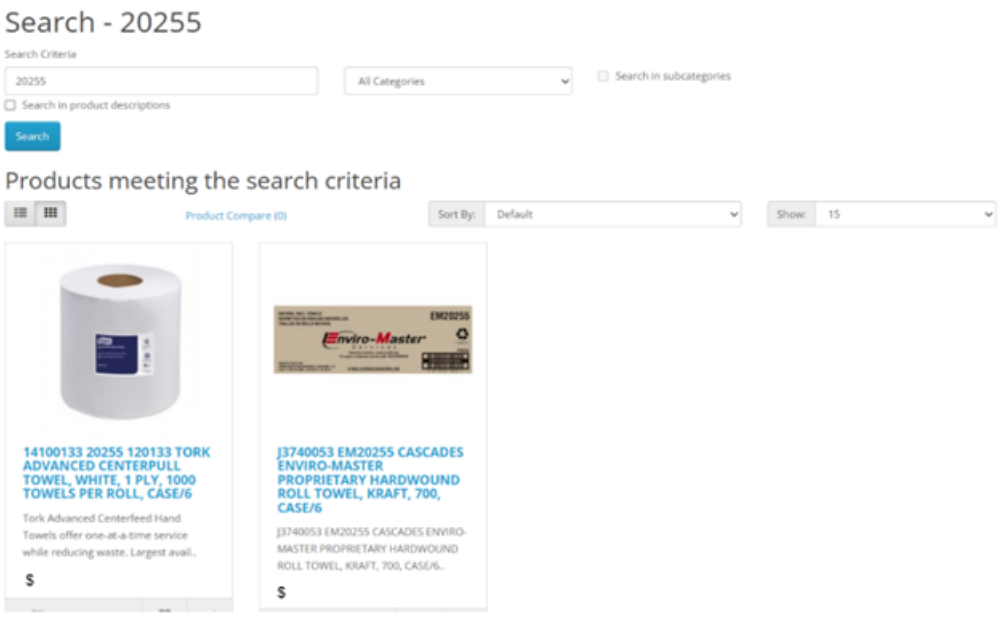


b. Or hover over the category and a drop-down menu will show subcategories to choose from.

D. **Finding Products and Supplies by Search.**

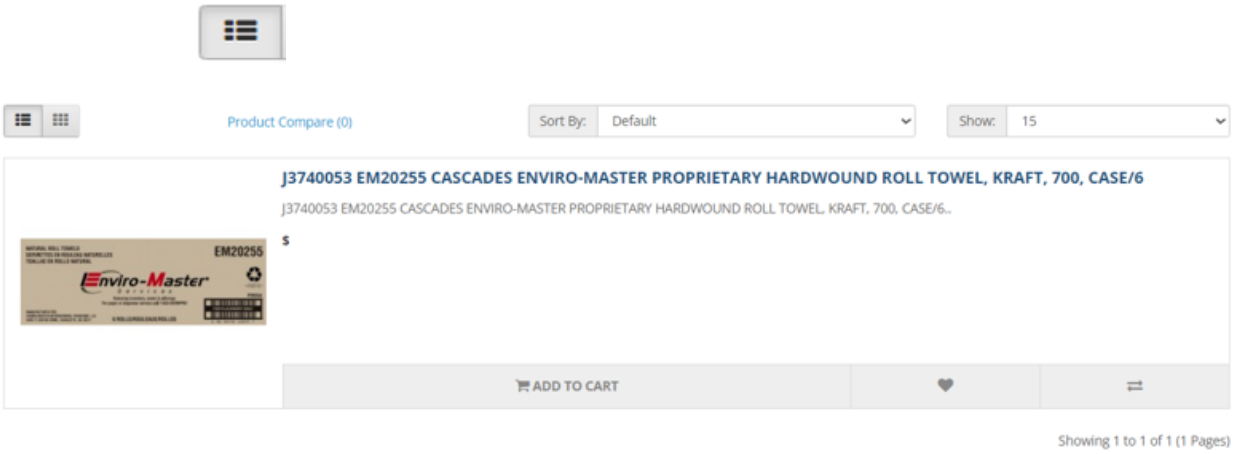
1. In the top middle of your home screen, is the ability to search for an item based on any key word within the item's description or by the item number.



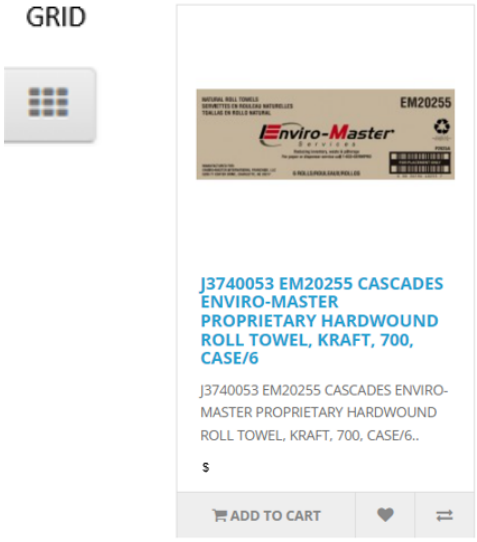


E. **Adding an Item to Your Cart.**

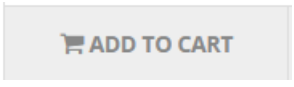
1. You can view the items either by “List” or “Grid,” which appears above the item.
   a. List LIST view.



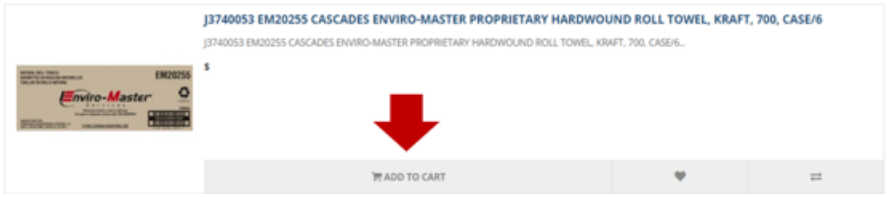
   b. Grid View.



2. There are multiple ways to add the item and quantities to your order.

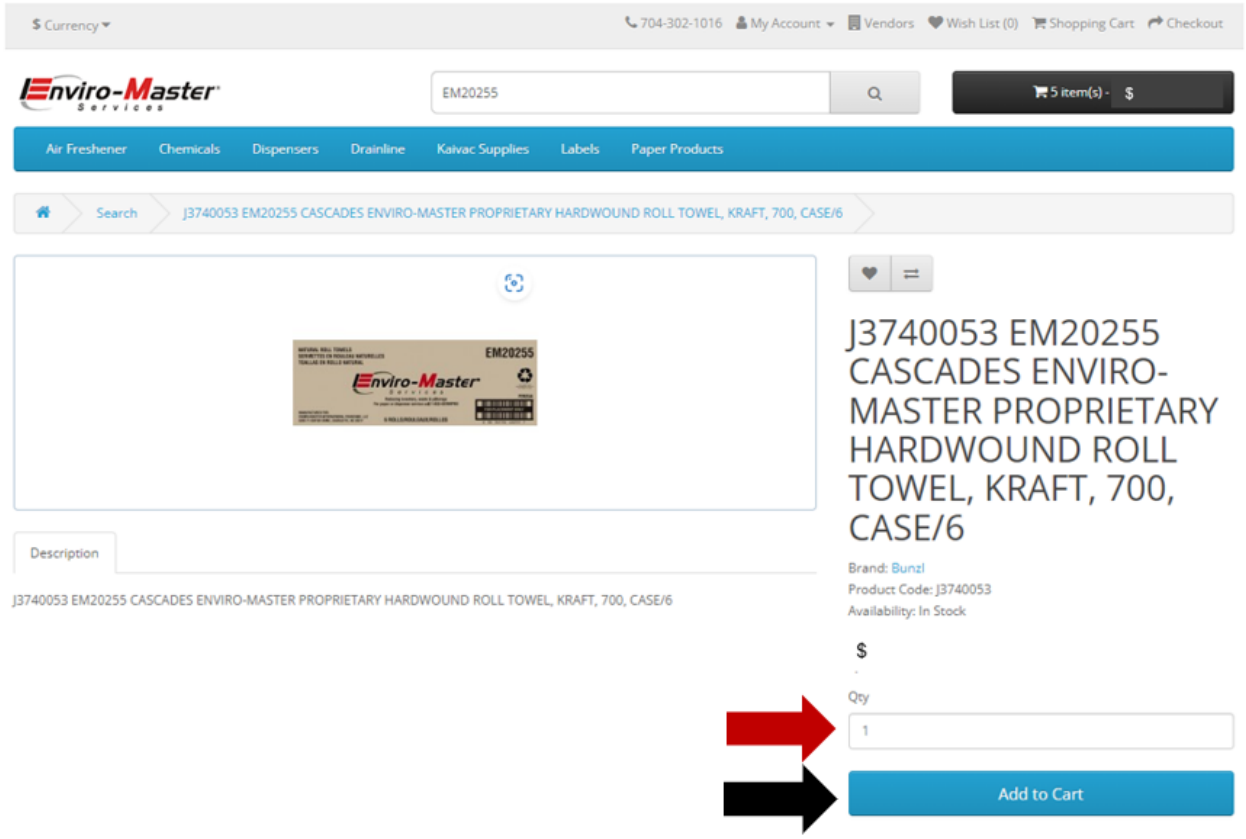
   a. You may click on “grid” view.  the button at the bottom of the “list” or

   b. NOTE: By continually clicking on the “ADD TO CART” button, from this screen, it will add additional cases to your cart.

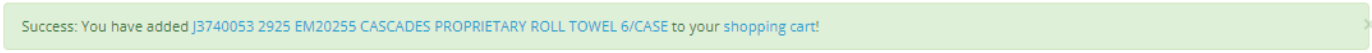


c.

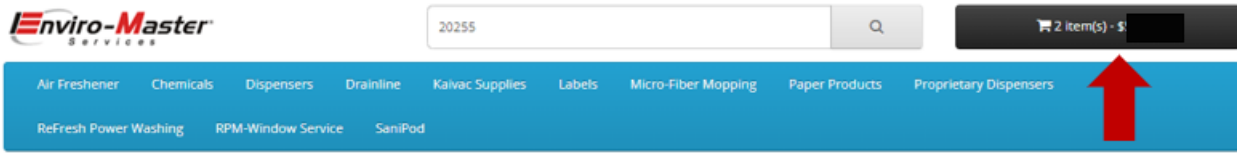
c. You can also click on the blue product title line which will take you to the product detail screen.
   1. Change quantity to the number needed to order.
   2. Click “Add to Cart.”



d. Once the product has been added, from any of these screens to the shopping cart, a notification of the product added will appear at the top of the screen.

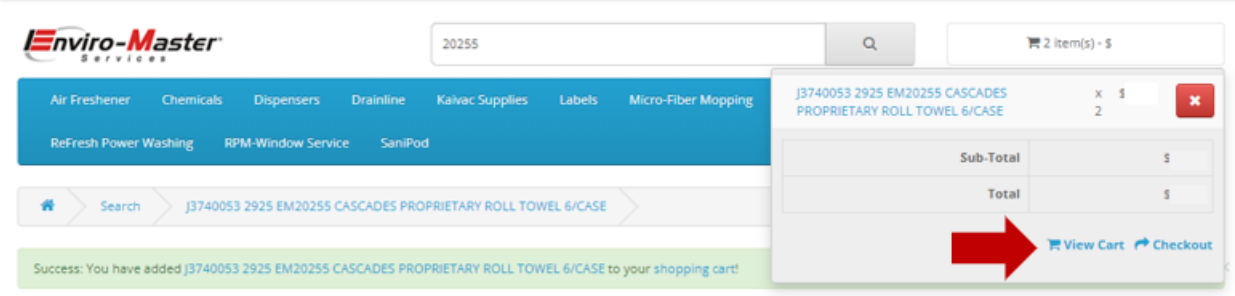


e. OR go to the shopping cart, in the upper right corner of the screen, and click to open

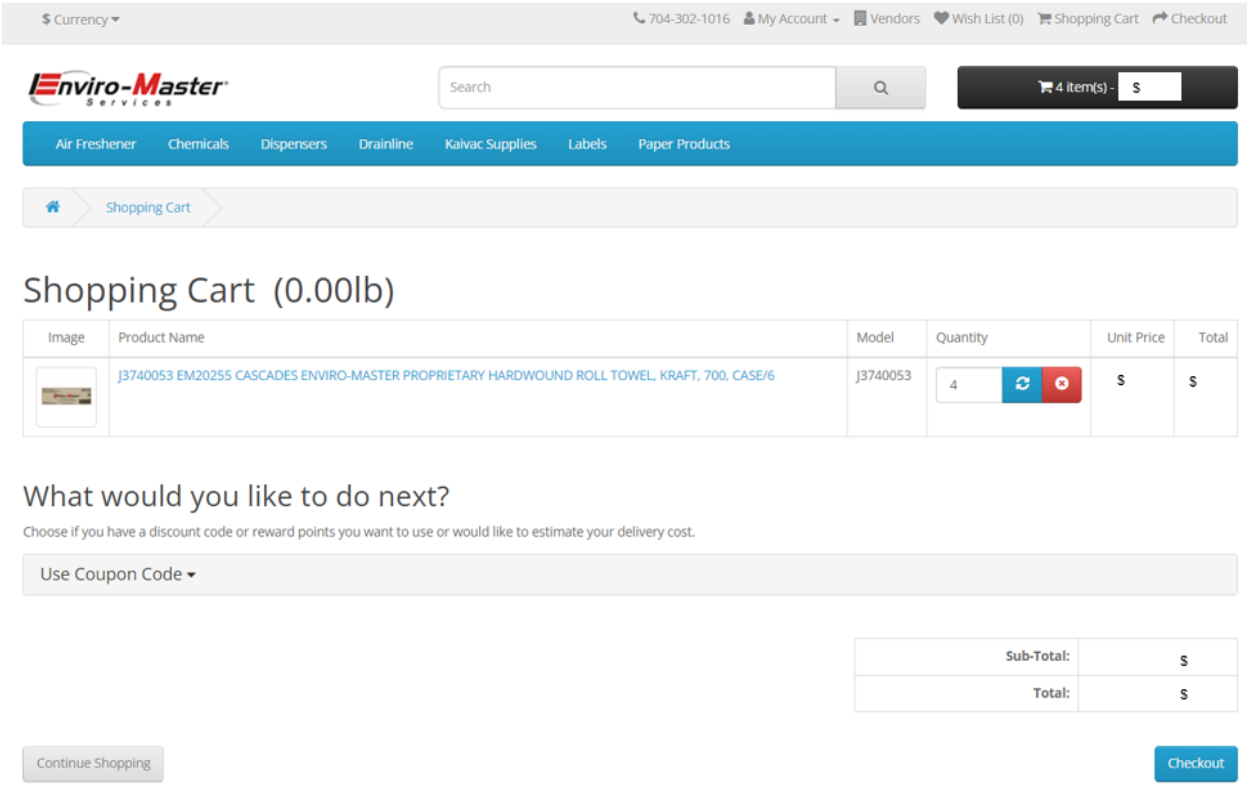


the shopping cart.

1. Then click on “View Cart.



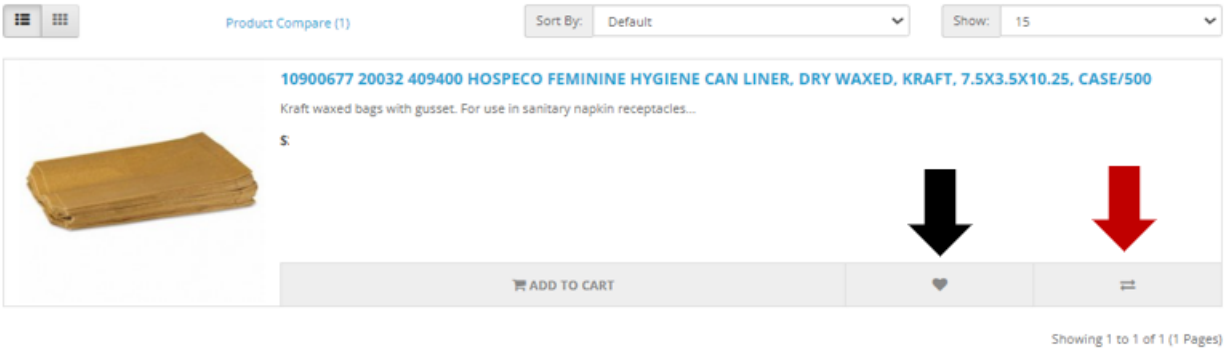
f. Quantities can be changed, or item(s) can be removed if accidentally added.



g. Once item(s) are updated, you can continue shopping or go to “checkout.”

h. You may **compare items** to each other and add them to your cart as explained in detail below.

i. You may **<u>add the items to your wish list</u>** and add them to your cart as explained below.



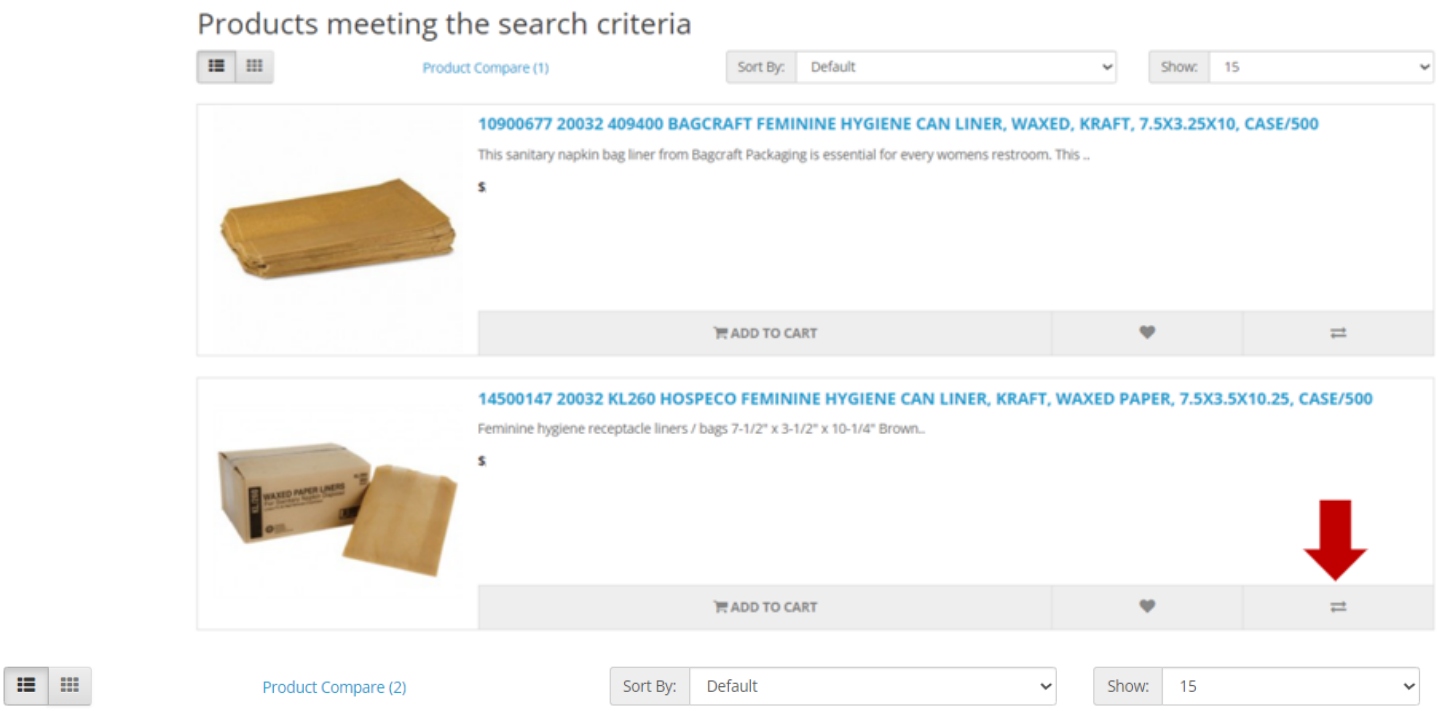
F. **<u>Comparing Multiple Items.</u>**

1. You can compare products to each other and choose what items to add to your cart.

   a. Using this feature allows you to compare products, vendors, images, and prices.

   b. The following is how to initiate a comparison:

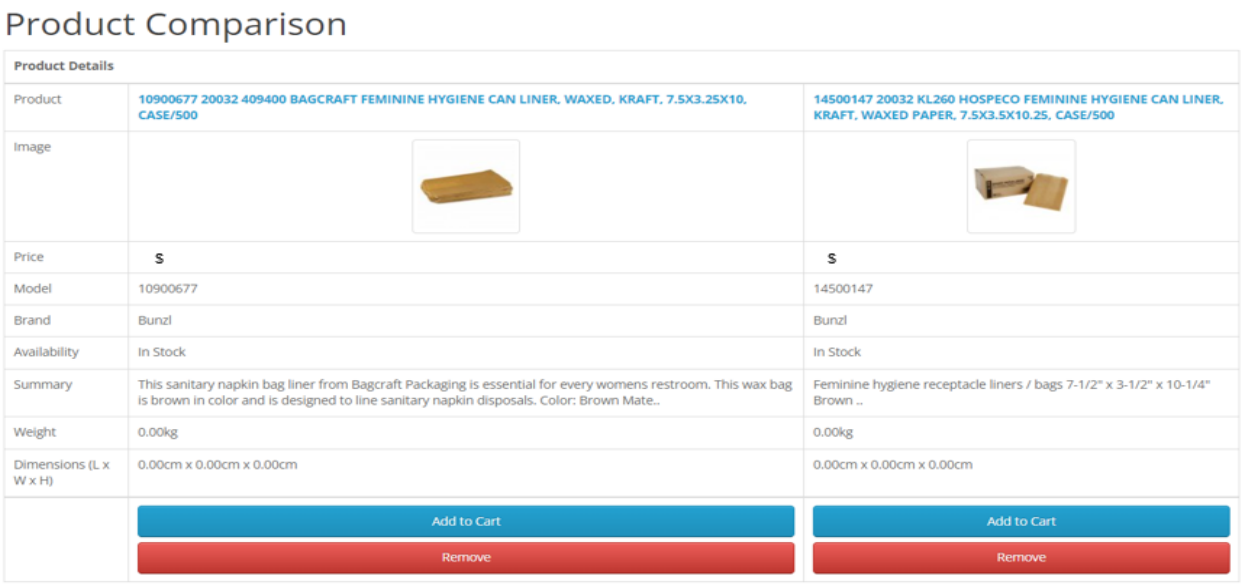
      1. Click on the “ ⇄ ” button next to any item that you would like to add to your comparison.” (Note: when this button is clicked and another item does not appear, then there are no items to compare)



2. As items are added to compare the “Product Compare” will update.

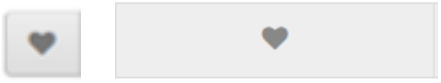
3. Click on the “Product Compare" button.

    a. This allows you to compare the products side by side, add them to the cart, or remove them from the comparison list.
    b. You can click on “Add to Cart” button, the item decided upon.
    c. OR click on the “remove” button, which will remove the item(s) from comparing but will not remove the item from your shopping cart.

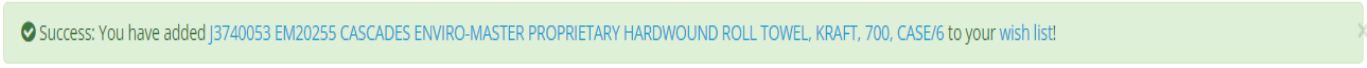


G. **<u>Adding Items to the Wish List.</u>** The order site allows you to create a "wish list" of saved items that you may want to order later. The following is an overview on how to utilize the "wish list."

1. Click on the "add to wish list" as designated by the heart button(s):

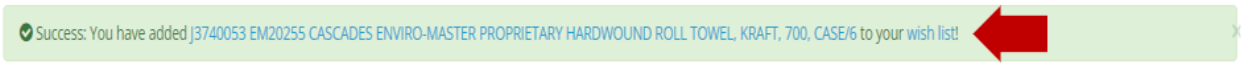


2. You will see a notification at the top of your screen letting you know the item was added to the wish list.

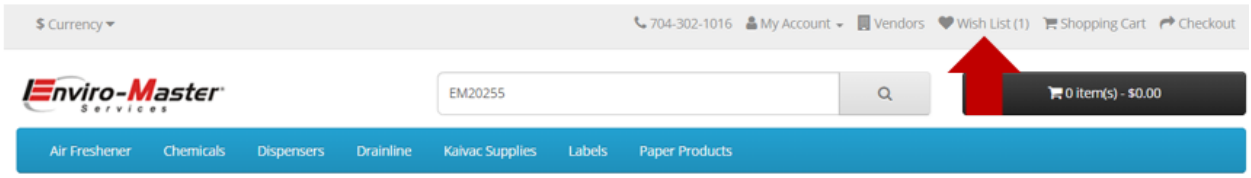


H. **<u>Viewing Your Wish List.</u>** You may view your wish list the following ways:

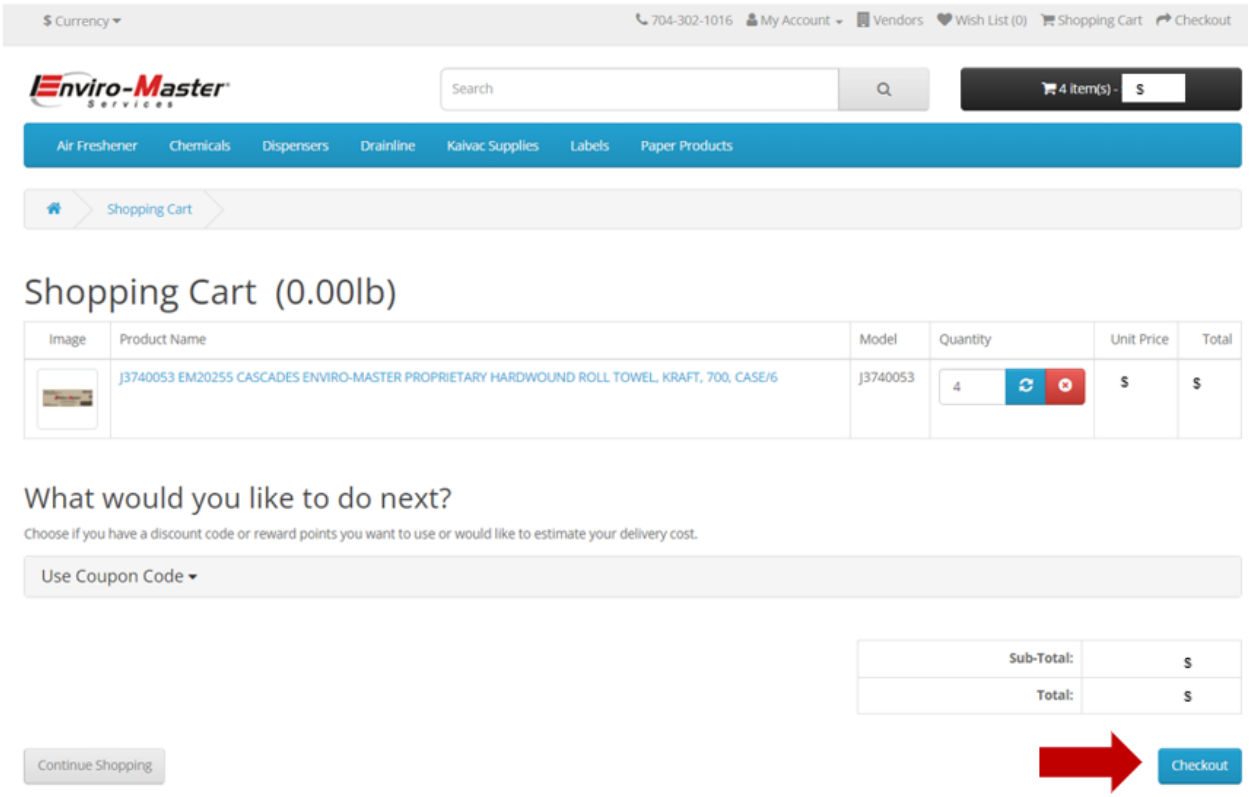
1. Click on the "wish list" link in the notification at the top of your page when adding an item.



2. **OR** click on the “wish list” link at the top of your page.



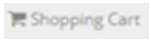
I. **<u>Editing Your Wish List.</u>** Once you have accessed your wish list, you may do the following:

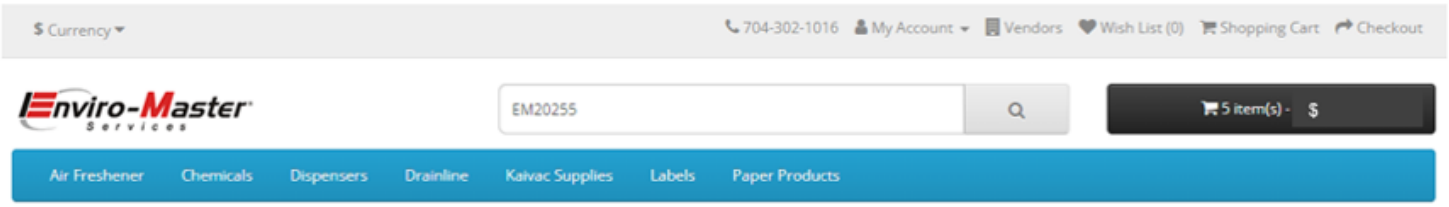


1. Add the item to the cart by clicking the shopping cart icon.

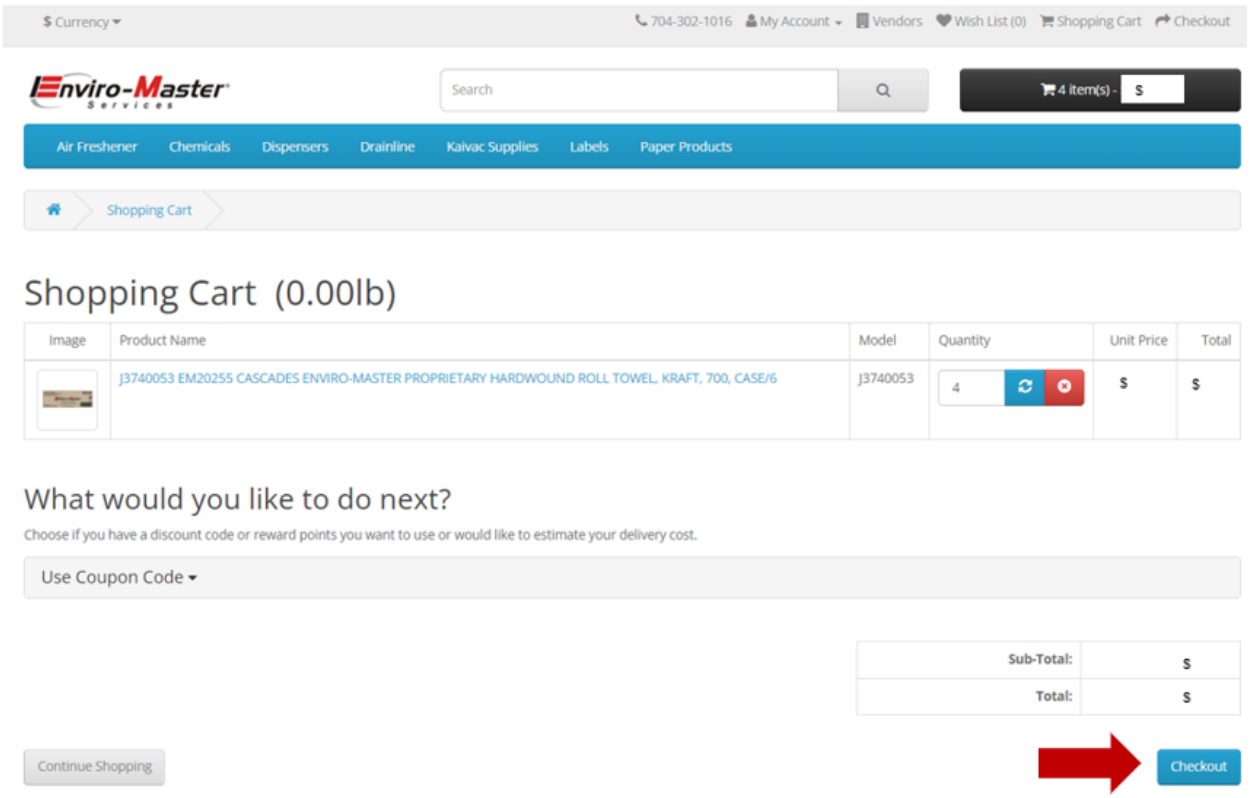
2. Remove the item from your “wish list” by clicking the remove icon.

I. **<u>Navigation to Checkout and View Cart.</u>** To complete your purchase, you may "check out" the following ways:

1. Click on the shopping cart  or at the top of your screen.

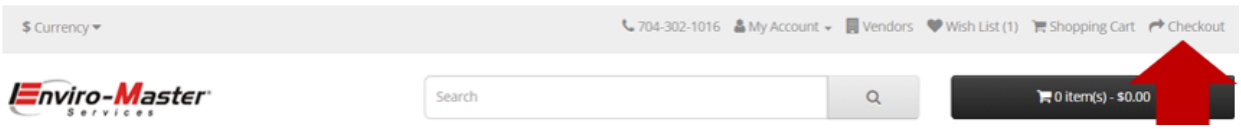


2. Adjust any quantities, if needed.



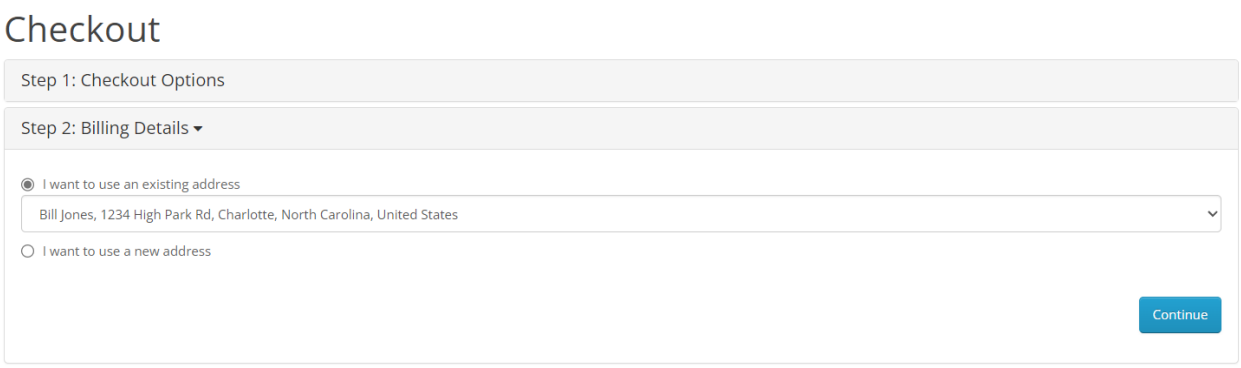
3. Then choose "checkout."

2. **OR** click on the "checkout" link at the top, right corner of your screen.

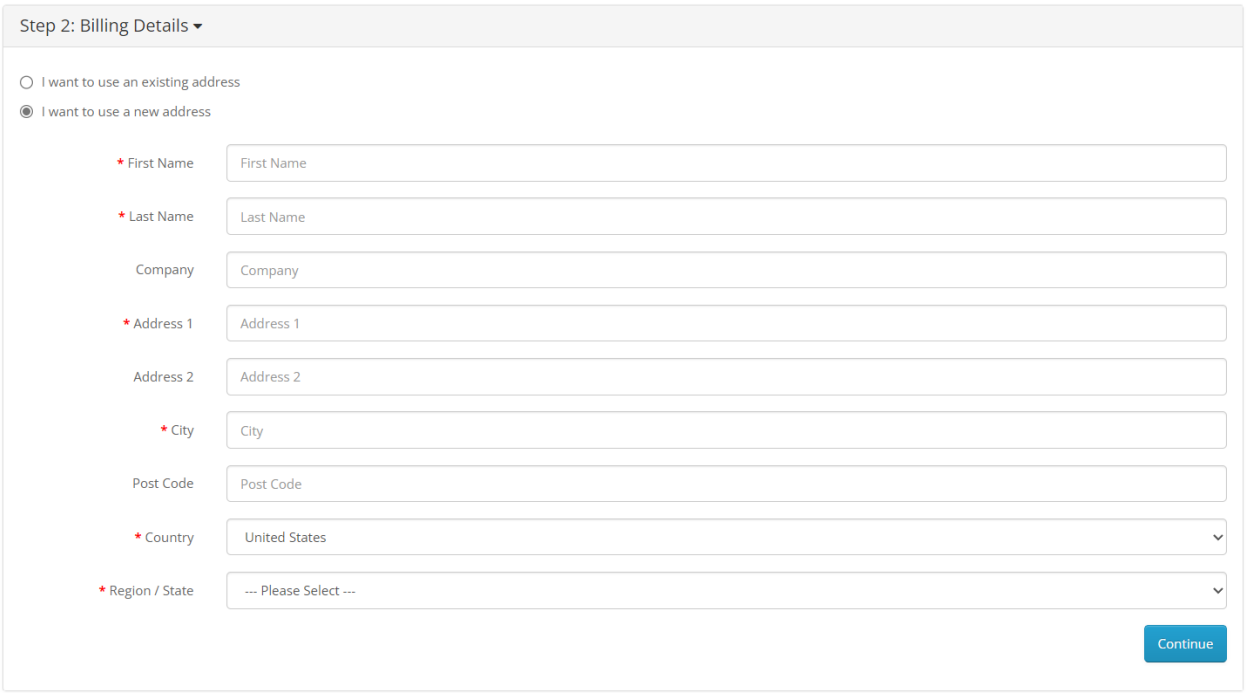


J. **<u>Checking Out.</u>** On the "check out" menu, the following fields must be completed.

1. Billing details – Once the initial billing address has been entered this address will appear for future orders – “click continue” lower right corner.



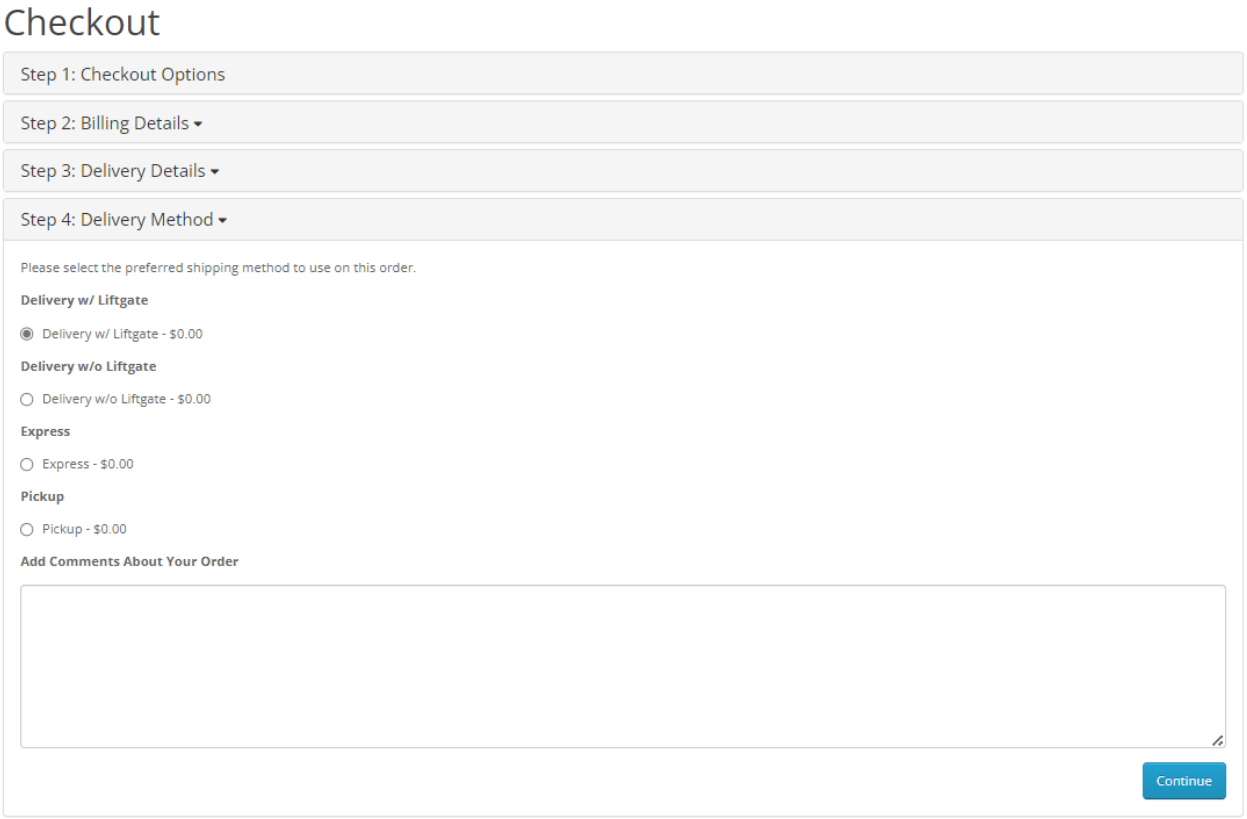
2. The “Billing Details” section allows the ability to add a new billing address.
   a. Click on the “radial” button.
   b. Address input screen will appear, enter new address.
   c. Then click “continue,” lower right corner.



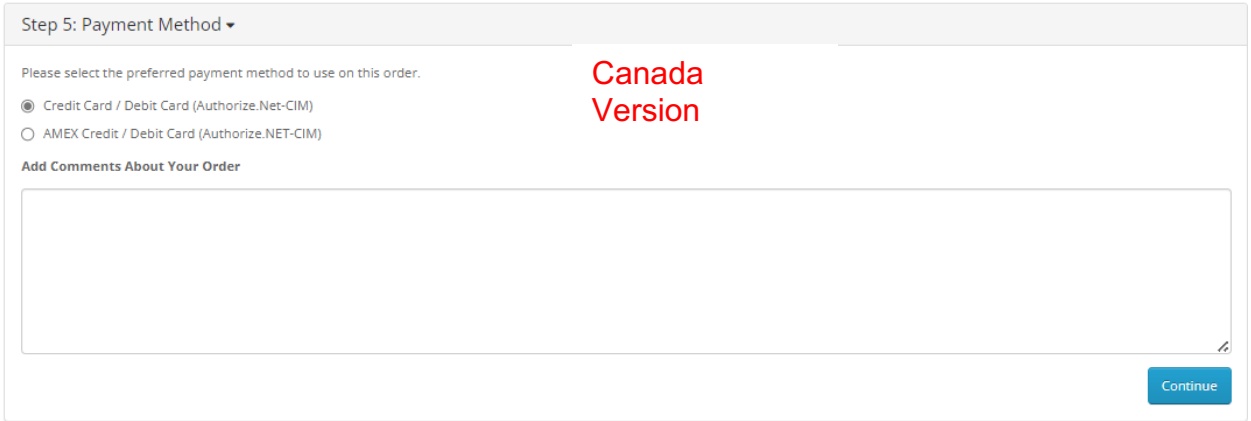
   d. Delivery details – Select an appropriate address where the product is being shipped. Then click “continue.” (You can also add another address, as shown previously)

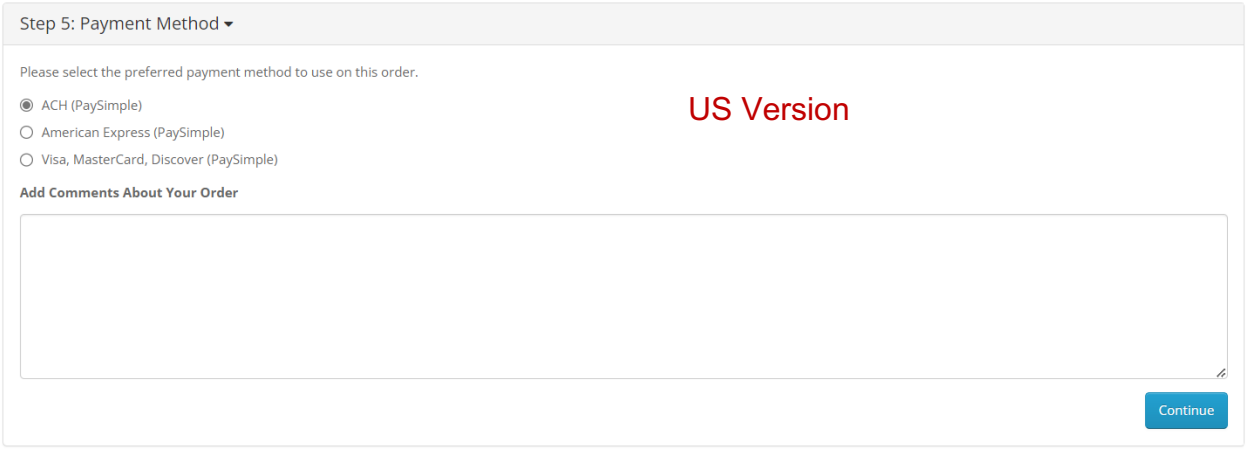
   e. Delivery method – Choose from the following options, add any notes the vendor should see, then click “continue.”

1. Note: Vendor shipping minimums have been notated in the system and will help you keep track of item totals needed to reach them.
2. Comments – These are comments "***to the vendor***" about your order.

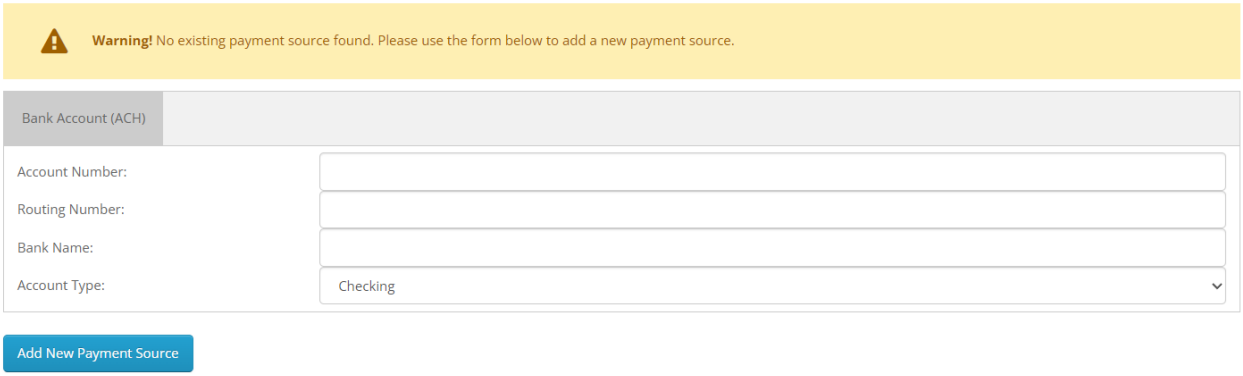


f. Payment method – Purchases may be paid for with a credit card/debit card with a convenience fee added during the check-out process OR AMEX credit card/debit card.
   1. Select payment method, then click "continue."



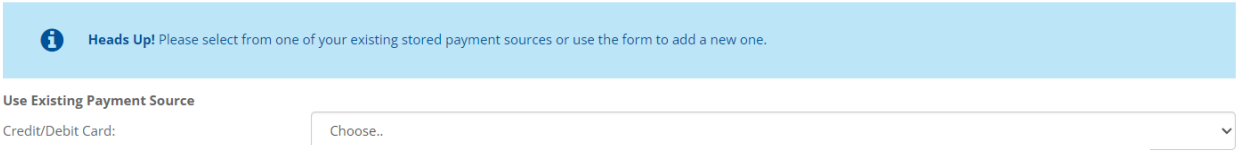


2. If there is no payment information previously entered, you will need to add the information, then click on “Add New Payment Source.”

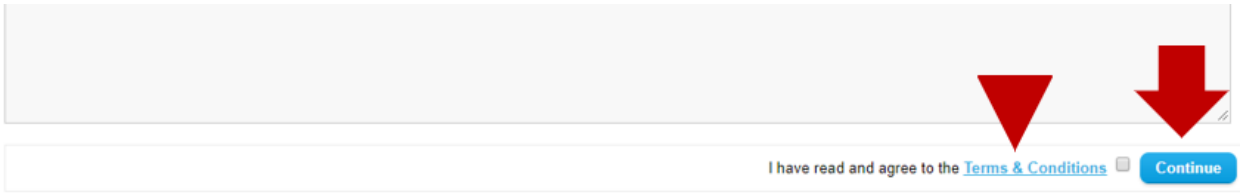


3. If payment information previously exists, select using the drop-down menu, then click “confirm order.” (The “Show/Hide Add New” button shows previous information added or newer information added)

g. <u>Confirm Order</u> – choose which credit card you would like to use for your order.



h. Agreement – to terms and conditions, then click “continue.”

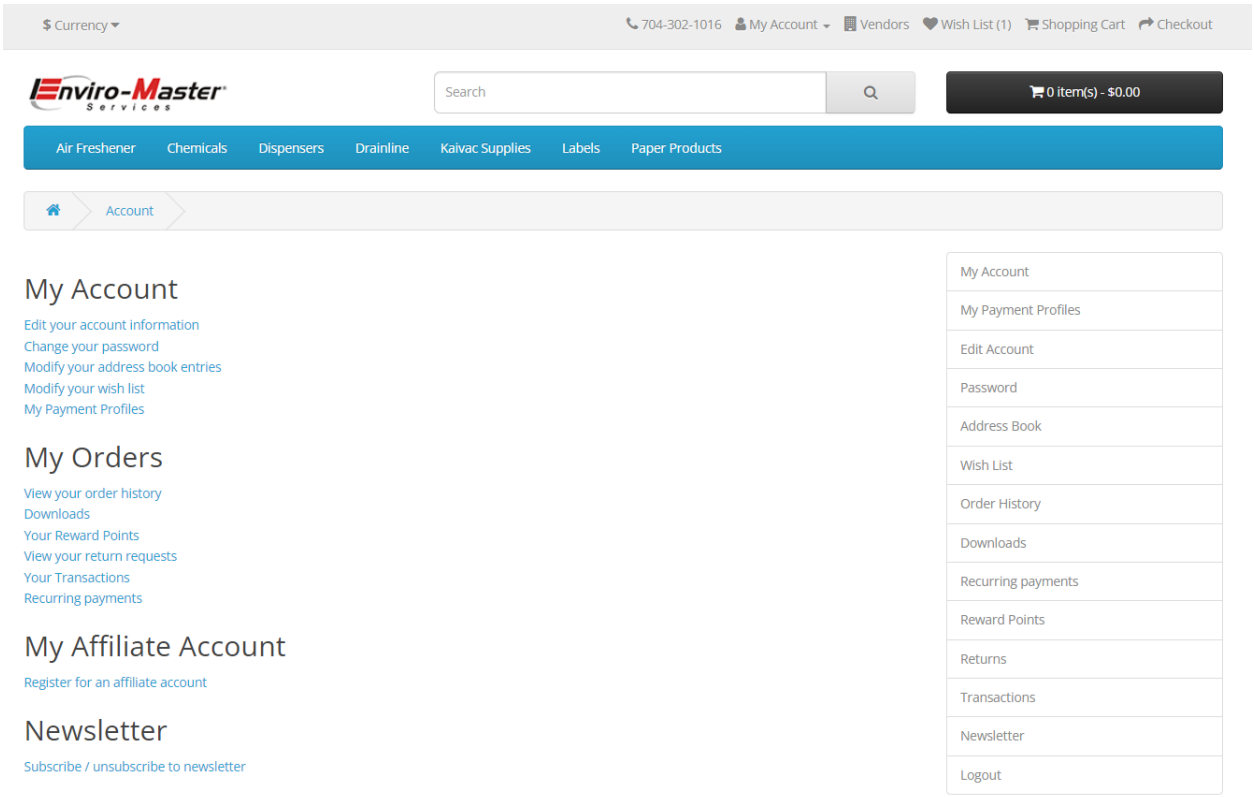


i. After all is complete, the Vendor will receive the order automatically via email. A copy will also go to you. If for any reason you did not receive the email confirmation, or do not see the order in your history, please contact corporate at purchasingsupport@enviro-master.com.

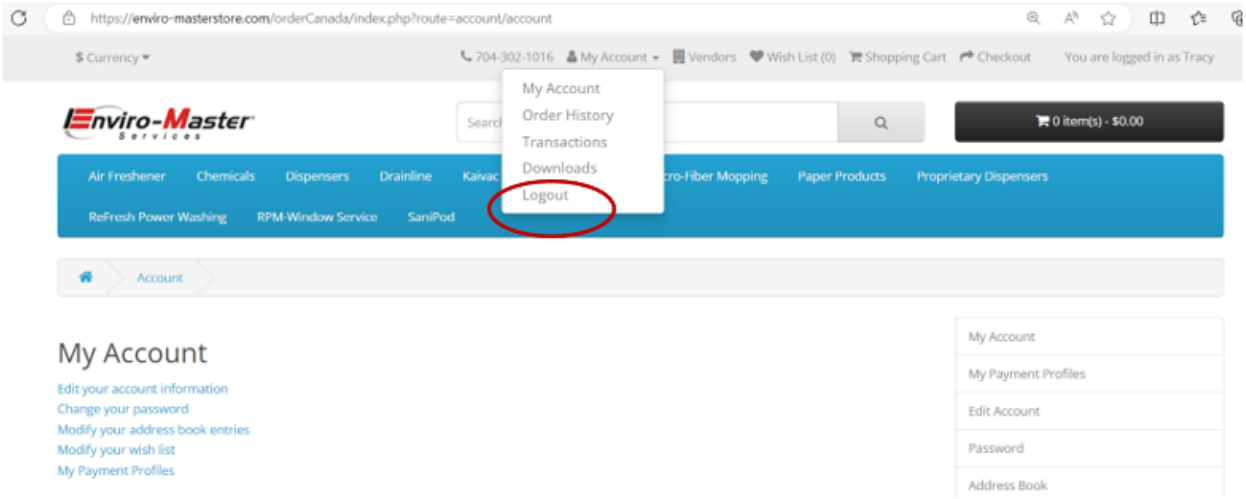
j. Note: Multiple Credit Cards can be added to your account, by repeating steps found under “Payment Method,” when placing order.”

K. Additional Options on the Main Screen.

1. Once logged in, the main screen page, has other options from the main screen as shown below:



L. **<u>Logging Out.</u>** – Click on “My Account,” at top of screen, drop down list appears, then click logout.



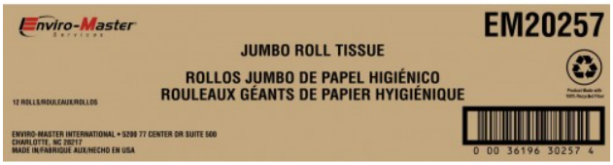
CHAPTER 18 PAPER PRODUCTS

Enviro-Master's paper products are designed to fit our corresponding dispensers. The recommendation is the franchisee price their paper products to customers at a recommended mark-up of 100%. The following are currently the most popular products sold, but are subject to change:

Please note items other than proprietary items reflected below may not be available on the Canadian ordering site. Should there be any questions regarding a product please contact: purchasingsupport@enviro-master.com.

A. Tissue.

1. *Jumbo Roll Tissue*: Example: Enviro-Master's Proprietary Brand



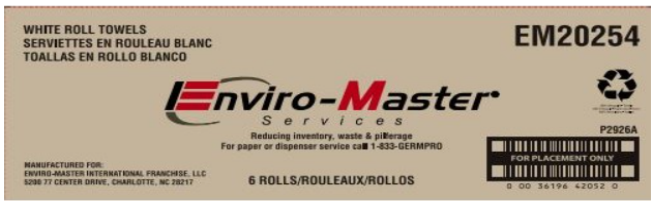
J3740055 EM20257 CASCADES ENVIRO-MASTER PROPRIETARY JUMBO ROLL TISSUE, JRT, 3.3X700', WHITE, CASE/12

2. *Household Tissue*: Example:

14101615 20259 TM1616S TORK UNIVERSAL HOUSEHOLD BATH TISSUE, WHITE, 2 PLY, 500 SHEETS, CASE/96

B. Hand Towels.

1. *Hard Wound Roll Towel, White*: Example: Enviro-Master's Proprietary brand



J3740054 EM20254 CASCADES ENVIRO-MASTER PROPRIETARY HARDWOUND ROLL TOWEL, WHITE, 700', CASE/6

2. *Hard Wound Roll Towel, Kraft/Natural*: Example: Enviro-Master's Proprietary brand

J3740053 EM20255 CASCADES ENVIRO-MASTER PROPRIETARY HARDWOUND ROLL TOWEL, KRAFT, 700', CASE/6

3. *Center Pull*: Example: Enviro-Master branded, six hundred sheets per roll X 6 rolls per case, 2-ply white.

J3740059 EM20256 ENVIRO-MASTER CENTER FEED TOWEL 2-PLY 7.6"W

4. *Multifold Towel*: Example: 250 sheets per pack x 16 packs per case, and available in Kraft/Natural or White.

75000254 PRIME SOURCE UNIVERSAL MULTIFOLD TOWEL, KRAFT, CASE/4000

75000253 PRIME SOURCE MULTIFOLD TOWEL, WHITE, 9.125 X 9.5, CS/4000

C. **Seat Covers.**

14100109 20261 TC0020 TORK TOILET SEAT COVER, WHITE, 1/2-FOLD, 20/250, CASE/5000

14505000 20028 DS-5000 HOSPECO DISCREET SEAT TOILET SEAT COVER, 20PKG, CASE/5000

20064 33500 NEATSEAT BRAND TOILET SEAT COVERS, CASE/40

D. **Feminine Hygiene Can Liner.**

10900677 20032 409400 BAGCRAFT FEMININE HYGIENE CAN LINER, WAXED, KRAFT, 7.5X3.25X10, CASE/500

~~**14500147** 20032 KL260~~ HOSPECO FEMININE HYGIENE CAN LINER, KRAFT, WAXED PAPER, 7.5X3.5X10.25, CASE/500

22222 POD PETITE LINER CARTRIDGE CASE/8

CHAPTER 19 HAND SOAPS AND SANITIZERS

One of Enviro-Master's greatest values is providing soap as part of the Sani-Service package. This benefits customers by reducing their overall soap cost. Additionally, providing soap as part of the service gives a competitive advantage. Therefore, Enviro-Master has designed both a foaming soap and a lotion soap product. These products ship in concentrate, which dramatically reduces shipping costs. Both products come in a 5-gallon bucket and are diluted and mixed at the franchisee's warehouse. It is recommended that all mixing take place at the warehouse. This will help reduce both waste and contamination.

NOTE: Locations using a larger size container for blending/mixing soap needs a larger mixer propeller, so concentrated soap and water is mixed thoroughly. Contact purchasing at purchasingsupport@enviro-master.com, for more information.

A. Soap Mixer. Enviro-Master uses a mixer from Agrimart, as shown here with ordering site information.

IBFD60-SET AGRIMART ACE 60 GALLON FULL BIODIESEL TANK / WINE TANK WITH POLY STAND

B. Location of the Mixer.

1. The mixer should be in the franchisee's warehouse near a power outlet and water source.

C. Avoiding Contaminants When Mixing.

1. While ordering concentrate and diluting with water provides significant cost savings, it also introduces the possibility of contamination. All containers and tools used in the diluting process of soaps must be kept extremely clean and free of dirt or sediment. From the mixer to the 5-gallon containers, to the gallon jugs carried by the technicians, to the water dispenser and any materials which might encounter the soap – **all must be kept immaculately clean**. When the soap is poured into Enviro-Master customer soap dispensers, it must be pristine.

2. Filter all water coming from hose used to fill the “mixer,” such that it is clean of any impurities.

   i. It is recommended to have a “Water Filtration System” on your water coming from the faucet, as well as a “Ultraviolet Water Purifier Sterilizer Filter” from your water filtration system to the water hose that is used to fill the soap mixer.

   ii. Sample Pictures (reach out to Purchasing, purchasingsupport@enviro-master.com, for assistance with these items):

3. Use the E-Z Fill 5 Gallon Container (for purchase on Enviro-Master’s Ordering site – Impact Product #7576) because it is clear from top to bottom and easier to see whether any contaminants are present within the soap. Such containers should be inspected after cleaning to ensure no dirt or sediment is present. (See “note” below for care)

4. If your franchised operation consistently and weekly performs all the above, soap delivered to customers should be contaminant free. The entire dilution of concentrate soap saves the customer, and Enviro-Master businesses a huge amount of money, but it also requires careful monitoring of the dilution process from container to container and ensures that diluted soap is contaminant free.

   NOTE: PLEASE SEE SECTION V, CHAPTER 40 WEEKLY OPERATIONAL PROCEDURES, SECTION B2, SOAP MIXER CLEANING PROCESS – SOAP MIXER, TRANSPORT JUGS & BLADDER CLEANING AND SANITIZING PROCESS.

E. Hand Sanitizers. Enviro-Master sells a quat based foaming hand sanitizer which comes in on-gallon containers, packaged four (4) per case.

F.

1. Selling these by the gallon with a minimum of 100% mark up, or as a service charge of $3.00 or more per week, per dispenser, is recommended. The market for this product is large and the product is used in accounts such as restaurants, day care, office buildings, and many other businesses.

2. Selling the product by the gallon, or by the dispenser saves the customer on both the cost of the product, as well as not having to carry excess inventory.

3. Hand Sanitizers:

68809, KUTOL FOAMING HAND SANITIZER, 4X1 GALLON (Note: There is a minimum order charge)

(Note: Bunzl does offer Zep Gel Hand Sanitizer – reach out to purchasing regarding item, purchasingsupport@enviro-master.com)

CHAPTER 20 PAPER AND SOAP DISPENSERS

A. Enviro-Master offers dispensing equipment for paper and soap. The dispensers are efficient, dependable dispensing and compact size that are an ideal choice for high-traffic environments. Dispensers are affordable, low-maintenance and simple to install.

B. The Enviro-Master Proprietary Paper dispensers are designed to only hold a specific roll towel or roll tissue. This type of dispenser prevents customers from using other paper products in the Enviro-Master proprietary dispenser.

C. Enviro-Master Proprietary Paper Dispenser.

60240017, ENVIRO-MASTER MECHANICAL TOWEL DISPENSER
60240019, ENVIRO-MASTER ELECTRONIC HYBRID TOWEL

D. Enviro-Master Jumbo Roll Tissue Dispenser.

602400201, ENVIRO-MASTER 7" TWIN JUMBO TISSUE

D. Soap and Sanitizer Dispensers.

60240015, ENVIRO-MASTER MANUAL SOAP DISPENSER W/FOAMING BLADDER
60240016, ENVIRO-MASTER ELECTRONIC HYBRID SOAP

F. Air Freshener Dispensers.

60240018, ENVIRO-MASTER AIR CARE

E. Toilet Seat Cover Dispensers.

IMP-5016ENV IMPACT TOILET SEAT COVER DISPENSER, BLACK,

B-221 BOBRICK STAINLESS STEEL SURFACE MOUNTED TOILET SEAT COVER

F. Feminine Hygiene Receptacle Dispensers.

20001 MANUAL POD PETITE UNIT "WHITE"
20008 MANUAL POD PETITE UNIT "BLACK"

22501 POD PETITE AUTO "WHITE" MUST PURCHASE AUTO SENSOR BOX SEPARATELY

22508 AUTO SENSOR

CHAPTER 21 ENVIRO-MASTER CHEMICALS

Enviro-Master sells a variety of chemicals for cleaning, sanitizing, disinfecting and drain line cleaning in kitchens in the United States and Canada. Intercon provides the majority of chemicals within the United State and Smarter Solutions is a provider for chemicals for the Canadian locations. (Note: United States - SDS Sheets are located at https://enviro-master.com/commercial-cleaning-products/safety-data-sheets/ and the Canadian SDS sheets are located at Commercial Cleaning Products Canada Safety Data Sheet (enviro-master.com))

A. INTERCON CHEMICAL PRODUCTS

HAND CARE

PREMIUM GENTLE FOAM HAND SOAP (Orange)
5 Gallons
Orange, foam hand soap.
FICCB-0005-0991

WHITE LOTION HAND SOAP
5 Gallons
Lotion hand soap.
FICCB-0005-0941

PORCELAIN CARE

VISCLEAN
4/1 Gallons
Red, low acid cleaner.
FICCB-04X1-0446
F4320177

H.A.B.C.
4/1 Gallons
White, high acid cleaner.
FICCB-04X1-212N
F4320176

AIR FRESHENER

RTG ODOR NEUTRALIZER
6x34 oz, includes 6 triggers
Fresh scent, odor neutralizer.
FICCB-6X34-RODF
F4320205

BERRY GOOD
12/32 oz
Berry scent, odor neutralizer.
FICCB-1232-0262
F4320174

SPECIALTY CLEANERS

HIOX
4/1 Gallons
Blue Planet, hydrogen peroxide all purpose cleaner.
FICCB-04X1-0723
F4320146

DAILY
4/1 Gallons
Citrus, neutral floor cleaner.
FICCB-04X1-0840
F4320171

ACTIVATE PLUS
4/1 Gallons
Drain foam digestant, restroom odor neutralizer, grease trap digestant.
FICCB-04X1-0264
F4320008

No Foam
4/1 Gallons
Concentrated defoamer. Controls suds in warm water and extraction tanks.
FICCB-04X1-0982
F4320006

FOODSERVICE

PRIMO
4/1 Gallons
Lavender scented
multi-purpose cleaner.
FICCB-04X1-0684
F4320137

DEGREASER
4/1 Gallons
Heavy duty-cleaner,
butyl degreaser.
FICCB-04X1-H700
F4320175

OVEN & GRILL CLEANER
4/1 Gallons
Heavy-duty, thickened,
oven & grill cleaner.
FICCB-04X1-O749
F4320011

GLASS CLEANER
4/1 Gallons
Glass cleaner.
FICCB-04X1-G600
F4320066

BLUE DIAMOND
4/1 Gallons
Premium, blue manual
pot & pan detergent.
FICCB-04X1-879B
F4320170

SUREFOOT EZ
4/1 Gallons
Enzyme floor cleaner.
FICCB-04X1-0845
F4320115

DISH DETERGENT
4/1 Gallons, 5 Gallon
Manual pot & pan detergent.
Pink/Lilac.
4/1 GL 04X1-M800 **F4320017**
5 GL PL 0005-M800 **F4320172**

HERO
4/1 Gallons
High alkaline heavy-duty,
degreaser and cleaner.
FICCB-04X1-0772
F4320028

SANITIZERS & DISINFECTANTS

BLUE PLANET DISINFECTANT & NO RINSE SANITIZER

3 IN 1 – Cleaner, disinfectant & no rinse foodservice sanitizer in one product!
EPA Registered. On List N.
F432000A 6/32 oz w/12 triggers
F4320238 4/1 gallons

GRADE A
4/1 Gallons
Quat, no rinse, foodservice Sanitizer. On List N.
EPA Registered. .34 oz / GL
FICCB-04X1-0234
F4320083

TURQUOISE 3
4/1 Gallons
Neutral, hospital grade one step cleaner disinfectant,
EPA Registered. 2 oz/GL
On List N
FICCB-04X1-TUR3
F4320190

NOTE: **Turquoise 3 is not approved to be used as the disinfectant in the Virus Vaporizer Service or the Victory Sprayers.**

Note for the Intercon products: See next page chart for Vendor and Item Number for ordering site, color of product, pack size and dilution rates.

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MFG # SDS Link	Bunzl #	Intercon Product, Description Website Product Landing Page	Pack Size	GW	Use Rate
FICCB-0005-0991	F4320222	Premium Gentle Foam Hand Soap (Orange)	5 GL Pail	48	1:5
FICCB-0005-0941	F4320169	White Lotion Hand Soap	5 GL Pail	45	1:3
FICCB-04X1-212N	F4320176	H.A.B.C., White, High Acid Bowl Cleaner	4/1 GL Case	40	RTU
FICCB-04X1-0446	F4320177	Visclean, Red, Daily Use, Low Acid Bowl Cleaner	4/1 GL Case	37	RTU
FICCB-04X1-H700	F4320175	Commercial Degreaser, Neon Green, Butyl	4/1 GL Case	37	2 - 16 oz / GL
FICCB-04X1-0772	F4320028	Hero, Alkaline Degreaser	4/1 GL Case	40	2 - 6 oz / GL
FICCB-04X1-0264	F4320008	Activate Plus, Drain Foam Digestant, Odor Neutralizer	4/1 GL Case	36	RTU - 64 oz / GL
FICCB-04X1-0845	F4320115	Surefoot EZ, Enzyme Floor Cleaner	4/1 GL Case	37	1 oz / GL
FICCB-04X1-0723	F4320146	Blue Planet HIOX, All Purpose Cleaner	4/1 GL Case	37	8 oz / GL
FICCB-04X1-879B	F4320170	Blue Diamond, Pot & Pan Detergent	4/1 GL Case	37	1/4 - 1/3 oz / GL
FICCB-04X1-0840	F4320171	Daily, Neutral Floor Cleaner	4/1 GL Case	36	1/2 oz - 16 oz / GL
FICCB-04X1-M800	F4320017	Commercial Dish Detergent, Pink Pot & Pan	4/1 GL Case	37	1/2 oz - 1 1/2 oz / GL
FICCB-04X1-G600	F4320066	Commercial Glass Cleaner, Blue	4/1 GL Case	36	1:3
FICCB-04X1-O749	F4320011	Commercial Oven & Grill Cleaner, Thickened	4/1 GL Case	38	RTU
FICCB-6X32-RODF	F4320205	RTG™ Odor Neutralizer, Fresh Scent, with Triggers Sprayers	6/34 oz Case	14	RTU or 1 - 2 oz / GL
FICCB-1232-0262	F4320174	Berry Good, Air Freshener, Odor Neutralizer	12/32 oz Case	28	RTU or 1 - 2 oz / GL
FICCB-04X1-0684	F4320137	Commercial Primo, APC, Lavender Deodorizer	4/1 GL Case	36	2 - 16 oz / GL
FICCB-04X1-0982	F4320006	No Foam, Concentrated Defoamer	4/1 GL Case	36	1/2 - 5 oz / GL
FICCB-6X32-0205	F432000A	Blue Planet Hospital Grade Disinfectant & No Rinse Sanitizer	6/32 oz Case	15	RTU
FICCB-04X1-0205	F4320238	Blue Planet Hospital Grade Disinfectant & No Rinse Sanitizer	4/1 GL Case	36	RTU
FICCB-04X1-0234	F4320083	Grade A, Quat No Rinse Foodservice Sanitizer, EPA Registered	4/1 GL Case	36	.34 oz / GL = 200 PPM
FICCB-04X1-TUR3	F4320190	Turquoise 3, hospital grade one step cleaner disinfectant	4/1 GL Case	36	2 oz / GL = 400 PPM

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704-905-6554

Intercon Chemical www.interconchemical.com
Clearly Better www.clearlybetter.com

B. SMARTER SOLUTIONS - CANADA

HAND CARE		
PRODUCT NAME	**ITEM NO/REPLACES/DILUTION**	**DESCRIPTION**
	CL-CA-LHS20, LIQUID HAND SOAP, 5 GAL PAIL (**Formerly Intercon Premium Foaming Orange hand Soap**) Dilution: 1 part gallon soap and 5 part gallon water.	Leaves skin clean & soft; Add a few drops in the palm of the hand. For use in washrooms and kitchens.
PORCELAIN		
	WL-CL-CA-EMH4-4, HP-OXI ALL PURPOSE CLEANER, CASE/4L (**Formerly Intercon Blue Planet Hiox**) Dilution: 1 part product to 12 parts cold water.	This concentrated cleaner and degreaser provides rinse free, one-pass cleaning on all types of hard, non-porous surfaces including countertops, appliances, oven hoods, stainless steel, plastic, fiberglass, rubber, glass, and so on. It removes problem soils such as black heel marks on floors and baseboards, lipstick, pencil marks, ink, grease, oily finger smudges, food soils, and so on. Spray product 10 to 15 cm from surface until thoroughly wet.

	CL-CA-CLG4-4, HD CALCIUM, LIME & RUST REMOVER GEL, CASE/4 L **CL-CA-CLR4-40**, HD CALCIUM, LIME & RUST REMOVER, CASE/4 L (**Formerly Intercon Visclean**) Dilution: Use full strength or dilute with up to 10 part water, depending on severity of soil. Mix 1 part product to 2 part water to get similar mixture as Visclean.	HD Calcium, Lime & Rust Remover Gel: All-purpose industrial cleaner; Acid replacement; No harsh fumes; No caustics; 4 x 4 L case. Nearly twice as thick as Visclean.
	CL-CA-TSC4-4, TOILET SCRUBBER, CASE/4 L (**Formerly Intercon H.A.B.C.**) Dilution: RTU.	Extra strength toilet bowl cleaner; acid formulation
SANITIZER/DISINFECTANTS		
	HO-CA-HSCD1-12, HOCL SURFACE CLEANER & DISINFECTANT, CASE/12 L **HO-CA-HSCD4-4**, HOCL SURFACE CLEANER &	HOCL Surface Cleaner & Disinfectant is an eco-friendly, multi-purpose cleaner and disinfectant. Manufactured in southern Ontario, HOCL Surface Cleaner & Disinfectant's no-rinse, no-residue disinfectant technology kills 99.9% of germs including bacteria, viruses, and fungi using pure

	DISINFECTANT, CASE/4 L (**Formery Intercon Blue Planet Disinfectant & No Rinse F.S. Sanitizer**)	and natural ingredients. It kills human coronavirus, listeria, E. coli, Salmonella, Clostridium difficile, and many more. It controls mold, mildew, and athlete's foot. The active ingredient behind the HOCL Surface Cleaner & Disinfectant products is HOCL. After HOCL has completed its task, it breaks down to a saline solution.
SPECIALTY CLEANERS		
	CL-CA-MPC4-4, MULTI-PURPOSE CLEANER, CASE/4 L (**Formery Intercon Daily**) Light duty cleaning: Dilute 1 part product with 80 parts water. General Cleaning: Dilute 1 part product with 20 to 40 parts water.	For cleaning all floors and hard surfaces including porcelain fixtures, grease traps, filters, food fryers, dip tanks, floor scrubbers, spot cleaning, carpet cleaning, and pressure sprayer systems.

	CL-CA-GTC4-4, BIOLOGICAL GREASE TRAP CLEANER, CASE/4 L (**Formery Intercon Activate Plus**) Use 1/4 to 1/2 litre daily for the first week.	Grease Trap Cleaner is a liquid biological bacterial treatment that works immediately to maintain grease traps and drains, and control odors in dry septic systems such as pit toilets. It also controls fats, oils, and greases (FOG) and biochemical oxygen demand (BOD) in sewage treatment plants. Grease Trap Cleaner degrades FOG, liquefies, and digests organic waste, leaving a pleasant odor. The biodegradable demulsifying surfactants separate water from FOG allowing grease traps, separators, and bacteria to work more effectively.
	WL-CL-CA-EMH4-4, HP-OXI ALL PURPOSE CLEANER, CASE/4L (**Formerly Intercon Blue Planet Hiox**) Dilution: 1 part product to 12 parts cold water.	This concentrated cleaner and degreaser provides rinse free, one-pass cleaning on all types of hard, non-porous surfaces including countertops, appliances, oven hoods, stainless steel, plastic, fiberglass, rubber, glass, and so on. It removes problem soils such as black heel marks on floors and baseboards, lipstick, pencil marks, ink, grease, oily finger smudges, food soils, and so on. Spray product 10 to 15 cm from surface until thoroughly wet.

FOOD SERVICE		
	WL-CL-CA-EMC4-4, CHAMPION POWER KITCHEN DEGREASER, CASE/4 L (**Formerly Intercon Hero**) For general cleaning: dilute 1 part product to 20 to 40 parts water. For light cleaning: dilute 1 part product to 50 to 100 parts water. For heavy cleaning: dilute 1 part product to 10 to 20 parts water.	Designed as a super concentrated, heavy duty, plant-based cleaner, which is made from renewable, regrowable resources. It is ideal for removing light to very heavy accumulations of oils, grease, food, dirt, and grime that may be found in food serving and food processing areas.
	CL-CA-BFC4-4, BIOLOGICAL FLOOR CLEANER & DEGREASER, CASE/4 L (**Formerly Intercon Surefoot EZ**)	Biological Floor Cleaner & Degreaser is a biological floor cleaner that is highly effective in penetrating porous floor surfaces to degrade and eliminate grease and other organic materials that may accumulate over time. Biological Floor Cleaner & Degreaser's microbial technology provides long term deep cleaning by removing embedded residual organic material found in pores, cracks, corners, and crevices. Biological Floor Cleaner & Degreaser produces enzymes that are specifically selected for the breakdown of the harder to degrade fatty acid components of grease.

		Continual use will improve the waste stream by creating a biofilm in all of the drains used, which will reduce organic build-up in drains and enhance any biological grease trap treatment.
	CL-CA-GCC4-4, GLASS CLEANER CONCENTRATE, CASE/4 L (**Formerly Intercon Glass Cleaner Concentrate**)	Multi-service & glass cleaner; No alcohol; No ammonia; No VOCs

Smarter Solutions Cross Reference Table: (Smarter Solutions Spec Sheets, Cross Reference information can be found in Resources in EMU)

Prepared for:
Enviro-Master Services

SmarterSolutions

Smarter Solutions Cross Reference Table & Product Instructions

	Smarter Solutions		
INTERCON PRODUCT NAME	SMARTER SOLUTIONS PRODUCT NAME	DIRECTIONS FOR USE SMARTER SOLUTIONS PRODUCT	CONCENTRATION COMPARISON
SUREFOOT EZ	**Biological Floor Cleaner & Degreaser**	For daily cleaning, dilute 6 to 25 ml of product per litre of cold water (1 part product to 125 parts water).	At 8 parts per 1000 parts water, Biologial Floor Cleaner & Degreaser provides same concentration as Surefoot EZ
HERO	**Champion Power Kitchen Degreaser**	For general cleaning, dilute 1 part product to 20 to 40 parts water. For light cleaning, dilute 1 part product to 50 to 100 parts water. For heavy cleaning, dilute 1 part product to 10 to 20 parts water.	Champion is about 36% more concentrated than Hero
Clear Blue Concentrate	**Glass Cleaner Concentrate**	Dilute 9 parts water with 1 part Glass Cleaner Concentrate. Spray sparingly and wipe clean. Polish with a clean, lint-free, dry cloth.	Glass Cleaner Concentrate is similar concentrate as Clear Blue Concentrate
ACTIVATE PLUS	**Grease Trap Cleaner**	Use 1/4 to 1/2 litre daily for the first week.	Grease Trap Cleaner is more concentrated than Activate Plus
VISCLEAN 8% Acid	**HD Calcium, Lime & Rust Remover; HD Calcium, Lime & Rust Remover Gel**	Use full strength or dilute with up to 10 parts water depending on severity of soil	HD Calcium, Line & Rust Remover is nearly twice as thick as Visclean so can mix 1 part product to 2 parts water to get similar mixture.
BLUE PLANET DISINFECTANT & NO RINSE F.S. SANITIZER	**HOCL Suface Cleaner & Disinfectant**	Ready-to-use. To disinfect hard, non-porous surfaces, spray on surface until thoroughtly wet. Allow surface to remain wet for 10 minutes. Wipe with paper towel or clean towel. To sanitize hard, non-porous non-food contact surfaces, spray on surface until thoroughly wet. Allow surface to remain wet for 5 minutes. Wipe with paper towel or clean towel. To sanitizer hard, non-porous food contact surfaces, spray on surface until throoguhly we. Allow surface to remain wet for 5 minutes. Wipe with paper towel or clean towel.	Same concentration
BLUE PLANET DISINFECTANT & NO RINSE F.S. SANITIZER	**HOCL Suface Cleaner & Disinfectant**	Ready-to-use. To disinfect hard, non-porous surfaces, spray on surface until thoroughtly wet. Allow surface to remain wet for 10 minutes. Wipe with paper towel or clean towel. To sanitize hard, non-porous non-food contact surfaces, spray on surface until thoroughly wet. Allow surface to remain wet for 5 minutes. Wipe with paper towel or clean towel. To sanitizer hard, non-porous food contact surfaces, spray on surface until throoguhly we. Allow surface to remain wet for 5 minutes. Wipe with paper towel or clean towel.	Same concentration
BLUE PLANET HIOX ALL PURPOSE CLEANER	**HP-OXI All Purpose Cleaner**	Dilute 1 part product to 12 parts cold water.	HP-OXI All Purpose Cleaner is about 50% more concentrated than Blue Planet Hiox All Purpose Cleaner.
PREMIUM FOAMING (ORANGE) GENTLE FOAM HAND SOAP	**Liquid Hand Soap**	Wet hands. Add a few drops in the palm of the hand, rub hands, rinse, and dry. Regular Direct Dispensers: Fill dispenser with soap, ensure lid is sealed correctly. Foaming Dispensers: Dilute up to 1:5 or 1:6 depending on the dispenser. Ensure blending of dilution is thorough.	Same concentration
DAILY	**Multi-Purpose Cleaner**	Light duty cleaning: Dilute 1 part product with 80 parts water. General Cleaning: Dilute 1 part product with 20 to 40 parts water.	Multi-Purpose Cleaner is about 33% more concentrated than Daily.
H.A.B.C. 20% Acid	**Toilet Scrubber**	Ready-to-use. For toilet bowls, add 60 ml of product directly to the bowl water.	Same concentration

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Toll Free: 800-280-8973 | Telephone: 905-720-0214 | www.smartersolutionsplus.com

C. MEASURING CHEMICAL GUIDANCE:

Enviro-Master uses a wide variety of chemical in our cleaning process. Overusing chemicals can cause damage to the surface as well as leave a residue causing more time and labor to achieve the results desired.

1. Measuring chemicals can assist with making sure the dilution being achieved is economical and efficient use of the chemical.

    a. It is highly recommended NOT to free pour chemicals on surfaces, as this can lead to inconsistencies in the cleaning process, inefficient use, waste of the chemical and following the “label” on each container is the law.
    b. Make sure the container the chemical is stored and used in is properly labeled.
    c. Always wear the appropriate Personal Protective Equipment when handling chemicals.

2. Following below is general guidance on the use of some chemicals, dilutions, areas, and surfaces.

Chemical	What	When	Location	Where
Activate Plus	Drain Cleaner and Deodorizer	Weekly	Kitchen, RR, Bar	Drains: 1:1 in foaming sprayer.
Hero	Heavy Degreaser	Daily	Kitchen	2-6 oz per gallon
H700	Heavy Degreaser	Daily	Kitchen	Grills: (1oz to red bucket) light soil: 1:40 med soil: 1:30 heavy soil: 1:2-1:8
HiOx	Disinfectant and General Purpose cleaner	Daily	Kitchen, FOH, RR	All hard surfaces RTU in 32 oz bottle.
Oven & Grill Cleaner	Griddle cleaner	Daily	Kitchen	Griddle: RTU Use on warm surface, wipe, rinse. Heavy grease surfaces may need scraping and additional application.

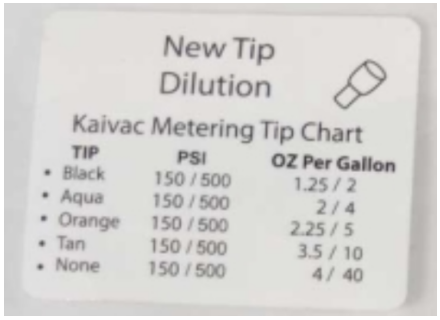
Surefoot EZ	Enzyme based floor cleaner	TBD	Kitchen	Floors: 1 oz to gallon.
Daily	ph Neutral floor cleaner	TBD	FOH	Mop: 3 oz to gallon. Scrubber: 1-2 oz per gallon.
Repel	Glass Cleaner	Daily	Glass, FOH, RR mirror	RTU in bottle.
Glass Scrub	Soft Abrasive cleaner for glass and steel	As needed	Glass, stainless	Hard stains glass, stainless appliances RTU.
HABC	High Acid toilet cleaner	Hard uric scale on surface	RR	Toilets and urinals RTU in 32 oz bottle.
Sani Shield	Disinfectant and sealant for hard surfaces	Daily	RR	RTU in bottle.
Visclean	Low Acid toilet cleaner	Low uric scale	RR	Toilets and urinals RTU in 32 oz bottle.
Vital Oxide	Hospital grade disinfectant	Weekly	RR	RTU in bottle.

3. Using a proportioner can be beneficial in helping with the correct measurements of chemicals.
   a. Pro-Blend Proportioner.

Tolco 1 Gallon Polypropylene Pro-Blend Bottle Proportioner

b. If using the chemical injection system on the Kaivac machine, use the appropriate tip for the dilution desired. The packet should come with metering tip dilution information.

MTIPSNEW KAIVAC EA METERING TIP PACK



D. AIR SCENT LIQUID AIR FRESHENER

1. **<u>Liquid Air Fresher Gallon.</u>** Air-Scent's super compounded odor counteractants have been scientifically formulated to absorb, neutralize, and eliminate malodors through evaporation and chemical diffusion, adding a delightful fragrance of your choice!

   a. The perfume used by Enviro-Master is a petroleum-based product and caution should be used to avoid spilling it against any walls or floors as it can remove paint and wallpaper. (See Section IV, Products Used in Sani-Service, Battery Air Freshener for servicing Air Freshener Dispensers)

   b. It is "recommended" to choose four (4) scents, for your location, so that you can change out scents once a quarter. Studies have shown that humans become nose-blind to scents and changing the scent can help reduce complaints from customers "that they cannot smell the air freshener."
      1. The most popular liquid scents, best performers and core product offering are:

         i. Fresh Cherry

         AIR-GL-FRESHCHERRY AIR-SCENT MAXI LIQUID, FRESH CHERRY, 1 GAL, CASE/4 *CORE PRODUCT*

         ii. Zesty Orange

         AIR-GL-ZESTYORANGE AIR-SCENT MAXI LIQUID , ZESTY ORANGE, 1 GAL, CASE/4 *CORE PRODUCT*

         iii. Sliced Mango

         AIR-GL-SLICEDMANGO AIR-SCENT MAXI LIQUID, SLICED MANGO, 1 GAL, CASE/4 *CORE PRODUCT*

         iv. Creamy Caribbean

         AIR-GL-CREAMYCARIBB AIR-SCENT MAXI LIQUID, CREAMY CARIBBEAN, 1 GAL, CASE/4 *CORE PRODUCT*

2. **Wafer Squares.** Solid, Squair air freshener refills are easy to replace and provide thirty full days of scent: (See Section IV, Products Used in Sani-Service, Battery Air Freshener for servicing Air Freshener Dispensers)

   a. Benefits:
      1. Contains Metazene® brand odor neutralizer.
      2. Easy and economical, individually wrapped.
      3. Non-spill – Non-mess – No wicks to set!
      4. Faster service times than liquids.
      5. Superior and powerful fragrance output.
      6. Thirty (30) Day Refill.
      7. One (1) Fragrance per case.
      8. Two hundred (200) Refills per case.

   b. The most popular wafer scents, best performers and core product offering are:

      1. Berry Blast — **WFRHS-BERRYBLAST AIR-SCENT SOLID SQUAIR AIR FRESHENER WAFERS, BERRY BLAST, CASE/200 *CORE**
      2. Grapefruit — **WFRHS-PINKGRAPEFRUIT AIR-SCENT SOLID SQUAIR AIR FRESHENER WAFERS, GRAPEFRUIT, CASE/200 *CORE PRODUCT***

      3. Orange Frosty — **WFRHS-ORANGEFROSTY AIR-SCENT SOLID SQUAIR AIR FRESHENER WAFERS, ORANGE FROSTY, CASE/200 *CORE PRODUCT***
      4. Golden Mango — **WFRHS-GOLDENMANGO AIR-SCENT SOLID SQUAIR AIR FRESHENER WAFERS, GOLDEN MANGO, CASE/200 *CORE PRODUCT***

5. Island Breeze

WFRHS-ISLANDBREE AIR-SCENT SOLID SQUAIR AIR FRESHENER WAFERS, ISLAND BREEZE, CASE/200 *CORE PRODUCT*

E. **Urinal Screens, and Mats** Enviro-Master carries several types of urinal screens which are designed to prevent items from being flushed down the urinal, thus clogging the customer's plumbing. These screens also provide a pleasant scent.

1. **Standard Red.** (Cherry scented, with Enviro-Master logo). Included with the price of Enviro-Master Sani-Service.

4020ENV-MASTER IMPACT CHERRY URINAL SCREEN, CHERRY

2. **Wave 3D.** Offer in two (2) different scents and Enviro-Master Logoed. The Wave 3D is offered at a fee and is to be changed every thirty (30) days.

a. Freshens restrooms for 30 days: Releases billions of optimized bacteria that eliminate odors at the source and clean the urinal instead of just masking smells.
b. Reduces splash and cleaning time: long protrusions on top eliminate urine splash, keeping your floors dry and cut cleaning time in half.
c. Reminds you when to change it: Simply pull off the month & date tabs to set your replacement reminder.
d. **Patented Performance:** This patented urinal screen releases more than twice the active ingredients as look-alike screens over 30 days to keep the urinal and restroom smelling fresh.

J3740049 FRESH PRODUCTS WAVE 3D URINAL SCREEN, RED, TUTTI-FRUTTI, ENVIRO-MASTER LABEL, CASE/60
J3740050 FRESH PRODUCTS WAVE 3D URINAL SCREEN, RED, COTTON BLISS, ENVIRO-

3. **Splash Hog.** Offered in two (2) scents and Enviro-Master logoed. The splash hog is offered at a fee and is to be changed every thirty (30) days to sixty (60) days.

   a. **The patented Splash Hog Vertical Urinal Screens are the only urinal screens on the market that extend up the back wall and are designed to stop splash back where guys actually aim. Benefits:**
      1. **Three suction cups.**
      2. **Tear-out to accommodate the drain dome covers.**
      3. **Trash and debris catchers.**
      4. **Asymmetrical bristles to prevent splash back.**
      5. **Form fitting lines to bend and fit into all urinals.**
      6. **60 Day fragrance.**
      7. **A bullseye for target practice!**

SHEMRED-CB WIZKID SPLASH HOG URINAL SCREEN, RED, COTTON BLISS, ENVIRO-MASTER LABEL, CASE/72
SHEMRED-TF WIZKID SPLASH HOG URINAL SCREEN, RED, TUTTI-FRUTTI, ENVIRO-MASTER LABEL, CASE/72

4. **The Urinal Mat.** Placed under the urinal on the floor to prevent urine from staining the floor. The urinal mat is offered at a fee and is to be changed every thirty (30) days.

   a. **This innovative design is ideal for placement underneath any urinal. The E3 mat is antimicrobial, eliminating odors and avoiding unsightly urine puddles by collecting accidental misses. Overall, the E3 mat creates a fresher smelling restroom and protects your restroom floors.**

E3-BL-C WIZKID E3 URINAL MAT, ENVIRO-MASTER EMBOSSED WHITE, CASE/80

5. **The Commode Mat.** Place around the base of the toilet. The Commode Mat is offered at a fee and is to be changed every thirty (30) days.

   a. **The Commode mat is exceptionally durable and is ideally suited for both men's restroom as well as ladies. Its unique shape allows the user to avoid standing on the mat and still capture all that misses the toilet, both urine and leaking water. Those can cause slippery surfaces and foul odors. Urine can often in time cause tile floors to erode; these restroom mats have an anti-microbial agent that helps prevent any damage from occurring.**

      1. **The fibers are designed to not hold liquid but to suspend it. That means it will air dry quickly. As the fibers get wet the anti-microbial is released and the odor stops from starting.**
      2. **The backing of the mat really keeps it in place. It grips the floor and does not slide around.**

C-20001-BL WIZKID COMMODE MAT, BLACK, ENVIRO-MASTER LOGOED, CASE/36

F. **The Bowl Clip.** Placed on the toilet underneath the seat and on the edge of the bowl fixture.

1. **Air freshening where you need it most: Clips discreetly under the toilet seat, so the Eco Clip puts fragrance where you need it most, at the source.**
2. **Secure / Easy to use / Versatile: In the ladies' room, when the seat goes down; it stays down, keeping the clip securely in place.**
3. **Freshens for 30 days: The Eco Clip's unique patent pending material contains twenty times more fragrance than standard rim sticks and eliminates odors for 30 days.**
4. **Cares for the environment: The Eco Clip is 100% recyclable, will not dissolve when wet, or pollute the water. VOC compliant and for sale in all fifty states.**

J3740048 FRESH PRODUCTS ENVIRO-MASTER LABEL ECO BOWL CLIP, RED, COTTON BLISS, CASE/72
J3740051 FRESH PRODUCTS ENVIRO-MASTER LABEL ECO

G. **55 GALLON DRUM PUMP AND DOLLY**

1. It will be "necessary" to purchase a drum pump/syphon if using 55-gallon drums. These drum pumps need to manage pumping chemicals and allow for ease of filling jugs and using all the containers content.

2. Always be sure to dispose of these containers appropriately and follow all state and federal guidelines.

a. Plastic Drum Pump – dispense liquids from drums without spilling a drop.

1. For corrosive chemicals, acids, and salt water
2. Not for use with solvents or flammable liquids
3. Reaches 37" below drum lid

4. FDA Compliant

b. Siphon Drum Pump – dispense mild corrosives, detergents, light oils, and waxes.

1. Empty a 55-gallon drum in 8 minutes
2. 4’ Discharge tube
3. Polyethylene construction
4. Suction tube reaches 34” below drum lid
5. Trim to fit any drum
6. Includes adapter to fit two” drum openings
7. FDA Compliant

MSC09185182 POLYETHYLENE HAND OPERATED SIPHON PUMP, 5 GPM, FOR 55-GAL DRUM, EACH

C. A dolly or 55-gallon hand truck to move the drum safely is recommended and can be purchased from Uline or Amazon.

Drum Dollies

Drum Handling

CHAPTER 22 CAN LINERS

Enviro-Master offers different can liners which are designed to fit all types of trash receptacles.

A. **Can Liner Terminology.** It is important to know a little about can liners to help you determine which liner will work best for your customer's needs or application.

1. *Plastic Type*:

   a. Resin – is the basic raw material used to manufacture can liners.

B. **The two (2) basic types** of resin utilized today are "High Density" and "Linear Low Density."

1. *High Density (HD) Can Liners*:

   a. Makes a "crinkly" noise when you move it.
   b. Harder to start or puncture a hole.
      1. Once a hole starts, it will spread quickly or "zipper."
   c. Thinner than LLD but can hold the same or greater weight.
   d. Gauge (thickness) is measured in Micron (MIC)
   e. Suggested applications – cans without edges, paper, food, smooth heavy objects.
   f. Substantial cost savings on a per-linear basis.

2. *Linear Low Density (LLD or LL) Can Liners*:

   a. Quiet when moved – no "crinkly" sound.
   b. Easier to puncture a hole than HD.
      1. A hole will spread less quickly than HD.
   c. Gauge (thickness) measured in MIL.
   d. Most common type in the industry.
   e. Multipurpose applications – recommended for sharper objects and tough transport conditions.

C. **Bottom Seals:**

1. *Star Seal*

Star Seal

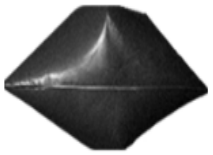
   a. Most common type in the market.
   b. Bottom of the bag looks like a star or appears bunched up.
   c. Conforms better to larger, round trash cans.
   d. Minimum leak potential.
   e. Most expensive and highest quality.
   f. Star seal liners are designated by two dimensions (i.e., 40 x 46)

2. *Gusset Seal*

Gusset Seal

a. Flat style bag.
b. Both sides are tucked in which forms a gusset.
c. If the bag is lying flat, it will have a third dimension like an expandable envelope.
d. Conforms well to the shape of the trash can.
e. May leak – potential for weak bottom.
f. Least expensive.
g. Gusset seal liners are designated by three dimensions (i.e., 23 x 17 x 46)

3. *Flat Seal*


Flat Seal

a. Bag will lay out perfectly flat like a tube with a seal on one end or resemble a pillowcase.
b. Does not conform to the shape of the trash can.
c. Holds 20-30% more than a star seal.
d. Leak potential, medium.
e. Flat seal liners are designated by two dimensions (i.e., 40 x 46)

D. **Gauge** – is a term used in the industry to describe the thickness of a can liner. Gauge is typically stated in mil or micron.

1. *Micron* – is a unit of measurement.

a. One micron equals 0.00004 of one inch.
b. High Density (HD) can liners are typically referred to in microns.
c. Will range from 5 to 24 microns.

2. *Mil*

a. A measurement based on thousandth of an inch (.000).
b. Linear Low Density (LLD or LL) liners are typically referred to in mils.
c. Will range from .30 to 2.0 mil.

E. Package Dispensing

1. *Flat (Bulk) Pack*

a. Individually folded and boxed for one at-a-time dispensing.

2. *Coreless Roll*

a. No cardboard cylinders.
b. Perforated edges OR interleaved for non-perforated dispensing.

3. *Cored Roll*

    a. Liners rolled together on top of a cardboard cylinder.
    b. Perforated edges.

F. Choosing Material

Bag Type	Leak Resist	Bin Resist	Load Capacity	Cost Per Bag
Linear Low (LL) Suggest for sharper objects under tougher conditions. Excellent resistance to tears and punctures.	Good	Better	Good	Good
High Density (HD) Recommended for paper and non-sharp objects. Less plastic than LL. Excellent resistance to puncture and light resistance to tearing.	Better	Good	Better	Better

G. Choosing a Color

Bag Type	Color	Need to see Refuse	Need to Hide Refuse	Operational Aesthetics
Linear Low Density (LL)	Clear	Excellent	Poor	Good
Linear Low Density (LL)	Black	Poor	Excellent	Poor
High Density (HD)	Natural	Good	Good	Good

H. Common Questions

1. Implication Question

    a. What is the implication of having a can liner leak or break?

        1. Costs time, money and jeopardizes cleanliness.

2. Problem Questions

    a. Are you experiencing problems with can liners?

b. Do you have to double bag?
c. Do they fall into the receptacle?
d. Do they tear, rip or leak?

3. Situational Questions

   a. Describe how your current vendor is helping you to use less plastic and/or eliminate can liner challenges.

4. What are you looking for?

   a. Heavy bag holding too little refuse.
   b. Current bag's width is too big for receptacle.
   c. Current bag is being tied off.

      1. Wrong sized bags in receptacles causes overhang, liner failure (rip, tear, leak), over or under stuffed liners and too much or too little inventory.

5. Need/Payoff Questions.

   a. How would it help your operation if you could eliminate using excess plastics and/or tying off your current liners?

      1. Saves time and money.

CHAPTER 23 SPECIALIZED PRODUCT AND EQUIPMENT

Many industries face unique challenges in keeping their facilities cleaned, sanitized, and disinfected. Enviro-Master is enhancing its ability to assist and increase service offerings that fit within the Brand and model. *(See Section IV, Services of the Operations Manual for detailed service steps, PPE, and more on each of following listed below) Additional Information can be found on Enviro-Master University (EMU) in the "resources" section.*

A. Sani-Shield Enviro-Master® has successfully incorporated Sani-Shield® in its processes. The reasons are countless, and the results are irrefutable.

1. Product: Formulated to clean with the soil-oxidizing power of hydrogen peroxide while cleaning, it simultaneously shields surfaces with a water, soil, & stain repellent "microbe-resistant" barrier coating for easier next time cleaning

31070 UNELKO SANI-SHIELD CONCENTRATE, 1 GAL, CASE/4
5-SANI UNELKO SANI-SHIELD CONCENTRATE, 5 GAL PAIL,

2. Program: Sani-Shield is the *last step of the Sani-Service process* after making sure all fixtures; toilets, bowls, and sinks have been cleaned and wiped before applying product.

   a. Reduces the adhesion and build-up of soils and grime.
   b. Saves time, labor, and money associated with having to clean and maintain surfaces.
   c. Customer just needs to wipe surfaces with a damp, clean cloth in between our service visits.
   d. The barrier coating is unaffected by washing with soaps, solvents or detergents that would not otherwise etch or damage an uncoated version of the same surface. They are even resistant to removal with concentrated sulfuric acid, 50% sodium hydroxide solutions and sodium hypochlorite (chlorine bleach).
   e. ***Therefore, it will last 7-9 days for the Enviro-Master Sani-Service.***

B. Blue Planet *Hospital Grade Disinfectant – (United States)* is a broad-spectrum hospital grade bactericidal, virucidal, and fungicidal disinfectant and hard, non-porous food contact surface sanitizer made from simple ingredients. This product will be supplied in 4 x 1 Gallon containers and used in the Virus Vaporizer sprayer and used in the Virus Vaporizer Service (a.k.a. Sani-Guard Service)

1. **NO HARSH CHEMICALS.** Contains no alcohol, bleach, ammonia, dyes, or added fragrance. Produces no harsh fumes.
2. **FOOD CONTACT SURFACE SANITZER.** Sanitize hard, non-porous food contact surfaces gently with no wiping or rinsing necessary.

3. **BREAKS DOWN INTO SALINE.** Blue Planet Disinfectant is made with Stabilized Hypochlorous acid and breaks down into simple salt and water after use, leaving no chemical residue.

4. **18 MONTH SHELF LIFE.** Hypochlorous can remain in bottle for 18 months.

5. **KILLS SARS-CoV-2 IN 2 MINUTES - EPA LIST N.** Hypochlorous Acid is on the EPA's "List N" expected to eliminate SARS-CoV-2, the virus that causes coronavirus. Blue Planet Disinfectant has demonstrated effectiveness against viruses similar to SARS-CoV-2 on hard, non-porous surfaces. Therefore, Blue Planet Disinfectant can be used against SARS-CoV-2 when used in accordance with the directions for use against Human Coronavirus on hard, non-porous surfaces. Refer to the CDC website at https://www.cdc.gov/coronavirus/2019-ncov/index.html for additional information.

HOCL Surface Cleaner & Disinfectant – (Canada) is an eco-friendly, multi-purpose cleaner and disinfectant. Manufactured in southern Ontario, HOCL Surface Cleaner & Disinfectant's no-rinse, no-residue disinfectant technology kills 99.9% of germs including bacteria, viruses, and fungi using pure and natural ingredients. It kills human coronavirus, listeria, E. coli, Salmonella, Clostridium difficile, and many more. It controls mold, mildew, and athlete's foot. This product will be supplied in 4 x 1 liter and 12 x 1 liter containers and used in the Virus Vaporizer sprayer and used in the Virus Vaporizer Service (a.k.a. Sani-Guard Service).

1. **Key Features:**

   a. **Pure and Potent:** Our HOCL solution is formulated to contain a precise 0.017% concentration of Hypochlorous Acid, ensuring effectiveness while maintaining safety.
   b. **Stabilized for Longevity:** We have harnessed the power of HOCL while extending its shelf life, allowing you to use it for various purposes without worrying about degradation.
   c. **Multipurpose Marvel:** This HOCL product is a versatile addition to your household or business, with a multitude of uses limited only by your imagination.
   d. **Safety and Peace of Mind:** Our Pure Stabilized HOCL is made with the highest quality standards, ensuring safety and efficacy. It is non-toxic, non-irritating, and free from harmful chemicals. Plus, it is eco-friendly, making it a responsible choice for your household or business.
   e. **Environmentally Safe, Biodegradable, non-flammable, Phosphate free, Non-Acid, No CFC's, No VOC's, non-corrosive**.
   f. The active ingredient behind the HOCL Surface Cleaner & Disinfectant products is HOCL. **After HOCL has completed its task, it breaks down to a saline solution**.

2. **Additional Features:**

    a. Certified for use in Canada by Health Canada and by the EPA and FDA in the USA.
    b. Hospital grade.
    c. Can be used on food contact surfaces.
    d. Non-hazardous.
    e. No dangerous chemical byproducts.
    f. Rinse-free.
    g. Fragrance-free.
    h. Hypoallergenic.
    i. Up to 100x more effective than bleach.

3. **Used On -** HOCL Surface Cleaner & Disinfectant can be used on ALL:

    a. Hard surfaces
    b. Water lines
    c. Pipes
    d. Kennels
    e. Non-critical medical devices
    f. Tanks
    g. Troughs
    h. Food contact surfaces
    i. Plants, vegetables, and fruits.

4. **Uses**:

Uses

HOCl kills 99.9% of many viruses, bacteria and fungi including, but not limited to:

- ✔ Human Coronavirus
- ✔ Escherichia coli (E. coli)
- ✔ Salmonella enterica (Salmonella)
- ✔ Staphylococcus aureus (Staph)
- ✔ Streptococcus pyogenes (Strep)
- ✔ Enterococcus faecalis (VRE)
- ✔ Methicillin Resistant Staphylococcus aureus (MRSa)
- ✔ Pseudomonas aeruginosa (Pseudomonas)
- ✔ Listeria monocytogenes (Listeria)
- ✔ Herpes Simplex Virus Type 1 (Herpes)
- ✔ Herpes Simplex Virus Type 2 (Herpes)
- ✔ HIV Type 1 (HIV)
- ✔ Influenza A (H1N1)
- ✔ Rhinovirus Type 37 (Common Cold)
- ✔ Respiratory Syncytial Virus (RSV)
- ✔ Trichophyton (Athlete's Foot)

And much more including meeting the CDC criteria for use against the Ebola virus!

C.

Restore, Protect, and Maintain (RPM) Window Service.

1. Product:

40881 LIME SCALE REMOVER 32 OZ 12/CASE RTU
40898 LIME SCALE REMOVER, *RTU*, 5

40932 INVISIBLE SHIELD PRE-CLEANER + LIQUID

29999 GLASS SCRUB WATER SPOT AND STAIN REMOVER (CREAM CLEANSER) 16 OZ, 12/CASE

54222 INVISIBLE SHIELD PRO 15 GLASS & SURFACE COATING "READY TO USE" 32 OZ

77709 REPEL ENHANCED GLASS & SURFACE CLEANER 32 OZ 12/CASE*RTU* 75050 REPEL ENHANCED GLASS & SURFACE CLEANER, *RTU*,5 GAL

D. Refresh Power Scrub. Contact Purchasing regarding the ordering of the below equipment at purchasingsupport@enviro-master.com.

1. Equipment – EMG1

   a. Custom Pallet Package

      1. 3500 PSI, 3.8 Gallons per minute
      2. 14 HP Electric Start Vanguard Gas Engine
      3. AR Triplex Pump, Clutch Drive, Beckett Oil Burner
      4. Excessive Schedule 80 Helical Heating Coil
      5. Heavy Duty Fully Welded Frame
      6. Stainless Steel Heat Chamber and Control Panels

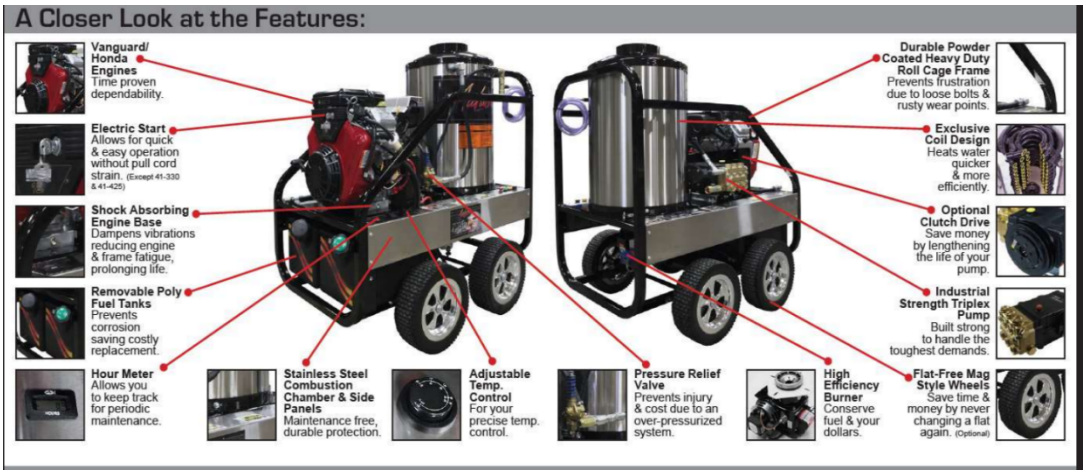
   b. Water Tank and Hose Reels

      1. 225 Gallon Water Tank with Strainer
      2. 150’ Stainless Steel Hose Reel with 150’ 4000PSI Grey Non-Marking Hose
      3. 100’ Stainless Steel Hose Reel with 100’ Garden Hose

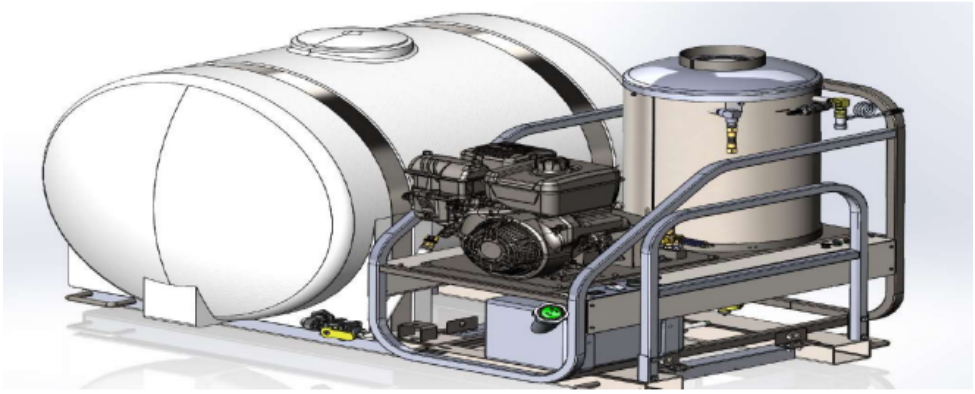
4. Reel Stack Kit for Mounting Options with Connecting Hoses

c. Water Recovery Systems

1. IPC 3 Motor, 120 Volt Recovery Vac with Pump Out
2. Poly Tank, 24 Gallon, Pumps out 48 Gallons per minute
3. 15” Clean and Capture Tool nozzle for 3 Gallons per minute
4. 24” Clean and Capture Tool nozzle for full flow



2. <u>Truck Mount Equipment</u>



3. Trailer Mount

5. EMG2 – Refresh Power Wash Equipment:

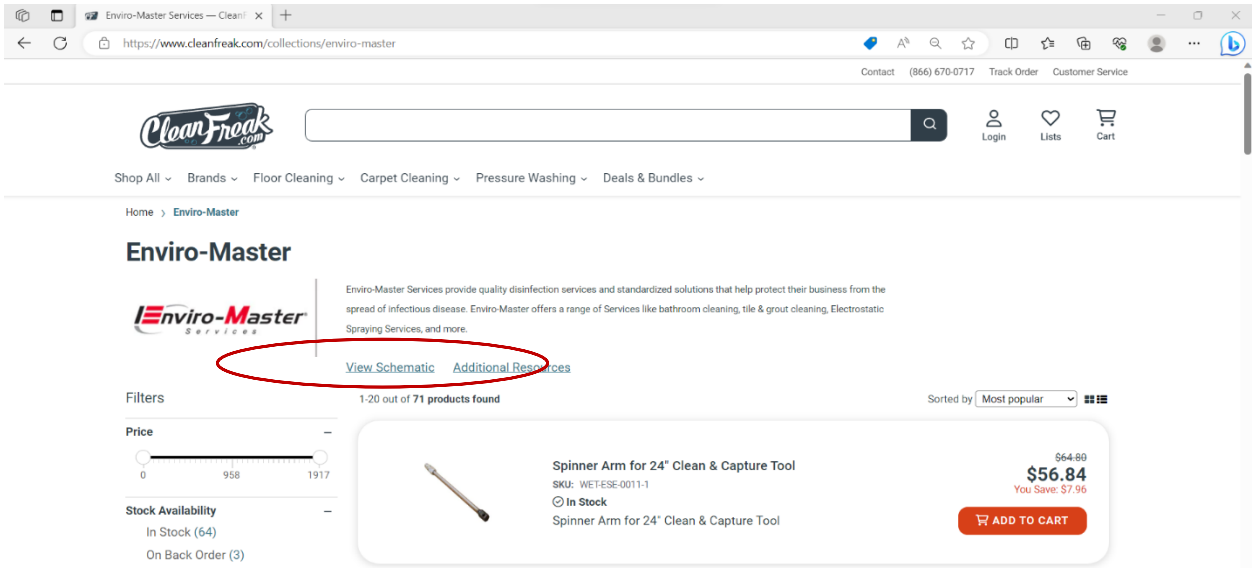
6. <u>Refresh Chemicals</u>

   a. Use the “Clean Freak” site to order parts as well as Raptor 1 and Nature’s Green chemicals by setting up your login.

Raptor 1 – 5 gal or case 4

Nature’s Green – 5 gal or case 4

b. The sites URL: https://www.cleanfreak.com/collections/enviro-master, then recommend saving to your favorites.



c. This site also has the "Schematics" for the equipment as well as an "Additional Resources" section containing videos for maintaining equipment.

7. Karcher Preferred Vendor Relationship. The purpose is to provide a recommended national service provider for repair and maintenance of your GEN1 and GEN2 Units. (Please also visit Resources on EMU for more documentation regarding Karcher Services)

a. This is a decentralized program where each Franchise is required to set up payment directly with Karcher. Below are the options and both Credit Card authorization and Credit Application are provided below:

1. Option #1: Completing a credit application for NET 30 terms.
2. Option #2: Placing a credit card on file which will be charged whenerver a service call is completed.

b. **Service calls can be submitted as follows:**

1. Phone: 877-KARCHER (877) 527-2437
2. Email: service.us@karcher.com
3. Fax: (888) 565-3665
4. Customer Web Portal: **http://karcher-services.com** (Registration Code will be provided once you complete credit application)
5. iOS/Android App

c. **Standard Hours: 8:00 AM to 5:00 PM Monday - Friday**

1. Overtime Hours: Before 8:00 AM and after 5:00 PM Monday - Friday and all-day Saturday
2. Double Time Hours: Sundays and Holiday

d. **To expedite your call, Karcher requests you provide the following:**

1. Location Name / Location Number / Complete Address
2. Contact Name / Contact Phone Number
3. Email address (so we can provide you updates throughout call)
4. Machine Type (include Make, Model and Serial Number)
5. Detailed problem description
6. PO# / Work Order #

e. **In the event there is an issue that needs to be escalated you may contact:**

1. **Southeast Region**- Dylan Martin (Regional Service Director)
   - (856) 649-9351 / dylan.martin@karcher.com
2. **Northeast Region**- Justin Deshazo (Regional Service Director)
   - (609) 313-7253 / justin.deshazo@karcher.com
3. **West Region-** Joe Tobias (Regional Service Director)
   - (713) 878-0303 / jose.tobias@karcher.com
4. **Central Region-** Glen Waytashek (Regional Service Director)
   - (720) 982-9858 / glen.waytashek@karcher.com

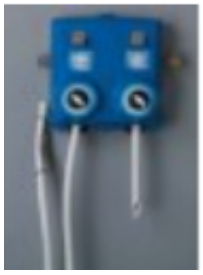
f. **Rates and Services** (These rates and services are based on pricing provided by vendor in February 2024 and can be subject to change upon notice from vendor)

1. Preventative Maintenance Plan starting at $195 based upon your needs.
2. Hourly rate with routine Preventative Maintenance program - $109/hour.
3. Hourly rate without routine Preventative Maintenance program $129/hour.
4. Each service visit will require a $90 trip costs.

5. The below locaitons are outside the maximum 120 mile radius travel and will require $109 or $129 per hour travel rate (based on if your opt for preventitive maintenance program or not).
    - Wichita KS
    - rand Rapids MI
    - Reno NV
    - Las Vegas NV
    - Albuquerque TX

E. Dilution Systems. Chemical dilution systems are designed to accurately mix concentrated chemicals with water, providing a savings on cleaners as the concentrated chemicals is usually less expensive than purchasing a Ready-to-Use product. These systems are commonly used for mopping closets, and three bay sinks.

Note: Below are some samples of dilutions systems on the Enviro-Store and should you have any questions you can reach out to the purchasing department.



831GAP DEMA DILUTION AT HAND EXTREME, 4X2, 4GPM AND 1GPM

SS651GAP DEMA SUPERSINK SINGLE ACTION GAP COMPLETE

SS652GAP.2M SUPER SINK DILUTION SYSTEM

SS652GAP DEMA SUPERSINK DUAL ACTION GAP COMPLETE

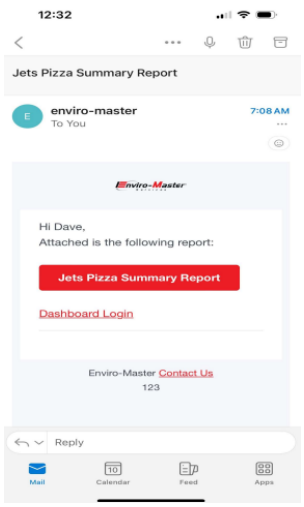
F. Enviro-Master Safe App.

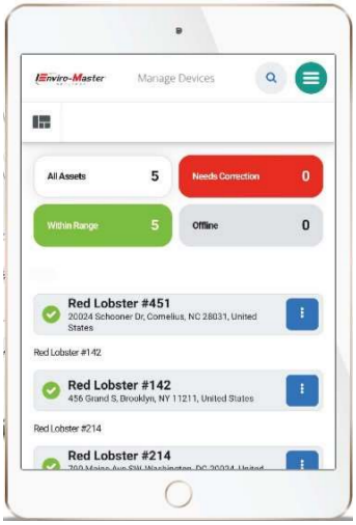
1. **The Enviro-Master Safe App** Temperature Monitoring System for refrigerators and freezers helps verify that everything is constantly stored at the correct temperature. Sensors monitor standard refrigerator and freezer temperatures and even ultra-low freezer temperatures (-80°C) functioning as data loggers to prove that the temperatures remained in the correct range.
   The Enviro-Safe App sends alerts when the sensor measures temperature out of the desired range. Sensors report every 20 minutes.

   Equipment:
   a. Cellular Gateway.
   b. Two (2) Sensors.
   c. If needed additional sensors can be purchased if more than one cooler/freezer.

   Benefits:
   a. Avoid health code violations.
   b. Reduce waste from unnecessary spoilage.
   c. Optimize ideal conditions for fresh produce.
   d. Identify and/or prevent freezer/cooler doors being left open.

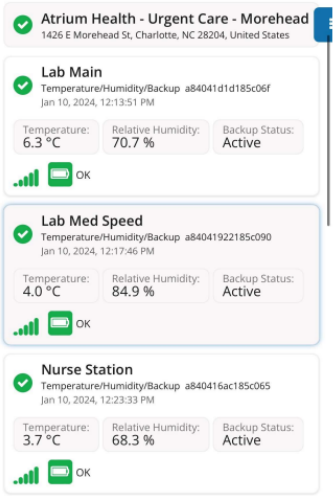
   Other Benefits:
   a. Unlimited users can be created, deleted, or edited remotely.
   b. Alerts can be sent via text or email.

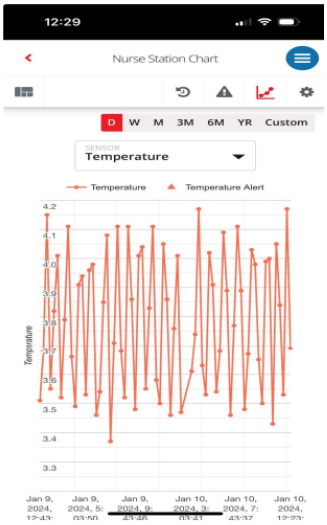




   c. Temperature ranges can be adjusted for specific applications in both F and C scales.
   d. Time exemptions can be customized to eliminate unwanted alerts.

e. Reporting at your fingertips.





Target Markets:

a. Government Agencies
b. Schools/Universities
c. Supermarket/Grocery Stores
d. Healthcare
e. Hospitality
f. Foodservice

Installation and Maintenance:

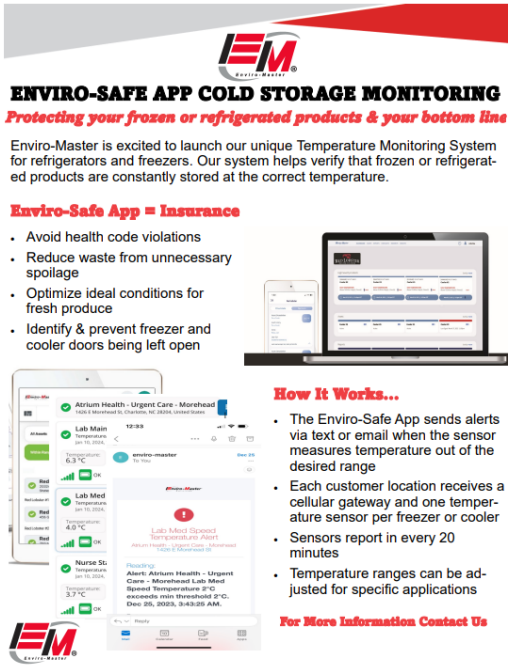
a. Installation takes 15 minutes.
    1. Involves placing a sensor in each freezer/cooler and plugging the gateway into an electrical outlet in a central location.
    2. No tools required JUST zip ties to secure sensors – one per sensor.

b. Customer is set up remotely prior to installation and ongoing support can be done remotely.
c. Sensor battery life is five (5) years.

Recommended Pricing:

a. Monthly Pricing $125 – includes unlimited users, one gateway, and two (2) temperature sensors.
b. Additional temperature sensors - $7 per month.

Marketing Material:



2. **<u>Sensors Are Available for Enviro-Master's Proprietary Paper and Tissue Dispensers.</u>**

   Using this same app and cellular gateway the dispenser sensors will alert customers when a roll of paper or tissue needs to be changed.
3. Contact Dave Goodwin at dgoodwin@em-clt.com for ordering and more information regarding the app.

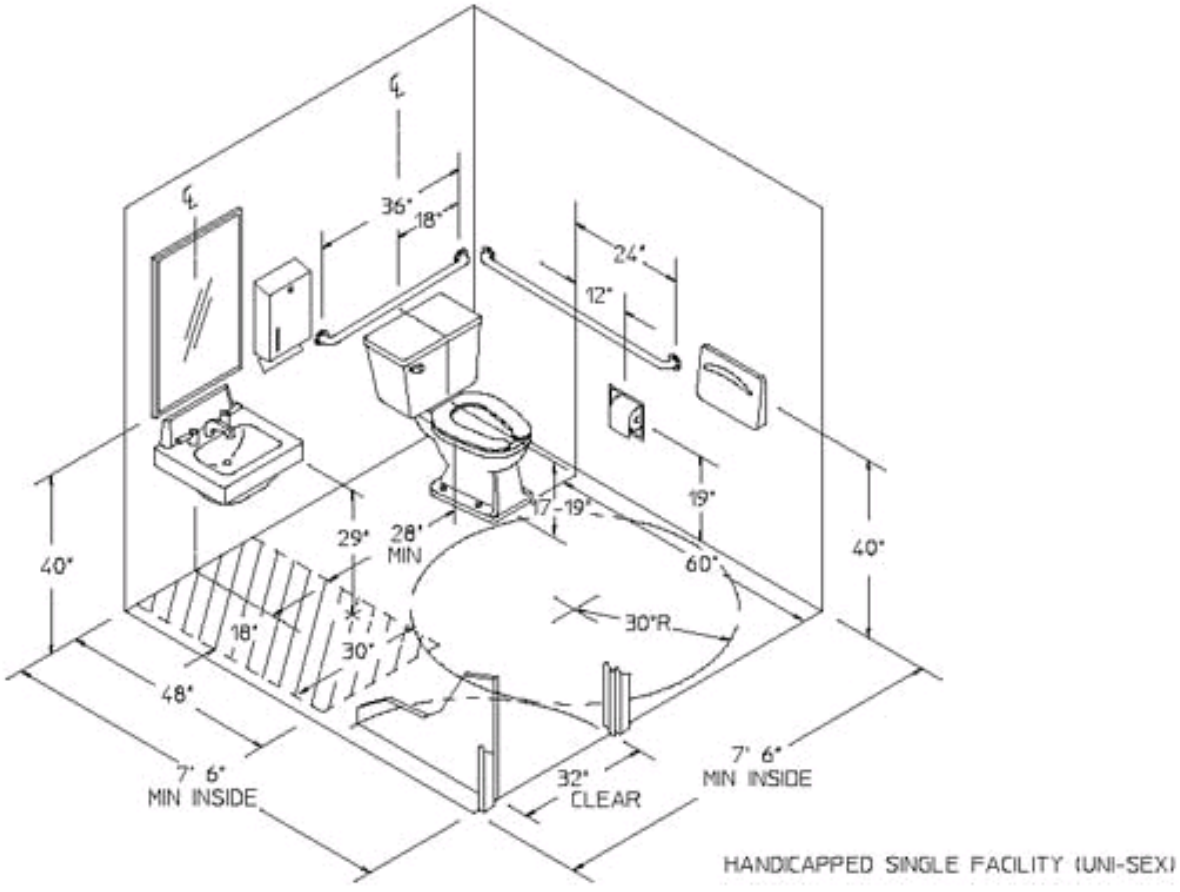
CHAPTER 24 ADA COMPLIANCE STANDARDS

IMPORTANT ADA COMPLIANCE STANDARDS

This and the following pages contain important information regarding recommended ADA compliance related to bathroom installations. Notwithstanding this, however, you must check your state, county, and local municipal standards to ensure that you are additionally meeting those standards and codes, if any, in addition to Federal standards**.**

(**NOTE: Check with your local state laws and/or building codes for proper installation of dispensers, it can vary by state**)

A. **Handicap – Single Facility.**

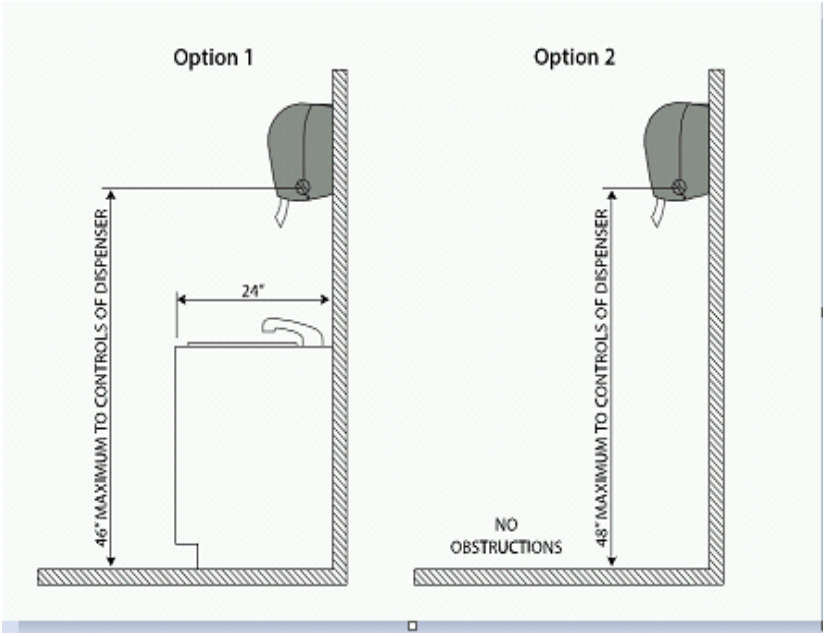


HANDICAPPED SINGLE FACILITY (UNI-SEX)

B.

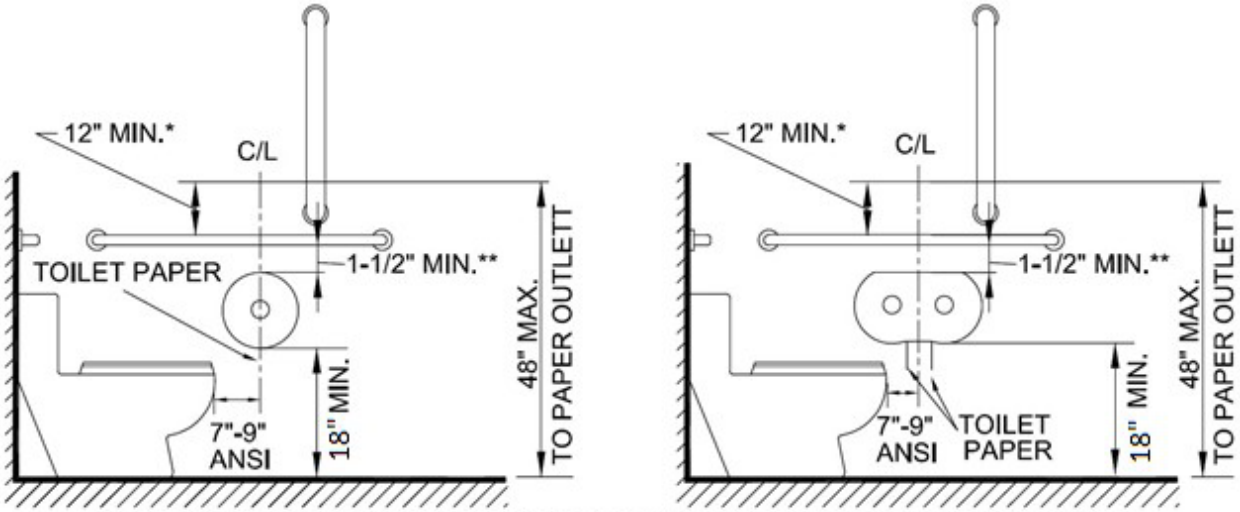
Paper Towel Placement.

(NOTE: Check with your local state laws and/or building codes for proper installation of dispensers, it can vary by state)

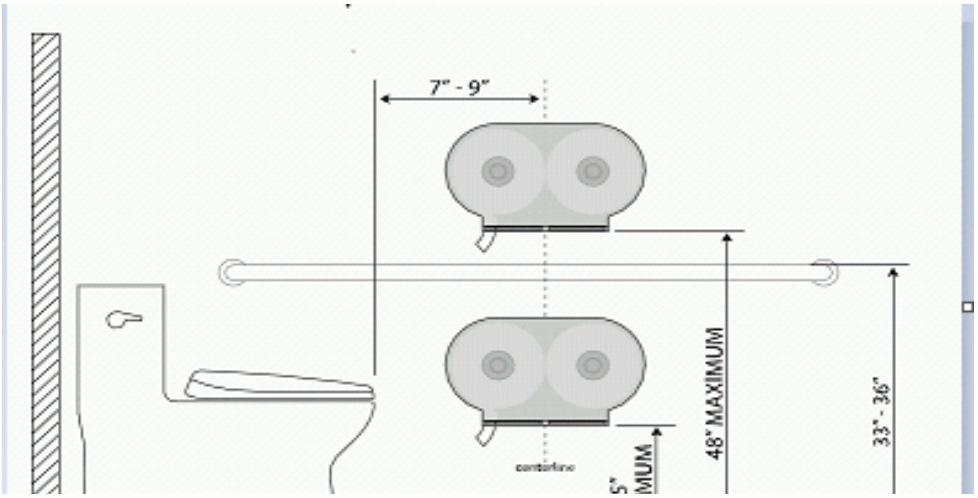


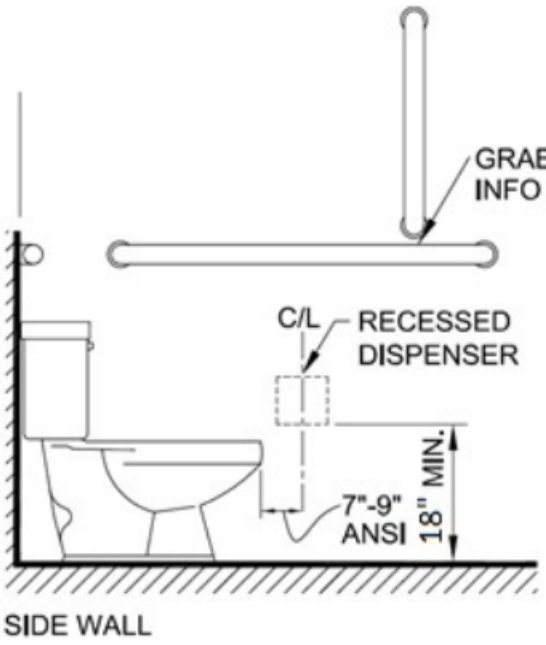
C. **Toilet Tissue Placement.**

(NOTE: Check with your local state laws and/or building codes for proper installation of dispensers, it can vary by state)



NOTE: HEIGHT DIMENSIONS GEARED TO POINT WHERE HAND TOUCHES TISSUE.
SOME LARGE ROLLS MAY BE TOO LARGE FOR BELOW GRAB BAR.
** MIN. CLEARANCE REQUIRED BETWEEN DISPENSER AND GRAB BAR.
DIMENSIONS COMPLY WITH ADA & ANSI.

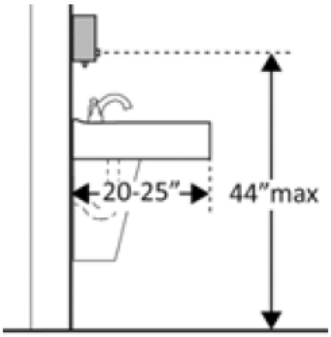

7" - 9"
48" MAXIMUM
33" - 36"


GRAB BAR MOUNTING
INFO AT PDS A-41
C/L
RECESSED
DISPENSER
7"-9"
ANSI
18" MIN.
SIDE WALL

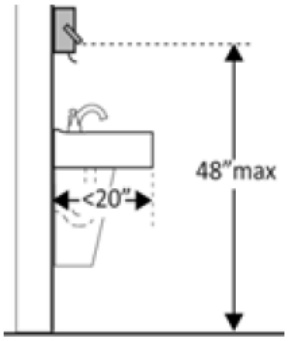
18-48"
max AFF
Center line 7-9" in front of toilet

D. **Soap Dispensers.**

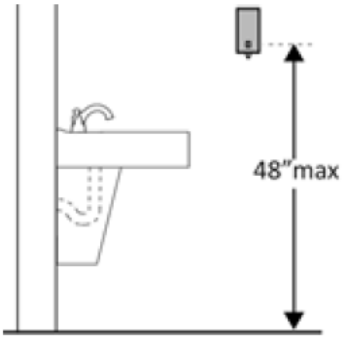
a. Over 20-25" deep



b. Over 20" deep



c. Not over an Obstruction

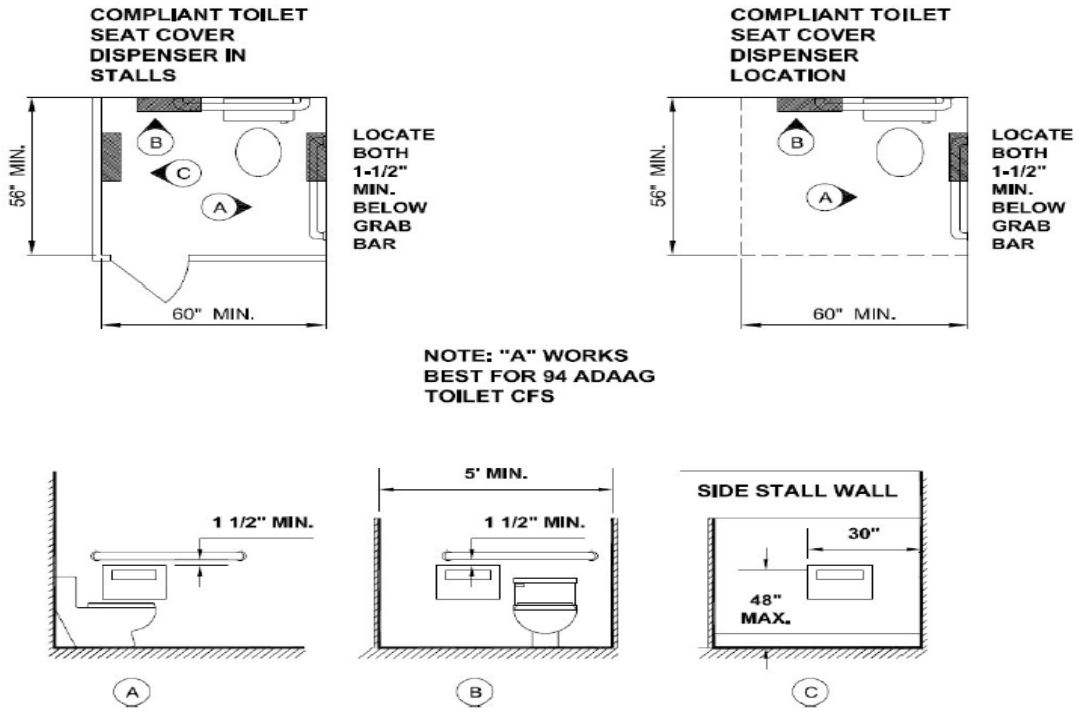


Note: a. b. & c. require wheelchair clear floor space.

(NOTE: Check with your local state laws and/or building codes for proper installation of dispensers, it can vary by state)

1. Soap dispensers over counters - should be no more than 44" if reach depth is >20" but <25." The dispenser is not to protrude from the wall more than 4".
2. Sanitizer dispensers with no obstruction to access should be placed no higher than 48" from floor and not lower than 15."

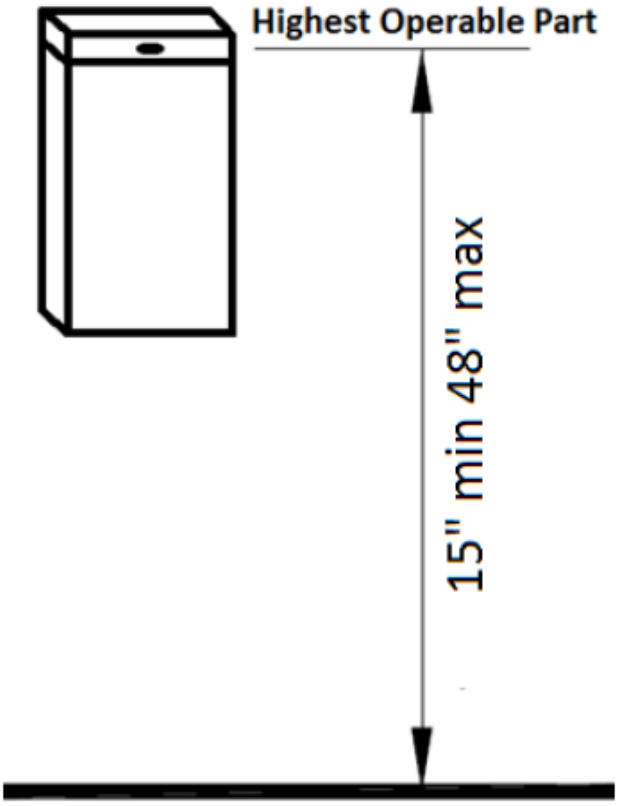
E. **Toilet Seat Cover Dispensers.**(NOTE: Check with your local state laws and/or building codes for proper installation of dispensers, it can vary by state)

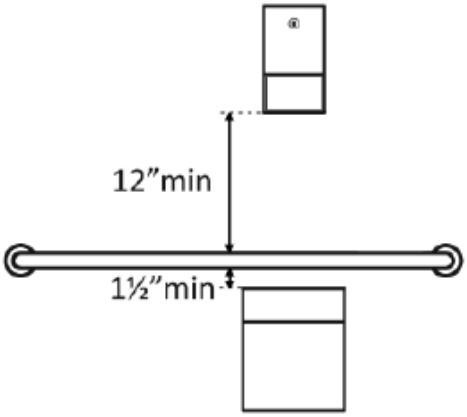


F. **Feminine Napkin Dispenser.**

(NOTE: Check with your local state laws and/or building codes for proper installation of dispensers, it can vary by state)

Note: The fem. Napkin disposal unit shall not be placed over the toilet. Provide clear floor space so that the fem. Napkin disposal unit can be used when patrons are not sitting on the toilet. Best locations can be seen on the Toilet seat cover diagram (a-c).


Highest Operable Part
15" min 48" max


12”min
1½”min

CHAPTER 25 REQUIRED TOOLS FOR SERVICE INSTALL

A. This Chapter of the Operations Manual was created to best prepare your Operations Manager, Installers and Technicians with the most common tools and supplies required to perform installs of Air Freshener Dispensers, Soap and Sanitizer Dispensers, Paper Dispensers, Drain Line Components and Chemical Dilution Systems. (Note: All the items were purchased from local hardware store(s.))

There is also a section detailing Personal Protective Equipment in Chapter 26 which should be utilized during new customer installations and servicing the customers.

Figure 1 DeWalt Hammer Drill / Impact Driver Combo Kit *DeWalt is the industry leader in performance and value therefore Enviro-Master selected this combo kit for its longevity and best serves all of your Operations Manager needs in the field.*

Figure 2 DeWalt Titanium Drill Bit Set Figure 3 DeWalt Screw Driver Bit Set

Figure 4 Bosch 1/4" and 3/16" Rotary Drill Bits for drilling into masonry material

Figure 5 - Lincoln Electric Wire Brush used to clean drain covers and floor drain openings during Drain Line Program Installation

Figure 6 Defiant 12 LED Flashlights - used for various task during installations Figure 7 Hart 2pc Tactical Knife Set - used for various task during installations

Figure 8 HDX 4-Way Sillcock Key – Used to shut off and turn on water during dilution dispenser installation

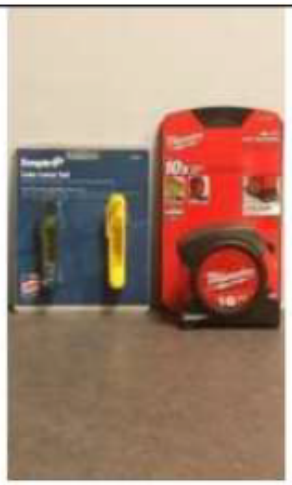


Figure 9 3M Drywall Screen - used for removing uric scale buildup during installation of new customers

Figure 10 Self drilling Screws, #10 x 5/8" - used for various wall surfaces to mount dispenser's during installations

Figure 11 Empire Line Level Set & Milwaukee 16ft Tape Measure used during dispenser installation

Figure 12 EVERBILT ¼" Lock Washers and #10 Flat Washers used to secure dispenser's during installation of new customers.

Figure 13 Husky Multi Purpose Paint Tool Knife - used for various tasks during new customer installations

Figure 14 LIQUID NAILS Multi Purpose Repair Adhesive 4oz used during dispenser installation where screws cannot be used

Figure 15 HDX 10 inch Ripping Hammer with Ash Handle – used for various field tasks

Figure 16 LOCTITE Clear Power Grab All Purpose Adhesive 6oz – used during dispenser installation where screws cannot be used

Figure 17 Mayhew Select Scratch Awl & 3pc Center Prick Punches – used to mark drill points or starter hole prior to drilling

Figure 18 Pop-Toggle Wall Anchors – 3/8" Wall Anchors – used when packaged screws and molly plugs are not sufficient to mount dispensers i.e. Dilution Systems, Paper or Poly Scrub dispensers

Figure 19 Sharpie Fine Point Black Markers – used to mark various areas for drilling or placement of dispenser's

Figure 20 Milwaukee Torque Lock Pliers Set – used for various field tasks (Operations Manager)

Figure 21 Workforce Window Scraper with Razor Blades – used to remove glue and other adhesive residual when removing dispensers (Operations Manager, Installers, Scrub and Health & Safety Technicians) and HDX PVC Cable Saw – used to remove dispenser's when glued to wall and mirror surfaces after removing screws if applicable (Operations Manager, Installers and Scrub Technicians)

Figure 22 Milwaukee Long Reach Nose Pliers - used for various field tasks and Leatherman Multi Use Spring-Action Pliers – used for various field tasks (Operations Manager & Technicians)

Figure 23 Husky 10pc Ratcheting Screwdriver Set – used for various field tasks (Operations Manager & Technicians)

Figure 24 3M Disposable Earplugs – Supplied to Operations Manager & Technicians to comply with Personal Protection Guidelines required by OSHA

Figure 25 3M Indoor Safety Glasses with Clear Frame - Standard Size – (Operations Manager, Installers, Scrub and Health & Safety Technicians) Personal Protection Guidelines required by OSHA

Figure 26 3M N95 Approved Sanding and Fiberglass Respirator - (Operations Manager, Installers, Scrub and Health & Safety Technicians) Personal Protection

Figure 27 McGuire-Nicholas Adjustable Knee Protector (pair) - Supplied to Operations Manager, Installers and Scrub Technicians (Technicians on request)

Figure 28 Husky 33 pc Universal Mechanics Tool Set – used for various field task i.e. repairs on Kaivac machine, installation of Dilution Equipment and other field demand

Figure 29 Husky 12-inch Storage Seat Organizer - Fits All Standard 5 gallon buckets – used by Operations Manager or Installer to store small items used during the installation of new customers

Figure 30 Husky 12-inch Storage Seat Organizer Unit Open View

Figure 32 Husky 18in Tool Bag with Carry Strap – supplied to Operations Manager and Installers. May also be used as a substitute for the Husky Bucket Jockey for Health & Safety Technicians to carry tools and supplies

Figure 33 Heavy Duty Service Case Available in red or blue ordered on EM Ordering Site used by Field Operations Manager, Installers, Scrub and Health & Safety Technicians

Figure 34 Oatey Handy Pack - Purple Primer & Orange Cement– used to join PVC piping when assembling soap mixer

Figure 35 Double Sided Tape used if dispenser needs to be placed on mirror

Figure 36 Glass and Tile Diamond Drill Bits, Various sizes recommended, can be purchased at any local hardware store, and used for tile, glass and stone and require proper speed and adequate water lubrication.

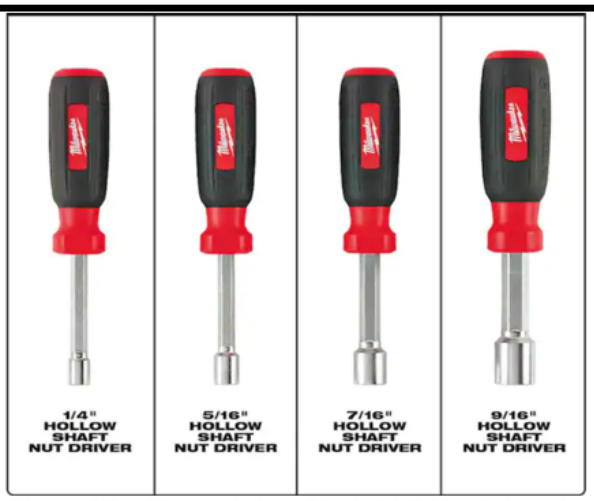


Figure 37 4-Piece Hollow Shaft SAE Nut Driver Set Assists with removing other vendor dispensers

Figure 38 – Doorstops – Kaivac Door Wedge can be ordered from the Enviro store

DRWED KAIVAC DOOR WEDGE

DOOR WEDGE LOCAL HARDWARE STORE

Figure 39 – Rollable Service Toolkits. (Can be purchased via a local hardware store; i.e., Home Depot, Lowe's).

Figure 40 Oreck Orbiter – can be purchased locally to assist with scrubbing of floors, especially in tight spaces.

B. Drill Bit Types and Uses.

When considering a drill bit take into consideration the surface or material you are drilling into, drill bit shape and what is made of. You must choose a drill bit that is suitable for your job. Choosing the wrong drill bit can ruin your workpiece. Wrong bits can slow you down or completely stop your work. Choosing the right drill bits is the best way to prevent this. And for that, you must understand the drill bits, their types, and uses based on different applications.

Although drill bits do the same task, they differ in appearance. All drill bits are not made equal. The best metal drill bits are different from the best wood drill bits. Differences can also be caused by the shape and design of a drill bit. The most important parts of a drill bit's anatomy are its overall length, diameter, shank, flute and lead, and point.

Material, in addition to shape, can cause differences. For different applications, each drill bit comes with various materials. Drill bits for wood, for example, are made of a different material than drill bits for tile. Metal drill bits are almost universal. Metal bits are the most practical choice for all surfaces, including wood, concrete, tile, glass, and metal surfaces, with a few exceptions. Drill bits are typically made from high-speed steel, cobalt, carbide tipped, and solid carbide.

To boost performance, lengthen product life, and make workers' jobs easier, manufacturers will coat their parts with specific compounds. Black oxide, tin-coated, titanium-coated, SG Coated, and bright finish are some of the drill bit coatings.

Types of Drill Bits			
Twist Bit	This bit can also be called a “fluted” bit. It is named for the grooves, as the bit bites into the work material, the flutes direct waste material up and out of the hole. There are limitations to this bit, beyond which the weight and heat become impractical. These bits work well for holes up to one inch in diameter.		
Spade Bit	This bit is flat, with a sharp point in its center and material flaring out to either side. These bits remove large sections of material. The sharp point prevents the bit from skating across a smooth surface, while the wings score the perimeter of the circle. Smart choice for wood as it minimizes tear-out.		
Hole Saw	This bit has a twist bit in the center of a hollow core cuts on the outside diameter of the hole. That leaves a round disk or core of material. These bits remove large amounts of material.		
Step Bits	Function as multiple drill bits in a single tool and are cone shaped. Each “step” is one drill size larger than the next. This lets you drill a hole exactly as wide as you need, or drill multiple holes of varied sizes without changing the bit		
Types of Drill bit Material			
High-Carbon Steel	They are robust drill bits.	Good for drilling *wood, plastic, or metal*.	Downside: at high speeds they can overheat, soften, and become dull.
High-Speed Steel	Capable of prolonged drilling	Identical to high-carbon steel bits when cutting	These bits excel when drilling into metal.

	without losing their edge.	softer material, such as *drywall or wood*.	
Carbide or Carbide-tipped	Significantly more durable than steel bits and cost more.	Suggest using for *really tough jobs*.	These bits can be sharpened when they go dull.
Coatings	Some bits come with coatings that prolong their life or make them resistant to heat or other extreme conditions. These coatings are titanium and crushed diamond.		
Drill Bit Types for Surfaces			
Concrete/Masonry	Masonry drill bits are good for surfaces like concrete, brick, or mortar. They normally twist bits with a carbide fin at their point. The fin breaks up the masonry, while the flutes on the body remove the waste material. As a result, if you want to drill a hole in their surfaces, you will need various bits. You may come across a vast variety of concrete-based items. Poured or cast-in-place concrete goods, such as pre-cast masonry blocks, roofing tiles, cement-fiberboard, and artificial stone, are popular. You will find a constant mix of hard and soft pockets while drilling into a block and concrete goods. An electric drill suitable for concrete and blockwork is also required. Hammer drills and slotted drive shaft (SDS) drills are two popular styles. Both drills use a pounding motion to shatter and cut concrete aggregate and powder. **Masonry bits are often used with a hammer drill**, a specialized tool that adds a rapid hammering action to the bit. That allows it to reach fresh masonry and remove dust more efficiently. Hammer drills are great time savers when you're drilling holes in dense materials like masonry or concrete, as well as wood. Hammer drills add a forward action, repeatedly driving the drill bit in and out of the work material. It works fast, often 20,000 to 60,000 beats per minute (bpm). This additional force pushes the bit through tough materials more quickly than a traditional drill.		
	Twist drill bits are the most common drilling tool by a professional and are easily available in the market. These drill bits are good for cutting a hole in concrete effortlessly due to their twisted design. Most concrete twist drill bits feature carbide faces and oxide-treated outside surfaces.		

	Hole Saw - In concrete and masonry goods, you may need to cut a large-diameter hole on occasion. Coring is the term used in the commercial concrete cutting industry, and it requires a powerful and sharp hole saw. Diamond cut-edges are common on hole saws built for concrete cutting, but others can get by with a carbide treatment.
	SDS bits. The sliding or slotted drive shaft arrangement (SDS) is one of the best drill bit inventions. SDS bits will not slip in a chuck because of their slotted shank construction. They move back and forth depending on the load. SDS bits are very quick to switch sizes.
Metals	Almost any general-purpose twist bit will do a decent job of drilling holes in metal. In fact, most drill bits for metal are manufactured to drill through a variety of materials, including wood and plastic. For drilling into metals such as stainless steel, your best bet is a HSS twist bit. High-speed steel offers greater resistance to the high temperatures generated when drilling into metal, and the flutes on a twist bit will throw off metal strands that are easy to clean up. If you are working with thin material or widening existing holes, use a step bit to get exactly the size you need. For creating holes of one inch or more in metal surfaces, consider a hole saw. Metalworking is a skilled job that requires different techniques and tools to do a job. Drill bits are one of those tools that help in drilling holes in metals. Metals are of two types: hard metal and soft metal. Hard metal requires high speed as well as high force to drill. On the other hand, soft metal requires less speed and force. Therefore, drill bits are designed accordingly with specific compositions for specific materials. Metals tend to generate heat while drilling or boring. Metalworkers generally use lubricants to cool their bits. Water is sometimes sufficient, but specific oils make the job go faster. Drill bit composition and coatings can help to drill metal if using the right bit to certain material. When drilling metal, the following are common bit types: If you will be drilling a lot of holes, or need to drill through hard, abrasive metals like stainless steel or cast iron, spend a couple bucks more for black oxide or a cobalt steel drill bit for metal. These bits will bore more holes before becoming dull.

	The least expensive twist bits are made of high-speed steel (HSS), and these basic bits are fine for most metal-drilling tasks. Some bits also have a special coating called titanium nitride (TiN), which manufacturers claim helps resist heat and friction better, making these bits last up to six times longer than standard high-speed steel bits.
	Twist Drill Bits are most frequently used in metalworking. Cobalt or carbide bits, as well as coated bits, are used in metalworking.
	Step Bits. These bits can be used to drill into metal and wood as well. Step bits are commonly used by electricians for drilling holes in sheet metal and other thin metal materials.
	Hole Saws are also used to cut holes in metal. They work well with thin metals. On the saw's cutting face, the teeth are usually carbide or diamond.
	Reduced Shank bits. These drill bits are used widely and come in different compositions. Reduced shank bits require drilling large holes with small drill chucks. The shank of reduced-shank drill bits is smaller in diameter than the cutting head
	Countersink bits are used to cut holes in metal giving a smooth surface. These screws can be countersunk.
Tile	Drilling into tile is more complicated than drilling into any other material. The person who knows the right trick will do it perfectly. This also includes the right type of drill bits. Types of Tiles: • **CERAMIC TILES**: ceramic tiles are the most popular. These tiles are soft but breakable. • **GLASS TILES**: Glass tiles are popular in interior design. They have the same density as ceramic but are more brittle. • **PORCELAIN TILES**: Porcelain tiles are the hardest tile of all three. Drilling porcelain requires a unique skill set and tool. Hard, sharp-angled tips are the best drill bits for tile work. Some resemble the point of a spear or an arrow. Diamond or carbide cutting faces are also seen on high-quality tile bits. The tile requires a strong drill bit face and a precise drill trigger touch. Following is the list of most commonly used drill bits for tile:
	A tile and glass drill bit is commonly used with an electric drill to make holes in glass and tile. You should choose a bit that the

	manufacturer recommends for the type of tile you are working with. You must ensure that the bit's leading edge will bore into the tile without shattering it, in addition to having the precise diameter for the hole you require.
	Spear Points. A needle-like tip on spear tips slowly engages the work with a slight contact and then gradually enlarges the hole. You can choose from a variety of spear tips with carbide or diamond-cutting faces.
	Diamond Drill bits. Some diamond bits for tile cutting do not have spear points. Diamond drill bits are available in a variety of traditional designs.
Wood	The go-to bit for wood is a twist drill bit. You have a wide range of softwoods and hardwoods to choose from if you are a woodworker. You can also work on a limitless number of projects. This can range from drilling holes in furniture to boring through timbers in house construction. Because there are so many distinct types of woodworking jobs, manufacturers have come up with some creative and specialty-purposed equipment. Wood drill bits come in many shapes and sizes including thick and thin bits, and long and small bits. **A list of best drill bits for wood:**
	Twist drill bits are the most commonly used drill bit. It drills faster because of its twisted design.
	Countersink drill bits. these drill bits are used to drill and countersunk screws giving a smooth surface.
	Augers are designed specifically for drilling deep holes in wood. Their leads and flutes have strong twists that make them stand out. Augers have a threaded screw tip on the tip and a sharp cutting edge on the face.
	Spade bits drill into wood surfaces swiftly and easily, removing a lot of material in a short amount of time. Spade bits have the disadvantage of breaking through wood and leaving a harsh trailing edge. For holes of one inch or more, consider a spade bit.
	Hole saws are best for cutting large holes. An inner twist drill creates a centering pilot hole, and an outer cupped ring contains saw teeth on hole saws. Hole saws drill and saw at the same time, allowing you to cut a custom-sized plug from your material.
	Forstner bits are best to drill flat-bottomed holes. For shallow drillings, such as installing cabinet hinges, Forstner bits are ideal
	Brad-point drill bits are designed to drill and bore clean holes without straying in both hard and softwoods. These drill bits have

	a center pin. A Brad Point Drill creates a hole in wood that is clean, straight, and precisely sized. A brad point on a drill bit will create a bit of “bite” and help prevent the bit from walking across the surface as you get up to speed.
	Reduced shank drill bits are used to drill large holes with small-sized chuck
	Step Bits. When you want to drill varied-sized holes without changing your bit, cone bits are best
	Self-Feed Bits. These bits contain a center feed screw that helps drill large holes cleanly by guiding the bit into the wood. Professional plumbers and electricians frequently use these to drill huge holes for utilities.

CHAPTER 26 THE SANI-SERVICE INSTALL

A. ***Helpful Definitions:***

1. **Cleaning –** the process of removing debris, dirt, and dust from surfaces; will not eliminate germs but reduces their numbers by removing some of the contaminated matter.

2. **Sanitizing –** is meant to reduce, not kill, the occurrence and growth of bacteria, viruses, and fungi to safe levels to decrease the risk of infection.

3. **Disinfection –** kills microscopic organisms, such as bacteria, fungi, and viruses on surfaces and prevent them spreading.

4. **Fixture –** Toilet or bowl, urinal, and sink. It is the entire porcelain fixture, inside and out, from the wall out and floor up including chrome.

The Phrase "You never get a second chance to create a first impression." Applies emphatically to the installation of Enviro-Master service. If there is ever a period of confusion with the customer and their understanding of Enviro-Master services, it will most likely occur during the installation process. A well-trained employee should perform all installations, ideally a carefully trained and certified installer, who possesses a comprehensive knowledge of Enviro-Master products and services. In fact, it is recommended that the Owner/Ops Manager/Sales Rep be present or visit upon completion of installation or within 24 hours, if possible, to reinforce what specific services Enviro-Master provides, what those services accomplish for the restroom appearance/hygiene, and to ensure that you install the exact number of dispensers requested by the customer. A final gesture on this call is to ask the customer whether

they would like Enviro-Master to hang a laminated or framed “Certificate of Hygienic Cleanliness” by the restroom exit doors upon completion.
The Operations Manager should schedule installations to allow adequate time for the installation as well as minimal disruption to the customer’s business. (*See Steps Recommended 24 Hours before Install on Enviro-Master Learning site under “resources.*)”

Upon arrival, the Operations Manager or Installer should speak with the owner or manager to discuss preferred locations for installation of various dispensers, and the removal of dispensers what the customer would like done with the dispensers being taken down. This should be done before any equipment is installed. ***Always install the air freshener FIRST***, which will help mask any odors caused by the actual cleaning. (See Chapter 27, Products used in Sani-Service - Battery Air Fresheners for installation procedures).

B. PERSONAL PROTECTIVE EQUIPMENT (PPE):

1. **ALWAYS** *put on the appropriate Personal Protective Equipment (PPE) before touching surfaces or beginning any part of the service in the restroom.* (See Chapter 46, Safety and Health Program for additional information on PPE for Virus Vaporizer Spraying in a highly contagious environment OR Enviro-Master Learning System (EMU) “Resources” section)

N95 Mask or KN95	
Safety Glasses – should wrap around to cover the sides of eye area in case of chemical splash.	
Safety Gloves	

2. ***It is “highly” recommended to take before and after pictures to show the customer and to use when a customer forgets what it looked like before Enviro-Master began servicing and*** *always be sure to have and understand the details of how the job was sold before performing the Installation, so we provide the customer what has been agreed upon.*

3. ***Access invoice on your phone and "arrive" at the stop.***

4. Be sure to **use "Doorstops**" to hold doors open while providing service. It allows ventilation and helps to avoid doors damaging hoses, cords on equipment AS WELL as eliminates damaging the door.

5. **Virus Vaporize**, the restroom so that it adheres and wraps around the surfaces and kills germs, bacteria, viruses,' etc., before beginning service.

6. Next **flush toilets and urinals** before applying any chemical. The reason for flushing toilets and urinals is, we do not know if any chemicals are in the bowl from their internal cleaning staff and to avoid any type of chemical reaction.

7. **Pre-Inspect with Mirror** – "The most important tool in the service kit!" Pre-inspect fixtures for uric scale build up in flush holes, throats of bowls and urinals, the low point of the urinal, and the underneath where the water tank connects to toilet base – the areas not visibly seen!

8. **Pre-treat** – Apply with scrub pad or (squirt) H.A.B.C. (Heavy Acid) bowl cleaner / Toilet Scrubber (Canada) to the inside underneath rims of toilets, and any area that has heavier uric scale buildup. This allows the chemical to work on the uric scale while installing air freshener and soap dispensers.

9. Next, **install the air freshener**, which will help mask any odors caused by the actual cleaning as previously stated.

10. **Remove** current soap and/or paper dispensers, **then install** Enviro-Master soap and paper dispensers being sure to follow ADA guidelines. Then fill soap and/or paper dispensers. (Always confirm with customer what they would like done with the old dispensers).

C. Sanitizing and Disinfecting Toilets: ALWAYS be wearing appropriate PPE.

To avoid cross-contamination please make sure you use a **YELLOW** microfiber towel for wiping toilets and urinals.

1. Use your sponge to **force water out** of the toilet and below the water line, if necessary.
    a. *NOTE: IF THE TOILET HAS AN AUTOFLUSH UNIT, DRAPE A MICROFIBER TOWEL OVER THE SENSOR TO STOP FROM FLUSHING AND BEFORE ADDING BOWL CLEANER.*

2. **Start scrubbing** underneath rim of bowl(s) and use additional H.A.B.C. (High Acid) bowl cleaner / Toilet Scrubber (Canada) on your pad and/or screen or squirt underneath the rim, as needed, and throughout the interior of the bowl.

a. Periodically, using your mirror, check the underneath rim to be sure all build-up has been removed.

3. **Use your tools:** pumice stone, pick, scrub pad and/or grill screen to remove any heavy stains and build-up which the H.A.B.C. (High Acid) bowl cleaner / Toilet Scrubber (Canada) did not remove from throat or flush holes of bowl(s).

4. **Always Recheck using mirror** making sure all areas of the fixture are free and clear of any build-up.

5. **Check** seat, seat hinges that they are clean and free of dirt, grime, and build-up.

6. **Exterior surface of fixture:** use Visclean, H.A.B.C. (High Acid) bowl cleaner / Toilet Scrubber (Canada) or Blue Planet HIOX / HP-OXI (Canada) on your **GREEN** sponge pad to clean all exterior surfaces and remove soils and stains.

7. **Use your tools:** pumice stone and/or stove brush to clean the areas around the base of the toilet and remove mop markings. (Remove stickers as needed from manufacturer with razor blade tool).

8. **Chrome areas**, use your stove brush and Blue Planet HIOX / HP-OXI (Canada) to clean the chrome. **NEVER USE Visclean or H.A.B.C. (High Acid Bowl Cleaner) / Toilet Scrubber (Canada) ON CHROME**!

9. **Wipe** off all surfaces with a clean yellow microfiber towel. At this point, be sure to wipe down a clean and dry spot to apply the Enviro-Master logo stickers. If you do not ensure the surface of the fixture is completely dry, the sticker will not adhere properly to the surface. As noted previously, *logo service stickers must be applied before the Sani-Shield product is applied*. Be careful to apply logo stickers above the handle, ½ inch from side and ½ inch from front of fixtures and as straight as possible. The Enviro-Master first impression hinges nearly as much on proper sticker placement as the proper installation of dispensers and hygiene service of the restroom.

10. **Wipe up any excess water** which has fallen to the floor.

11. **Recheck all toilet**(s) to be sure the Enviro-Master Service Sticker is applied.

12. **Apply Sani-Shield** to all surfaces, wipe the fixture with a clean **RED** microfiber towel.

D. Cleaning, Sanitizing and Disinfecting Urinals: ALWAYS be wearing appropriate PPE.

To avoid cross-contamination please make sure to use the **YELLOW** microfiber towel for wiping toilets and urinals.

1. **Remove urinal screens**, throw away in appropriate trash receptacle, as we will be replacing with an Enviro-Master Urinal Screen once fixture is cleaned, and Sani-Shield is applied.

2. **Use your sponge to force water out** of the bottom of the urinal causing the fixture interior to become as dry as possible.

   NOTE: IF THE URINAL HAS AN AUTOFLUSH UNIT, DRAPE A MICROFIBER TOWEL OVER THE SENSOR TO STOP FROM FLUSHING AND BEFORE ADDING BOWL CLEANER.

3. **Begin scrubbing** using scrub pad and/or grill screen, the pumice stone, pick, to remove any heavy stains and build-up cleaning underneath the rims, flush holes, throat and throughout the interior of the urinal(s). Reapply chemicals as needed.

4. **Using your mirror** and Wire Perk Brush or Pick to clean all flush holes and make sure they are free and clear of any build-up.

5. **Recheck with mirror**, examine underneath rim where flush holes are, any rim areas along the inside, the front underneath interior edge to be sure that all surfaces are clean and free of any build up.

6. **Exterior surface** use Visclean, H.A.B.C. (High Acid) bowl cleaner / Toilet Scrubber (Canada) or Blue Planet HIOX / HP-OXI (Canada) on your **GREEN** sponge pad to clean all exterior surfaces and remove soils and stains.

7. ***Use mirror*** to view the entire underneath of the urinal to be sure it is free and clear of dirt, germs, and uric scale.

8. **Chrome areas** use your stove brush and Blue Planet HIOX / HP-OXI (Canada). **NEVER USE Visclean or H.A.B.C. (High Acid Bowl Cleaner) / Toilet Scrubber (Canada) ON CHROME**!

9. **Wipe off** all surfaces using a clean **YELLOW** microfiber towel. At this point, be sure to wipe down a clean and dry spot to apply the Enviro-Master logo stickers. If you do not ensure the surface of the fixture is completely dry, the sticker will not adhere properly to the surface. As noted previously, *logo service stickers must be applied before the Sani-Shield product is applied*. Be careful to apply logo stickers below the handle, ½ inch from side and ½ inch from front of fixtures and as straight as possible. The Enviro-Master first impression hinges nearly as much on proper sticker placement as the proper installation of dispensers and hygiene service of the restroom.

10. **Wipe up any excess water** which has fallen to the floor.

11. **Recheck** to make sure all urinal(s) have the Enviro-Master Oval Sticker.

12. **Apply** Sani-Shield to all surfaces, wipe the fixture with a clean **RED** microfiber towel.

E. **Cleaning, Sanitizing and Disinfecting Sinks:** **ALWAYS be wearing appropriate PPE.**

To avoid cross-contamination, sinks should be cleaned using a **SEPARATE PAD/SPONGE AND BLUE or GREEN MICROFIBER TOWEL** (never utilize the same pad or sponge and microfiber towel for toilets/urinals with cleaning of sinks).

1. Use Visclean cleaner on **PORCELAIN SINKS ONLY**. Squirt on your sponge or scrub pad and proceed to clean. **NEVER USE Visclean or H.A.B.C. (High Acid Bowl Cleaner) / Toilet Scrubber (Canada) ON CHROME, STAINLESS STEEL OR COPPER!**

2. Upon thoroughly cleaning all sink surfaces with scrub pad, use the pumice stone to remove any remaining stains (PORCELAIN SINKS ONLY).

3. Spray Blue Planet HIOX / HP-OXI (Canada) on the chrome faucet(s) and use your stove brush or nylon brush to clean the fixtures. **DO NOT USE H.A.B.C. OR VISCLEAN or TOILET SCRUBBER (Canada) as it will pit or ruin the chrome.**
4. Use a Perk Brush, (use a different Perk Brush from the one used on toilet and urinals) to clean holes in the drain plate, of the sink. Make sure the overflow holes are also cleaned.

5. Wipe down sinks and counters with **BLUE** or **GREEN** microfiber towel.

6. Spray sinks, fixtures and counters with Sani-Shield and wipe down with the **RED** microfiber towel.

7. **DO NOT PLACE ANY SERVICE LOGO STICKERS ON SINKS!**

F. **Using the Victory Electrostatic Sprayer,** spray the entire restroom starting from the furthest point from the entry doorway and working toward the entry doorway to the restroom. Ensure to spray the entire restroom (ceiling, walls, partitions, safety assist handles, floors, dispensers, back of entry doorway door and door handles).

NOTE: AVOID SPRAYING ON THE AIR FRESHENER.

G. **Hang framed "Certificate of Hygienic Cleanliness"** (if applicable) at eye level next to restroom exit, ensuring Certificate is straight and placing double sided tape on right and left bottom corners (See sample "Certificate of Hygienic Cleanliness" in Appendix and on Enviro-Master Learning site. One Certificate applies to Sani-Service only and the other applies to a customer receiving both Sani and Scrub Services).

H. **Speaking to the Owner/Manager.** Upon completion of the installation, ask the owner or manager to walk through the restroom for the following reasons:

1. **Ensures** the customer **INSPECTS THE RESTROOM** when it looks best and reinforces the difference Enviro-Master makes in their restrooms.

2. **Provides the opportunity** to explain to the customer **"Who We Are and What We Do,"** and what their janitorial workers should and should not do between Enviro-Master visits. Provides the opportunity to discuss the regular service with the customer, schedule the weekly service day and time, inform customer of the name of the Technician who will provide weekly Sani-Service, and outlines what the customer should expect each week. This also allows you to point out the "Certificate of Hygienic Cleanliness," if applicable, and the positive "statement" it makes to patrons.

3. Enable the customer to sign the Enviro-Master invoice (if applicable) and handheld.

CHAPTER 27 PRODUCTS USED IN SANI-SERVICE

A. **Battery Air Freshener.** A battery-operated air freshener is typically employed in larger restrooms or those lacking a door that naturally generates a breeze. Installation and maintenance of the Air Freshener should be conducted in the following manner.

Installation.

1. Always install the Air Freshener adjacent to the restroom door handles. The motion of the door opening and closing will create an air flow which continually disperses the aroma into the restroom.

2. Always install the Air Freshener dispenser at a height which makes it difficult for people to reach and tamper. In the event of frequent vandalism, you may wish to install the dispenser under the sink to hide it from view.
   a. Avoid installing Air Freshener units above urinals to resist vandalism.
   b. Avoid installing Air Freshener units above doors.
3. Always install the dispenser with two (2) screws and anchors.
   a. If removing other equipment always be sure to set aside dispensers and let the owner/manager know, as they will determine what they need to do with these dispensers.
   b. When hanging Enviro-Master dispensers, always use anchors and try reusing holes that are already in the wall, instead of drilling more holes.
   c. Additionally, attempt to cover as many of the prior holes as possible when drilling new ones.

4. **Still Air Freshener.** A still air freshener is used in a small bathroom, 10’ x 10’ or smaller in size.

a. Always install the Air Freshener adjacent to the restroom door handle or opposite side from the door hinges. The motion of the door opening and closing will create an air flow which continually disperses the aroma into the restroom.

b. (See Steps 1 through 6 above)

NOTE: AIR FRESHENER DISPENSERS MUST BE VISUALLY INSPECTED UPON EACH SERVICE TO ENSURE THEY HAVE AN ADEQUATE SUPPLY OF PREFUME, THE BATTERIES ARE WORKING, AND THE WICK IS NOT IN NEED OF CHANGE. A NON-WORKING OR INEFFECTIVE AIR FRESHENER IS THE NUMBER ONE CUSTOMER COMPLAINT!

Oil & Wicks – Battery Air Freshener.

1. The battery Air Freshener should be filled every other week with new chemical. The old chemical should be disposed of properly and the fresh chemical added.

   a. **NEVER** add new chemical on top of old chemical.
   b. **NEVER** combine two different scents
   c. **NEVER** rinse the container with water, just wipe out with a piece of paper towel to remove old chemical.

2. During each service, a new wick should be folded “butterflied” at the top to increase fragrance emitted and then placed into the perfume container.

   a. **To increase effectiveness**, dip one end of the wick into the perfume and then turn it upside down, placing the dry end into the perfume.
   b. **Replace** wicks every week.
   c. **NEVER** place an old wick into new perfume.

      1. Over time, wicks will crystallize and become ineffective. Therefore, ensure that you replace the wick every time the Air Freshener is serviced.

   e. **NOTE:** each room may require a different wick setting due to size, seasonal temperatures, humidities, and air movements in each individual location.
   f. **Always carry the wicks in a zip loc bag**. This protects the wicks from absorbing humidity or getting wet.
   g. **DO NOT TOUCH WICKS WITH WET HANDS OR GLOVES**, it reduces the effectiveness of the wick.

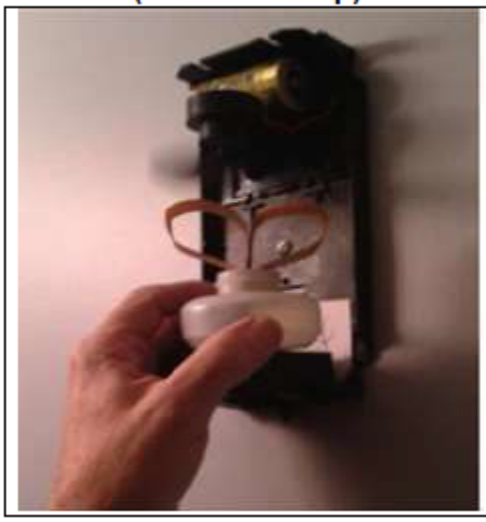
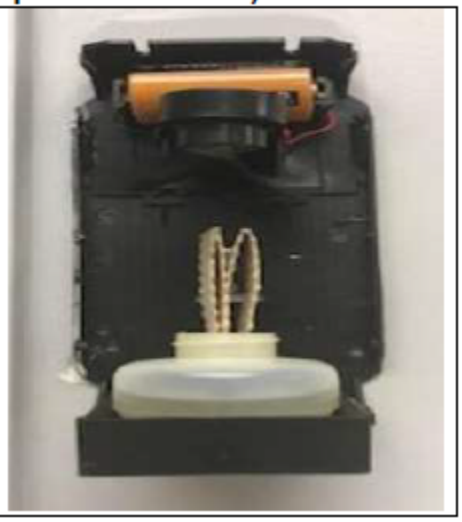
3. **Wicks - Increase/Decrease Scent.** A still air freshener is used in a small bathroom, 10’ x 10’ or smaller in size.
   a. **For more fragrance**, raise wick height or add an additional wick.

b. **For less fragrance**, simply lower wicks and/or eliminate extra wicks.

c. **If liquid evaporates prematurely**, reduce wick length.

d. *Use two or three Wicks for battery fan dispensers.*

e. Always ensure one end of each Wick is in contact with the bottom of the refill container.

Correct Wick Configuration (butterflied top)	Incorrect Wick Configuration (top not butterflied)
	

3. The perfume used by Enviro-Master is a petroleum-based product and caution should be used to avoid spilling it against any walls or floors. It will remove paint, wallpaper, etc.

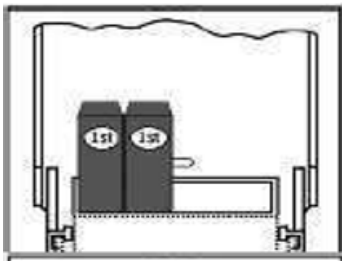
Wafers – Battery Air Freshener.

1. Certain Enviro-Master franchisees have opted for the Wafer System over the liquid option for air fresheners, citing its multiple advantages.

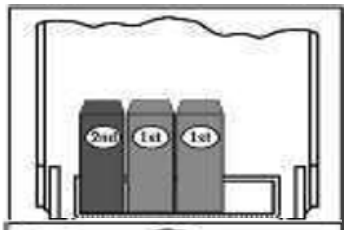
    a. They are light and packaged individually which means they are easy to carry and manage.
    b. There is no spillage, therefore there is no waste.
    c. Eliminates the need for cups and wicks.
    d. Usage trackability.

2. **Wafer Process.**

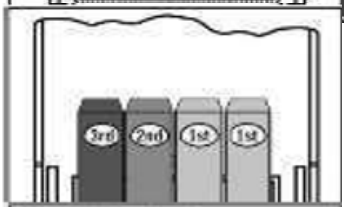
a. **First Month Service:** Locate Tear hole on side of package. Open wrapper and remove solid wafer refill. Insert 2 (two) solid wafer refills in upright position into the first 2 (two) slots in dispenser tray as shown.



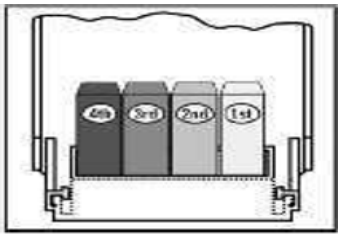
b. **Second Month Service:** Move the 2 (two) original solid wafer refills 1 (one) slot to the right. Remove the wrapper of a new solid wafer refill and place it in the first slot as shown.



c. **Third Month Service:** Move previous solid wafer refills 1 (one) slot to the right. Remove the wrapper of a new solid wafer refill and place it in the first slot as shown.



d. **Fourth Month Service:** Move previous solid wafer refills 1 (one) slot to the right. Properly discard the solid wafer refill on the far right. Remove the wrapper of a new solid wafer refill and place it in the first slot as shown.

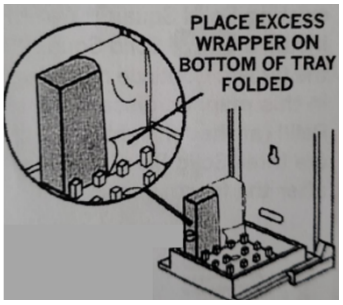


e. **Fifth Month Service:** Properly discard the solid wafer refill on the far right. Move the three (3) existing solid wafer refills 1 (one)

slot to the right. Install a new solid wafer refill in the first at the far left. Continue replacing solid wafer refills in this manner, replacing the oldest solid wafer refill (at the far right) each time. With this method, there are always four solid wafer refills in the dispenser after the fourth service.

Note: ***Do not allow the solid wafer refills to touch each other as they "bleed" into one another preventing proper fragrance distribution. Do not place wafer refills on painted, varnished, or fabric surfaces. Do not mix fragrances in the dispenser.***

3. **Reducing Output of Solid Wafer Refills**



1. **Method 1:** To reduce fragrance lever in smaller areas of evaporation rate in hot conditions, follow this procedure: Open package at tear hole. DO NOT remove solid wafer refill completely from package. Instead, expose approximately 1/3 of the solid wafer refill and place in dispenser. Be sure plastic wrapper does not obstruct fan blade by folding excess plastic over refill.
2. **Method 2:** Simply lay the solid wafer refill on its broad side in the dispenser tray. This reduces the exposed surface area by almost 50%, effectively reducing the output of the refill.
   NOTE: AIR FRESHENER DISPENSERS MUST BE VISUALLY INSPECTED UPON EACH SERVICE TO ENSURE THEY HAVE AN ADEQUATE SUPPLY OF SCENT, THE BATTERIES ARE WORKING, AND THE WICK/WAFERS ARE NOT IN NEED OF CHANGE. A NON-WORKING OR INEFFECTIVE AIR FRESHENER IS THE NUMBER ONE CUSTOMER COMPLAINT!

B. **Refillable Soap Dispenser.** The Enviro-Master soap dispenser is a foaming hand soap dispenser. The foaming soap dispensers are utilized because customers prefer foaming soap; it also lasts longer than a lotion soap dispenser. Soap is a product replaced when Enviro-Master initiated service and is an important cost-justification for the Enviro-Master hygiene service. For stability, the soap dispenser should be installed with anchors and four (4) screws, when possible, taking care not to damage the customer's wall or tile. *(Note: be sure to follow Chapter 24, ADA compliance for dispenser installation)*

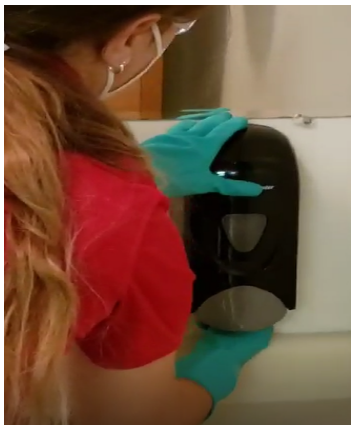
To avoid the need for soap refills prior to the customer weekly service, it is recommended to install enough dispensers (depending upon size and usage of a restroom) to last the customer for at least one week.

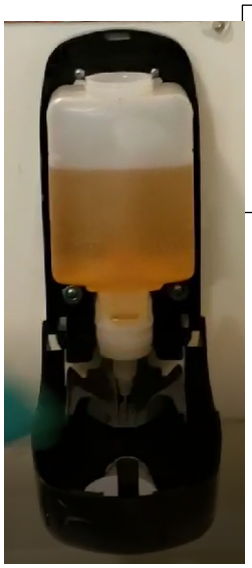
Avoid installing too many soap dispensers or refilling them too frequently as some customers will take advantage of this and use Enviro-Master soap product for unintended purposes (e.g., mopping floors, etc.)

Enviro-Master does not install lotion soap dispensers but does carry a lotion soap to service existing customer dispensers. Enviro-Master will also fill lotion dispensers which are custom built into counter tops.

1. Refilling Foam Soap Dispensers.

Step 1: Above - Push "tab" underneath dispenser to release front cover

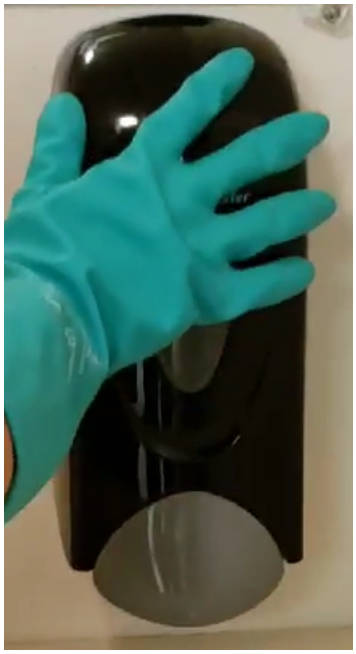




Step 2: Left - Unscrew white cap and place in open cover of dispenser.

Step 3: Above – Pick up gallon soap, *properly labeled*, and refill bladder to ¼" from the top of bladder.
NOTE: Filling entirely full will force soap to overflow when "tab" is pumped for dispensing of soap.

Step 4: Above – Pick cap up, from inside cover and screw back onto the top of the soap bladder.
NOTE: If soap spilled, wipe up inside of dispenser.



Step 5: Left – Close cover of dispenser. Pump tab to be sure the soap is foaming properly. Wipe down dispenser. **If** *soap is not dispensing properly follow "G - Preventing Soap Dispenser Problems."*

2. **Refilling Lotion Soap Dispensers.**

   a. This is accomplished by reaching under the counter, unscrewing the soap container, and then filling it with LOTION soap only.

   b. Foaming soap will *NOT* work in a lotion dispenser.

3. **Carrying Extra Dispensers:** Technicians ought to have additional dispensers on hand to replace any that are broken, damaged, or found to be faulty while in the field.

4. **Installing a Soap Dispenser on Mirrors.** Please use the following technique:

   a. Clean mirror with alcohol and allow to dry.

   b. Remove the back to the dispenser and using the double-sided tape and Silicon adhesive install the back (only) and allow the adhesive to dry for 24 hours before installing the body of the soap dispenser.

5. **Preventing Soap Dispenser Problems.**

   Problems may occur with Soap Dispensers "clogging" or "jamming" due to contaminants (e.g., dirt or sediment) which can often appear in the diluted soap mixture as it is transferred from container to container. These contaminants clog the

Soap Dispenser nozzle causing it to malfunction which causes most other problems encountered in the field. The “nozzle clogging” can be prevented before it occurs by performing the following procedures:

Enviro-Master Proprietary Dispenser Soap Bladder:

Step 1: Remove “bladder” from dispenser, holding upright grip the tip and pull down.

Step 2: Pull down on filter cover and remove.

Step 3: Remove filter, run under hot water to remove sediment, or replace with new filter.

Step 4: Put filter back into the end and push cover back over filter until it clicks into place.

Step 5: Always remember to test to be sure filter is foaming and dispensing soap.

San Jamar Soap Dispenser: Clean Your Screen

Impact Soap Dispenser: Clean your screen

Step 1: Remove "bladder" from dispenser, holding upright grip the tip and pull down

Step 2: Note: at times, due to hands or tip being wet, use a flat head screwdriver, as shown in picture to pop the tip off, to remove filter

Step 3: Slide the tip cover off

Step 4: Then slide the filter out

Step 5: At this point for quickness and efficiency, the tech can put a new filter in, then push the cap back on. It will be in place once you hear a click.

NOTE: These filters can be ordered on the Enviro-Master ordering site, vendor Impact, (Item: 9325SCREEN IMPACT FILTER REPLACEMENT FOR 9325 FOAM SOAP DISPENSERS, CASE/1000). These filters fit San Jamar Soap Dispensers also.

D. Microfiber Towel Process.

SANI-SHIELD **URINALS & BOWLS** **SINKS**

Wear protective gloves while servicing with microfiber towels during and after cleaning and touching dirty towels at any point, even when placing in washing machine.

1. Microfiber Towels Recommendation:

    a. Use one (1) set of Microfiber Towels per customer.
    b. Reduces any chance of cross-contamination.
    c. Do not touch clean microfiber towels with used dirty microfiber towels.
    d. Place used towels in provided container in vehicle.

2. Microfiber Dirty Towel Container:

    a. Using container provided to store *used/dirty* microfiber towels after servicing customers:

        1. Please *do not* cover the container tightly as the towels should be provided ventilation to breath.
        2. If using plastic bags, please *do not* tie closed, as ventilation is needed.
        3. Using a 5-gallon bucket for used/dirty towels allows for a large quantity of towels during the day and when bringing to warehouse it is easier to dump into warehouse container and you do not have to physically touch dirty towels.

    b. Having a container for these used microfiber towels allows technicians that use their personal vehicles for work and home life, the ability to take container out of car while using for personal time and eliminates the towels from touching inside surfaces of vehicles.

    c. It is recommended that technicians drop off dirty towels at the end of each day, if possible.

3. Warehouse.

    a. Technicians should dump dirty towels in established area/container within the warehouse.

    Note: Locations that have their technicians washing their own Microfiber Towels, please educate that the towels need to be washed separately from other items. ***IT IS HIGHLY RECOMMENDED THAT THE TECHNICIAN DOES NOT WASH THEIR OWN MICROFIBER TOWELS, THAT EACH LOCATION HAS A WASHER AND DRYER, IF POSSIBLE, OR USES A LAUNDRY SERVICE OR MANAGER TAKES THEM TO A LAUNDRY FACILITY.***

E. Enviro-Master Logo Stickers.

Aside from Enviro-Master "Certificates of Hygienic Cleanliness," (where permitted to hang them), Enviro-Master logo stickers are one of the Franchised Business's primary forms of advertising and are a wonderful way to inform the public, as well as employees, that the customer is maintaining their restrooms in a manner beyond janitorial cleaning. The Enviro-Master logo sticker often generates new business when patrons see the logo stickers and inquire with Enviro-Master customers, or contact Enviro-Master directly, to discuss what it does.

Enviro-Master logo stickers should be installed PRIOR to the application of Sani-Shield to fixtures, which will prevent the sticker from adhering. Stickers should be installed on the following fixtures ONLY! **(NOTE: ENVIRO-MASTER STICKERS SHOULD ONLY BE PLACED ON FIXTURES THAT ARE SERVICED WEEKLY – NEVER ON EVERY-OTHER-WEEK ACCOUNTS)**

PROPER APPLICATION

Urinal and toilet stickers should be placed approximately ½ inch from the side of fixture and ½ inch from the front of the fixture. Stickers should be carefully and cautiously applied by the Technician such that they appear neat and straight. Crookedly applied stickers are a negative advertisement and can detract from your business image.

1. **Toilets.** Toilets with a water tank should have the sticker placed above the flush handle to ensure patrons will see the sticker when they reach to flush the toilet.

2. **<u>Urinals.</u>** Sticker should be placed below the flush handle to ensure patrons will see the sticker when they reach for the handle. On urinals with an auto-flush device, stickers should be placed on the left side of the urinals just as you would if there were a handle present.

<u>3. ENVIRO-MASTER BRANDED SERVICE STICKERS</u> CAN BE A VERY NEGATIVE REPRESENTATION TO THE GENERAL PUBLIC IF THEY ARE:

1. Improperly applied, crookedly applied, or dirty

2. Applied inconsistently among fixtures or omitted from some fixtures.

<u>ENVIRO-MASTER STICKERS MUST BE REMOVED IN THE EVENT OF A CANCELLATION!</u>

Upon cancellation of a customer account, Enviro-Master stickers and equipment MUST be removed as soon as possible! It is inevitable that the customer's restroom will deteriorate in

appearance and Enviro-Master does not want its name and brand associated with a poorly maintained restroom. This is the worst form of "negative advertising" when customers patronize a poorly maintained restroom labeled by Enviro-Master. An invoice must be generated using the Uninstall/Remove Dispenser Item Number, assigned to a technician for removal of the equipment within 5 days of cancellation notice. The Technician should be paid equal to the normal service rate paid prior to the customer cancelling service.

F. **Urinal Screens** Enviro-Master offers various urinal screens meant to stop objects from being flushed and preventing potential plumbing clogs for customers. Additionally, these screens emit a pleasant fragrance.

1. **Standard Red.** (Cherry scented, with Enviro-Master logo). Included with the price of Enviro-Master Sani-Service.

4020ENV-MASTER IMPACT CHERRY URINAL SCREEN, CHERRY SCENT, ENVIRO-MASTER

2. **Wave 3D.** Offer in two (2) different scents and Enviro-Master Logoed. The Wave 3D is offered at a fee and is to be changed every thirty (30) days.
   1. **Freshens restrooms for 30 days: Releases billions of optimized bacteria that eliminate odors at the source and clean the urinal instead of just masking smells.**
   2. **Reduces splash and cleaning time: long protrusions on top eliminate urine splash, keeping your floors dry and cut cleaning time in half.**
   3. **Reminds you when to change it: Simply pull off the month & date tabs to set your replacement reminder.**
   4. **Patented Performance:** This patented urinal screen releases more than twice the active ingredients as look-alike screens over 30 days to keep the urinal and restroom smelling fresh.

J3740049 FRESH PRODUCTS WAVE 3D URINAL SCREEN, RED, TUTTI-FRUTTI, ENVIRO-MASTER LABEL, CASE/60
J3740050 FRESH PRODUCTS WAVE 3D URINAL SCREEN, RED, COTTON BLISS, ENVIRO-MASTER LABEL, CASE/60

G. Sani-Shield Enviro-Master® has successfully incorporated Sani-Shield® in its processes. The reasons are countless, and the results are irrefutable.

1. **Product:**

31070 UNELKO SANI-SHIELD CONCENTRATE, 1 GAL, CASE/4
5-SANI UNELKO SANI-SHIELD CONCENTRATE, 5 GAL PAIL,

2. **Program:** Sani-Shield is the *last step of the Sani-Service process* after making sure all fixtures; toilets, bowls, and sinks have been cleaned and wiped before applying product.

3. **Benefits:**

1. It simultaneously provides exceptional cleaning and durable protection with the oxidizing power of Hydrogen Peroxide and the antimicrobial protection of Interface 72 MUP, while delivering an invisible hydrophobic barrier that repels water, soil, and stains. (Interface 72 MUP is EPA registered 71973-3)

2. Sani Shield® controls the growth of odor causing bacteria, mold, and mildew staining.

   a. It protects surfaces with an invisible water, soil and stain repellent barrier coating that dramatically reduces the adhesion and build-up of re-soiling and prevents the growth of re-deposited odor-causing bacterial, mold and mildew in-between cleanings.

3. It has proven a perfect tool as a final “seal” on the treated surfaces guaranteeing long lasting protection, improved appearance, reduced odors and as a labor-saving tool.

4. SANI-SHIELD® PROTECTION LASTS AS LONG AS THE UNDERLYING SURFACE REMAINS INTACT OR UNTIL COASTING IS PHYSICALLY ABRADED FROM THE SURFACE.

5. Sani-Shield is 100% free of Triclosan®, metals, harsh acids, titanium, phenols, or other harmful ingredients.

IMPORTANT NOTE: WHEN BONDED TO A SURFACE, THE BARRIER COATING IS UNAFFECTED BY WASHING WITH SOAPS, SOLVENTS OR DETERGENTS THAT WOULD NOT OTHERWISE ETCH OR DAMAGE AN UNCOATED VERSION OF THE SAME SURFACE. THEY ARE EVEN RESISTANT TO REMOVAL WITH CONCENTRATED SULFURIC ACID, 50% SODIUM HYDROXIDE SOLUTIONS AND SODIUM HYPOCHLORITE (CHLORINE BLEACH).

CHAPTER 28 PROVIDING SANI-SERVICE

A. **Daily Field Supplies.** Technicians should NEVER leave for the field without ensuring they have ALL needed supplies for service (i.e. air freshener, urinal screens, cups and wicks, batteries, soap, their handheld or PDA device; a battery-operated drill for replacing dispensers; replacement dispensers; several spare dispenser bladders; required Company stickers (oval and rectangular); a razor scraper for removing stickers; stove brush and pick; mirror; grill pad or scrub pads (for scrubbing), sponge; batteries; N95 mask, safety glasses and gloves; and properly labeled containers of Blue Planet HIOX / HP-OXI (Canada), Visclean / HD Calcium Lime & Rust Remover (Canada), H.A.B.C. / Toilet Scrubber (Canada), Sani-Shield and Blue Planet Disinfectant / HOCL Surface Cleaner & Disinfectant (Canada) as well as an operational electrostatic sprayer. Below is a handy list to assist your technician in having everything they need when arriving at the first customer every morning. (*Note: The below list/chart, with pictures, can be found on EMU under "Resources*).

Health & Safety Technicians should **NEVER** leave for the field without ensuring they have **ALL** needed supplies for service:

PERSONAL PROTECTIVE EQUIPMENT	SERVICE KIT ITEMS
Gloves	Blue Planet HIOX / HP-OXI (Canada)
Safety Glasses	Visclean / HD Calcium Lime & Rust (Canada)
KN95 or N95 Mask	H.A.B.C. / Toilet Scrubber (Canada)
	Sani-Shield
PHONE – ROUTE STAR LINK ADDED	Blue Planet Disinfectant / HOCL Surface Cleaner Disinfectant (Canada) (for Virus Vaporizer)
MIRROR	Red/Green Scrub Pad – (bowl/urinals)
SDS Book	Green/Yellow Sponge or Green Scrub - sinks
TOOLS	Microfiber Towels
	Green or Blue (Sinks)
Electro-Static Sprayer	Yellow (Urinal)
Drill – Anchors and Bits	Red (Sani Shield)
PVC Cutting Saw – removing dispenser	Stove Brush, Nylon Brush
Razor Scrapers – for removing stickers	Perk Brush, Wire Brush
Screwdriver – flat and Philips head	Pick
Pliers	Pumice Stone and/or Grill Screen
Doorstops	Air Freshener Liquid and/or Wafers
ADDITIONAL ITEMS	Wicks, Cups, Fans – For Air Fresheners
Dispenser Keys	Soap – Foam/Lotion
Batteries – D Battery/C Battery	Urinal Screens
Oval Company Service Stickers	– Red, Wave 3D, Splash Hog

Replacement Dispensers – AF, Soap, Paper	Bowl Clips (as applicable)
Refillable Soap Bladders and Filters	

TECHNICIAN SHOULD ALWAYS ENSURE THAT ALL ITEMS ARE IN KIT AND KIT ITSELF IS CLEAN AND SANITARY, AS THEY WILL BE CARRYING THE KIT IN AND OUT OF CUSTOMER LOCATIONS THROUGHOUT THE DAY.

B. **Service Kits.** It is extremely important to make sure ***all containers in the service kit and any type of bottle containing a chemical are properly labeled,*** as well the service kit is clean and sanitary, as they will be carrying the kit in and out of the customer locations throughout the day as the kits and the technicians are representatives of our Brand.

Tools used in servicing sinks should be kept separate from the tools used in servicing the bowls and urinals, see below:

It is important to keep tools clean and separated and using containers to separate tools (picture right) helps to prevent water in the bottom of the service kit which can rust tools, ruin batteries, damage wicks and dirty microfiber towels.

You can use Tupperware containers or 32oz bottles. The 32 oz bottles – cut the top off and use the bottom to store tools.

This helps prevent cross contamination of germs on service tools!!

Note: Also, it is important to keep wicks in a sealable (Ziploc) bag to ensure they do not get wet, splashed with water, and protect them against humidity. If wicks are exposed, it reduces and/or diminishes their effectiveness and could lead to complaints of not being able to smell the air freshener liquid.

C. **Look Professional.** Technicians providing a hygiene service MUST themselves look neat, clean and of good hygiene. Monday mornings, Managers should examine Technician appearance. Every morning, each Technician should ensure the following:

1. Enviro-Master Red Shirt is clean, unwrinkled, and tucked into pants.
2. Black pants are clean and unwrinkled and supported by a clean, black belt.

3. If wearing a hat: a Black Company branded ball cap, Black Company branded Beanie OR Black Company branded visor must be worn.

It completes the uniform and the overall impression – key to the Enviro-Master business.

To protect their eyes, Technicians **are** REQUIRED to wear ALL APPOPRIATE PPE, ESPECIALLY SAFETY GLASSES/GOGGLES when performing the service unless they already wear glasses. Excessive jewelry is not permitted. Hair, including facial hair, must be kept clean and neat and it is strongly encouraged for hair length below the shoulder be tied up for your safety.

It is recommended to have the phrase "**HEALTH AND SAFETY TECHNICIAN**" embroidered on ALL red polo shirts, beneath the Enviro-Master logo as it underscores the distinction that Enviro-Master is *NOT* a janitorial service. It is also recommended providing the Technician with a *"name tag"* or *"badge"* as this makes establishing customer rapport an easier task. In the wintertime, we suggest you provide your technician with a black logo' d Enviro-Master jacket. These are available on the Enviro-Master Ordering site.

ENVIRO-MASTER HEALTH AND SAFETY TECHNICIAN UNIFORMS

Red shirt (Name & Certified Technician on chest-right, Logo & “Health and Safety Technician” on chest-left.) Note: instead of embroidering the technician’s name on the shirt, you may provide a name tag or badge.

Black pants/shorts or black cargo pants, black belt, black shoes with rubber non-skid sole.

Black ball cap and Beanie (Logo & “Health and Safety Technician” language beneath.)

D. **Upon Arrival.** The Technician should use the following procedures when performing each visit.

1. Park around the side or back of customer location, if possible, such that patrons will not see your vehicle or be inconvenienced by same.

a. NEVER cause Enviro-Master customers any inconvenience. Also, the only service vehicles that should be seen are those wrapped in the Franchised Business logo.
b. Any service kits or containers (e.g., soap, emulsion, etc.) brought onto a customer's premises **must be wiped down, look clean and be properly labeled – again, EVERYTHING about the Technician's appearance and equipment reflect upon the Enviro-Master hygiene image**.

Note: During "highly contagious environments" you may have to don your mask before entering a facility, the facility may require your temperature to be taken, and sign in could be required before entering.

2. Upon entering customers facility

a. **Always** identify your arrival on premises by speaking with the owner or manager before beginning the service.

b. If neither is there, make your presence known to every employee you see.

1. *Always smile, be friendly, and identify yourself* when greeting the customer or their employees.
2. This ensures the customer, and its employees, know you are servicing their account and gives them a sense of arrival time.

c. The Technician is responsible for ensuring that owners/managers and other employees know the Technician by first name within a week or two of service.

1. One of Enviro-Master's most common complaints when this procedure is missed is that ***"the Technician was here only a few minutes and could not possibly have performed his work properly."***

a. As a good rule of thumb, Technicians should perform Sani-Service for about 3 to 6 minutes per fixture.
b. *The perception that Technicians spend too little time providing service is ONE of the TOP THREE customer complaints.*

2. It may mean reducing route to fewer stops and commission in the short-run, but it will translate into less cancellations, a higher perceived value, increased prices to customers, and a more profitable business for both Technicians and the Franchised Business in the long-run.

d. ***Access "invoice" on your phone and "arrive" at the stop.***

1. This is important as it will record the time you started at the stop and when closing the ticket upon completion of work, it will time stamp when you finished. This helps when a customer calls and says, “technician was only here for a few minutes.” This allows the office/owner to confirm the service was performed in the recommended amount of time and enough time was spent in performing service.

E. Upon Entering the Restroom.

1. Put on appropriate PPE, **KN95 or N95 Face Mask (if you have not been required to already), then safety glasses, and then gloves before beginning any portion of the restroom service.** (See Safety and Health Program, Chapter 46).

KN95 or N95 MASK

SAFETY GLASSES

GLOVES

NOTE: If technicians complain the safety glasses are fogging, a solution can be spraying Sani-Shield on the lenses and wipe. This can reduce and/or eliminate the glasses from fogging up.

2. Be sure to use “Doorstops” or signage,” provided, to hold doors open while providing service. It shows customers the restroom is being serviced.

3. Pick up any trash or paper on floors and place in trash receptacles.

4. Virus Vaporize, the restroom/fixtures so that it adheres and wraps around the surfaces and kills germs, bacteria, viruses,’ etc., before beginning service.

5. Next flush toilets and urinals before applying any chemical. We flush toilets and urinals because we cannot be certain if any cleaning chemicals were left in the bowl by the internal cleaning staff, aiming to prevent any potential chemical reactions.

6. Pre-Inspect with Mirror – “The most important tool in the service kit!” Pre-inspect fixtures for uric scale build up in flush holes, throats of bowls and urinals, the low point of the urinal, and the underneath where the water tank connects to toilet base – the areas not visibly seen!

7. Pre-treat fixtures – Apply with scrub pad or (squirt) Visclean / HD Calcium Lime & Rust (Canada) bowl cleaner to the inside underneath rims of toilets, and any area that has heavier uric scale buildup. This allows the chemical to work on the uric scale while servicing the air freshener and soap dispensers.

8. Begin service starting with air freshener(s) while disinfectant dries and chemical pre-treatment works on area(s) of any scale buildup.

F. **Physically Check Each Air Freshener.**

1. **Battery Air Freshener (Liquid).** A battery Air Freshener is generally used in larger restrooms and should be serviced as follows: (*Note: in the newest version of the Air Freshener Dispenser the battery can be placed either way and the fan will run, please make sure to put battery in so the fan is moving the scent INTO the restroom.)*

   a. The Technician should check the Air Freshener fragrance weekly and fill cup every other week or weekly to ensure output of fragrance. Dispose the old chemical properly, and refill with the new fragrance.

      1. **NEVER** add new chemical on top of old chemical.
      2. **NEVER** combine two different scents
      3. **NEVER** rinse the container with water, just wipe out with a piece of paper towel to remove old chemical.

   b. During each service, dispose the old wicks in a trash receptacle and "butterfly" the new wicks to increase the wick's surface and emission of fragrance, and then placed into the perfume container.

      1. To **increase effectiveness**, dip one end of the wick into the perfume and then turn it upside down, placing the dry end into the perfume.

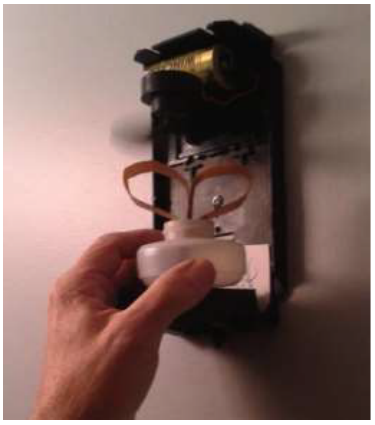
      2. **NEVER** place an old wick into new perfume.

      3. Over time, wicks will crystallize and become ineffective. Therefore, ensure that you *replace the wick(s) every time the Air Freshener liquid is replaced*.

      4. **NOTE:** each room may require a different wick setting due to size, seasonal temperatures, humidity, and air movement in each individual location.

      5. Always carry the wicks in a zip loc bag. This protects the wicks from absorbing humidity or getting wet.

6. **DO NOT TOUCH WICKS WITH WET HANDS OR GLOVES**, it reduces the effectiveness of the wick.



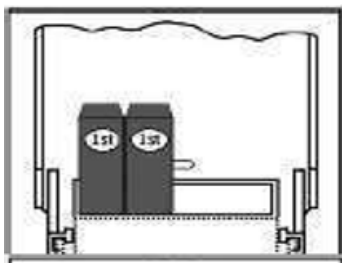
c. Remove all dust built up on the fan and the inside cover before placing the cover back on. (Using a small paint brush helps to remove the dust from the fan unit as well as the openings on the cover of the Air Freshener dispenser).

a. The liquid air freshener used by Enviro-Master is a petroleum-based product and caution should be used to avoid spilling it against any walls or floors, it will remove paint, wallpaper, etc.

2. **Increase/Decrease Scent.** A still air freshener is used in a small bathroom, ten x ten (10' x 10') or smaller in size.
   a. **For more fragrance**, raise wick height or add an additional wick.
   b. **For less fragrance**, simply lower wicks and/or eliminate extra wicks.
   c. **If liquid evaporates prematurely**, reduce wick length.
   d. *Use two or three Wicks for battery fan dispensers.*
   e. Always ensure one end of each Wick is in contact with the bottom of the refill container.

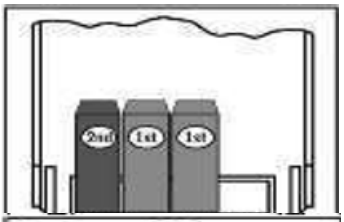
3. **Battery Air Freshener (Wafer).**

a. **First Month Service:** Locate Tear hole on package. Open wrapper and remove solid refill. Insert 2 (two) solid wafer refills in position into the first 2 (two) slots in dispenser tray as shown.

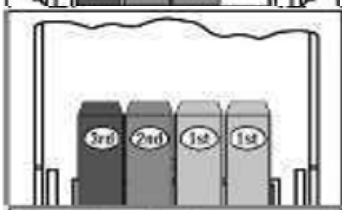


side of wafer upright

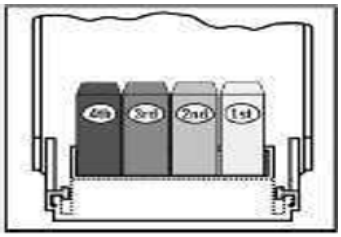
b. **Second Month Service:** Move the 2 (two) original solid wafer refills 1 (one) slot to the right. Remove the wrapper of a new solid wafer refill and place it in the first slot as shown.



c. **Third Month Service:** Move previous solid wafer refills 1 (one) slot to the right. Remove the wrapper of a new solid wafer refill and place it in the first slot as shown.



d. **Fourth Month Service:** Move previous solid wafer refills 1 (one) slot to the right. Properly discard the solid wafer refill on the far right. Remove the wrapper of a new solid wafer refill and place it in the first slot as shown.



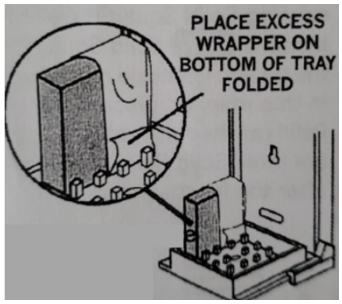
e. **Fifth Month Service:** Move the 3 (three) existing solid wafer refills 1 (one) slot to the right. Properly discard the solid wafer refill on the far right. Install a new solid wafer refill in the first at the far left. Continue replacing solid wafer refills in this manner, replacing the oldest solid wafer refill (at the far right) each time. With this method, there are always four solid wafer refills in the dispenser after the fourth service.

Note: ***Do not allow the solid wafer refills to touch each other as the "bleed" into one another preventing proper fragrance distribution. Do not place wafer refills on painted, varnished, or fabric surfaces. Do not mix fragrances in the dispenser.***

4. Reducing Output of Solid Wafer Refills

a. **Method 1:** To reduce fragrance lever in smaller areas of evaporation rate in hot conditions, follow this procedure:

1. Open package at tear hole.
2. DO NOT remove solid wafer refill completely from package.
3. Expose approximately 1/3 of the solid wafer refill and place in dispenser.
4. Be sure plastic wrapper does not obstruct fan blade by folding excess plastic over refill.



b. **Method 2:** Simply lay the solid wafer refill on its broad side in the dispenser tray. This reduces the exposed surface area by almost 50%, effectively reducing the output of the refill.

5. **Still Air Freshener.** A still air freshener is used in a small bathroom, 10' X 10' or smaller in size.

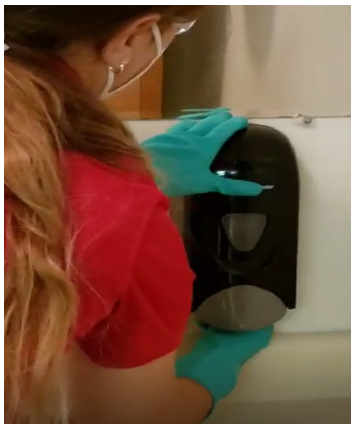
   a. See steps for servicing a battery air freshener, directly above for either liquid or wafer.

   NOTE: AIR FRESHENER DISPENSERS MUST BE VISUALLY INSPECTED UPON EACH SERVICE TO ENSURE THEY HAVE AN ADEQUATE SUPPLY OF PREFUME, THE BATTERIES ARE WORKING, AND THE WICK IS NOT IN NEED OF CHANGE. A NON-WORKING OR INEFFECTIVE AIR FRESHENER IS THE NUMBER ONE CUSTOMER COMPLAINT!

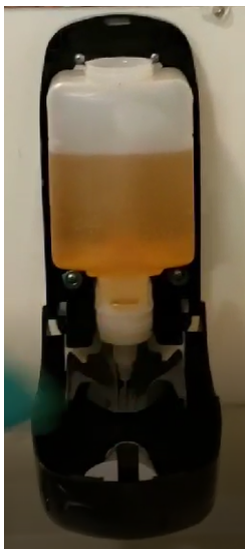
G. Physically Check Each Soap Dispenser.

Open each Enviro-Master soap dispenser and ensure that the soap container is full. If not, remove the lid of the plastic soap container, pour in additional soap, replace the lid, and close the dispenser. Ensure you use foaming soap for foaming dispensers and liquid soap for liquid soap dispensers! Always pump the soap dispenser (if manual) several times after filling to ensure it is working properly. Another customer complaint is that the soap dispenser is not working, which may mean a malfunction or may mean that the dispenser is simply out of soap.

1. Refilling Foam Soap Dispensers



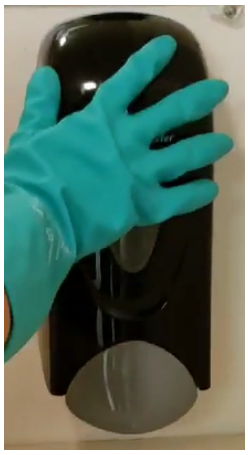
Step 1: Above - Push "tab" underneath dispenser to release front cover



Step 2: Left - Unscrew white cap and place in open cover of dispenser.

Step 3: Above – Pick up gallon soap, *properly labeled*, and refill bladder to ¼" from the top of bladder. **NOTE:** Filling entirely full will force soap to overflow when "tab" is pumped for dispensing of soap.

Step 4: Above – Pick cap up, from inside cover and screw back onto the top of the soap bladder. **NOTE:** If soap spilled, wipe up inside of dispenser.



Step 5: Left – Close cover of dispenser. Pump tab to be sure the soap is foaming properly. Wipe down dispenser.

2. Correcting Clogged Foaming Hand Soap Dispensers in the Field.

Problems may occur with Soap Dispensers "clogging" or "jamming" due to contaminants (e.g., dirt or sediment) which can often appear in the diluted soap mixture as it is transferred from container to container. These contaminants clog the Soap Dispenser nozzle causing it to malfunction which causes most other problems encountered in the field. The "nozzle clogging" can be prevented before it occurs by performing the following procedures:

San Jamar Soap Dispenser: Clean Your Screen

Enviro-Master Proprietary Dispenser Soap Bladder:

Step 1: Remove “bladder” from dispenser, holding upright grip the tip and pull down.

Step 2: Pull down on filter cover and remove.

Step 3: Remove filter, run under hot water to remove sediment, or replace with new filter.

Step 4: Put filter back into the end and push cover back over filter until it clicks into place.

Step 5: Always remember to test to be sure filter is foaming and dispensing soap.

Impact Soap Dispenser: Clean your screen

Step 1: Remove "bladder" from dispenser, holding upright grip the tip and pull down

Step 2: Note: at times, due to hands or tip being wet, use a flat head screwdriver, as shown in picture to pop the tip off, to remove filter

Step 3: Slide the tip cover off

Step 4: Then slide the filter out

Step 5: At this point for quickness and efficiency, the tech can put a new filter in, then push the cap back on. It will be in place once you hear a click.

H. **<u>Check All Logo Stickers.</u>** Check stickers and replace, if necessary, before any cleaning or chemicals are applied. Once the Technician begins cleaning, both moisture and a chemical barrier (Sani-Shield) is introduced to the environment where Stickers will not adhere to a fixture once it becomes wet or you have applied Sani-Shield.

1. Stickers should always be replaced if they appear crooked or dirty as this is a poor reflection of the Enviro-Master brand.

2. Proper Application

   The Technician should apply the service stickers to Urinal(s) and toilet(s) and the service sticker(s) get placed ½ inch from the side of fixture and ½ inch from the front of the fixture – handle side (see pictures below). Technicians should carefully and cautiously apply Service stickers such that they appear neat and straight. Crookedly applied stickers are a negative advertisement and can detract from your business image.

   a. **<u>Toilets.</u>** Toilets with a water tank should have the sticker placed above the flush handle to ensure patrons will see the sticker when they reach to flush the toilet.

b. **Urinals.** The service sticker placement is below the flush handle to ensure patrons will see the sticker when they reach for the handle. On the urinal(s) with an auto-flush device, service sticker placement is on the left side of the urinals just as you would if there were a handle present.

ENVIRO-MASTER BRANDED SERVICE STICKERS CAN BE A VERY NEGATIVE REPRESENTATION TO THE GENERAL PUBLIC IF THEY ARE:

a. Improperly applied, crookedly applied, or dirty
b. Applied inconsistently among fixtures or omitted from some fixtures.

l. **Cleaning Toilets.** Before cleaning or adding chemicals to the bowl, **ALWAYS wearing all appropriate PPE** and flush first.

NOTE: *IF THE TOILET HAS AN AUTOFLUSH UNIT, DRAPE A MICROFIBER TOWEL OVER THE SENSOR TO STOP FROM FLUSHING AND BEFORE ADDING THE BOWL CLEANER.*

1. Inside the Fixture. Apply Visclean / HD Calcium Lime & Rust (Canada) to your green scrub pad or squirt up under the bowl rim. (Using H.A.B.C. / Toilet Scrubber (Canada) is an exception unless approved by your supervisor to use.) Use the scrub pad to thoroughly clean the entire inside of the fixture.

    1. ALWAYS use your mirror to check underneath edges to be sure areas are free from buildup.

2. Perk Brush/Pick. Use the Perk Brush/Pick to clean flush holes, as needed.

    1. Use green scrub pad or grill screen to scrub the underneath inside rim area of the bowl and to be sure the throat of the bowl is free and clear of uric scale, dirt, bacteria, and germs.

3. Exterior cleaning. Using scrub pad and Blue Planet HIOX / HP-OXI (Canada), spray outside surfaces of fixture, begin cleaning at the top of the fixture, water tank, including the chrome, and work your way to the floor.

4. Stove Brush/Nylon Brush. Use your stove brush to clean seat hinges and stud bolts, as necessary. Detail the chrome where you see oxidation.

5. Microfiber towel. Use a clean **YELLOW** microfiber towel, begin at the top of the fixture, and wipe the fixture off and check to be sure fixture is free from dirt and buildup.

6. Apply Sani-Shield. Apply Sani-Shield over the entire fixture. Allow Sani-Shield to air dry when possible. If necessary, wipe the seat and the rest of the fixture using a clean **RED** microfiber towel to remove all moisture.

J. **Cleaning Urinals.** Before cleaning or adding chemicals to the urinals, **ALWAYS wear appropriate PPE** and flush first.

NOTE: *IF THE URINAL HAS AN AUTOFLUSH UNIT, DRAPE A MICROFIBER TOWEL OVER THE SENSOR TO STOP FROM FLUSHING AND BEFORE ADDING BOWL CLEANER*

1. Remove urinal screens. Always remove urinal screens and change and/or clean, when necessary, before you begin Sani-Service.

a. **Urinal Screens.** Enviro-Master carries several types of urinal screens which are designed to prevent items from being flushed down the urinal, thus clogging the customer's plumbing. These screens also provide a pleasant scent.

1. Standard Red. (Cherry scented, with Enviro-Master logo). **Included** with the price of Enviro-Master Sani-Service.

2. Wave 3D. Offer in two (2) different scents and Enviro-Master Logoed. The Wave 3D is an additional charge to the customer as well replaced every thirty (30) days or as agreed with the customer.

a. **Freshens restrooms for 30 days: Releases billions of optimized bacteria that eliminate odors at the source and clean the urinal instead of just masking smells.**
b. **Reduces splash and cleaning time: long protrusions on top eliminate urine splash, keeping your floors dry and cut cleaning time in half.**
c. **Reminds you when to change it: Simply pull off the month & date tabs to set your replacement reminder.**
d. **Patented Performance:** This patented urinal screen releases more than twice the active ingredients as look-alike screens over 30 days to keep the urinal and restroom smelling fresh.

3. Splash Hog. Offered in the Tutti-Frutti scent and is an addon/upsell to the customer.

a. Triple suction cups to keep the splash hog from falling down.
b. Tear-out to accommodate the drain dome covers.
c. Trash and debris catchers.
d. Asymmetrical bristles to prevent splash back.
e. Form fitting lines to bend and fit into ALL urinals.
f. **60 DAY** fragrance.

2. After removing the urinal screen, follow Section I, above, Cleaning Toilets, steps 1 through 6.

3. Cleaning Up. Use a microfiber towel to wipe up any excess water which has spilled while performing services. (The Enviro-Master name is likely the only name patrons will see when utilizing the restrooms. Thus, patrons perceive that Enviro-Master maintains the entire restroom. Whether or not this is true, the entire appearance impacts our image.)

4. Microfiber Dirty Towel Container:

   a. Using container provided to store *used/dirty* microfiber towels after servicing customers:

      1. If using a 5-gallon bucket for used/dirty towels, which allows for a large quantity of towels during the day and when bringing to warehouse it is easier to dump into warehouse container as you do not have to physically touch dirty towels.

      2. Please *do not* cover the container tightly as the towels should be provided with ventilation.

   b. If using plastic bags, please *do not* tie closed, as ventilation is needed.

   c. Having a container for these used microfiber towels allows technicians that use their personal vehicles for work and home life, the ability to take container out of car while using for personal time and eliminates the towels from touching inside surfaces of vehicles.

   d. It is recommended that technicians drop off dirty towels, at the end of each day, if possible, in the designated container in the warehouse.

K. **Cleaning Sinks.** ALWAYS wear appropriate PPE.

1. Sinks should be cleaned using a SEPARATE PAD/Green & Yellow sponge AND **BLUE** OR **GREEN** MICROFIBER TOWEL. *(**Never utilize the same pad, tools and microfiber towel used for toilets/urinals with the cleaning of sinks.**)* Using your "Blue Planet HIOX / HP-OXI (Canada)," spray the sink including the chrome. Using your pad, clean all surfaces. "Blue Planet HIOX / HP-OXI (Canada)," is also safe to use on Stainless Steel and Copper.

   IF YOU ARE USING VISCLEAN / HD CALCIUM LIME AND RUST (CANADA), BE CAREFUL AROUND FAUCETS, AS THEY WILL PIT AND ERODE THE FAUCET AND NEVER USE ON STAINLESS STEEL OR COPPER SINKS.

2. Using a clean microfiber towel, wipe down the sink with a **BLUE** OR **GREEN** microfiber towel.

3. Apply Sani-Shield and using the **RED** microfiber towel wipe down sinks, faucets, and the counter to ensure the entire restroom looks neat and clean.

Reminder – The Technician should not apply Enviro-Master stickers to sinks.

L. **Sani-Shield Product Information.** Enviro-Master® has successfully incorporated Sani-Shield® in its processes. The reasons are countless, and the results are irrefutable.

1. **Program:** Sani-Shield is the *next to last step of the Sani-Service process* after making sure all fixtures, toilets, bowls, and sinks have been cleaned and wiped *AND ALL SERVICES STICKERS HAVE BEEN REPLACED OR PLACED* before applying product.

2. **Benefits:**
   a. It simultaneously provides exceptional cleaning and durable protection with the oxidizing power of Hydrogen Peroxide and the antimicrobial protection of Interface 72 MUP, while delivering an invisible hydrophobic barrier that repels water, soil, and stains. (Interface 72 MUP is EPA registered 71973-3).

   b. Sani Shield® controls the growth of odor causing bacteria, mold, and mildew staining.

   c. It protects surfaces with an invisible water, soil and stain repellent barrier coating that dramatically reduces the adhesion and build-up of re-soiling and prevents the growth of re-deposited odor-causing bacteria, mold, and mildew in-between cleanings.
      1. It has proven a perfect tool as a final "seal" on the treated surfaces guaranteeing long lasting protection, improved appearance, reduced odors and as a labor-saving tool.

      2. SANI-SHIELD® PROTECTION LASTS AS LONG AS THE UNDERLYING SURFACE REMAINS INTACT OR UNTIL COATING IS PHYSICALLY ABRADED FROM THE SURFACE.

      3. Sani-Shield is 100% free of Triclosan®, metals, harsh acids, titanium, phenols, or other harmful ingredients.

<u>IMPORTANT NOTE:</u> WHEN BONDED TO A SURFACE, THE BARRIER COATING IS UNAFFECTED BY WASHING WITH SOAPS, SOLVENTS OR DETERGENTS THAT WOULD NOT OTHERWISE ETCH OR DAMAGE AN UNCOATED VERSION OF THE SAME SURFACE. THEY ARE EVEN RESISTANT TO REMOVAL WITH CONCENTRATED SULFURIC ACID, 50% SODIUM HYDROXIDE SOLUTIONS AND SODIUM HYPOCHLORITE (CHLORINE BLEACH).

M. **<u>Paper Inventory Management</u>.** Enviro-Master both sells and supplies paper products to a wide range of its customers. Technicians need to check that Par levels are filled as established with the customer.

1. Technician should check all paper dispensers in the facility to be sure dispensers are full.

2. If dispensers are not completely full, technician should fill dispenser from back stock in storage area and refill any dispenser, per details agreed upon with the customers.

3. Technician should then refill the back stock to the par levels agreed upon with customer.

4. Make sure to record all product left on the invoice, before presenting to the owner/manager to sign.

    a. For example, if a weekly par level of 3 (three) cases of junior jumbo tissue has been established for restaurant ABC, the Technician knows that ABC should have 3 (three) cases of junior jumbo tissue when he completes their service each week. If he notes that ABC has only 1 (one) case of junior jumbo tissue, he will then leave 2 (two) additional cases upon completion of service to re-set their par level and provide enough of that product to sustain the customer until the following week.

N. **<u>Sani-Guard</u>.** ***FINAL STEP in Sani-Service process*** - using the Electrostatic Sprayer, spray the entire restroom starting from the furthest point from the entry doorway and working toward the entry doorway to the restroom. Ensure to spray the entire restroom (ceiling, walls, partitions, safety assist handles, floors, dispensers, back of entry doorway door, and door handles). **NOTE: Avoid spraying the Air Fresheners.**

1. *<u>Application Process</u>*. Once the hygiene service is completed – and it is determined that there are no customers or employees in the restroom:

a. Be sure the nozzle is set at the proper setting – Medium setting for Blue Planet Disinfectant / HOCL Surface Cleaner & Disinfectant (Canada).

b. Stand at least 24" to 36" from the furthest wall of the restroom and begin spraying and backing out of the restroom.

   1. Spray all areas as evenly as possible.
   2. Focus on high touch areas as these are the places where germs are transferred.
   3. Spray doorknobs, light switches, stall latches, dispensers, etc.
   4. BE SURE TO AVOID SPRAYING THE AIR FRESHENER.
   5. Note: you will only have the electrostatic sprayer on for a period of 30 to 60 seconds in a normal size restroom. Since the restrooms go back into service within ten (10) minutes of the application, you will want to keep the restroom application light.

c. Spray in a "V" pattern, starting at the back of the restroom to the doorway of the restroom. (If a right-hand person is using, they will spray the "V" from left to right and then right to left. If a left-handed person, they will spray the "V" from right to left, then left to right.)
d. Spraying using the "medium" setting and a "V" pattern will assist with not saturating the floor with the disinfectant.

e. The point of the "V" – is usually at waist level and then back up.
   1. This will eliminate the nozzle from being pointed directly at the floor, allowing the disinfectant to saturate the floor, and leaving the floor extremely wet.

IMPORTANT REMINDER: BLUE PLANET DISINFECTANT / HOCL SURFACE CLEANER & DISINFECTANT (CANADA) IS NOT TO BE DILUTED WHEN PERFORMING THIS SERVICE. IT IS USED AT FULL STRENGTH.

O. GOING the EXTRA MILE!!!

1. **Doing Extra.** **Technicians should do "simple" things to improve the appearance of the restrooms, providing a little service above and beyond what the Franchised Business invoices.** This goes a long way toward long-term customer retention.

2. **Wipe Down Dirty Surfaces.** Of course, Enviro-Master dispensers should always be wiped down. Additionally, Technicians should wipe down all other dispensers within reach, smudges on mirrors, dust on top of stalls, etc., leaving the restroom with a thoroughly clean appearance.

    a. **Always use microfiber towels to ensure that there is no towel shredding or residue on surfaces wiped.**

    b. If excessive spots or dirt is noticed on walls, Technician should bring this to the attention of owner/manager and note that Enviro-Master's Scrub Service is available to remove all such dirt and debris from floors and walls which is not addressed by its Sani-Service. *In other words, Enviro-Master's Scrub Service completes the thorough sanitization of restrooms and is always recommended with Enviro-Master Sani-Service to provide the highest quality of service and restroom appearance for customers.*

3. **Pick up Trash.** If Technician notices trash on restroom floors, they should always pick up and dispose of it. Additionally, should Technician notice an overflowing trash can, Technician should compact trash and show the manager when reviewing the service with the Manager on duty.

4. **Unsightly Dispensers.** If Technician notices any old, dirty, and otherwise unsightly dispensers with the Enviro-Master logo on them, they need to change or have them changed by notifying the Operations Manager.

    a. Explain to customer upon completion of services that Enviro-Master strives to make its customers' restrooms as sanitary and clean-looking as possible. Old, dirty dispensers can really detract from that.

    b. Enviro-Master would like to replace the old, dirty, dispenser(s) at Enviro-Master 's cost only, or $15 - $25/dispenser. If that is a problem, Enviro-Master sometimes has customers who pay an extra $2+/week for 8 weeks per new dispenser to spread out the cost over time.

    c. If the customer says "no" to both options, call your Operations Manager and ask whether the franchised business is willing to "eat" the cost of new dispenser(s) for a given customer, given the long-term impact on Enviro-Master's image. It helps

to snap a cell phone photo of the dispenser and text or email it to your Operations Manager.

d. **Bottom Line** – *ANY dispensers with the Enviro-Master name on them should look new and attractive. If not, take the above measures to attempt to rectify.*

P. **Upon Completion.**

1. Upon completion of all work, Technician should first step back and carefully look over all work performed.

   a. Did he/she miss any spots, smudges, stickers, or other items which might be a poor reflection on Company?

   b. After working on details, it is easy for the Technician to leave without looking at the "big picture" for a minute to check for completeness. When certain all work is complete, Technician should remove rubber gloves and safety glasses and place in service kit.

      REMINDER, WHEN WORKING IN A "HIGHLY CONTAGIOUS ENVIRONMENT, THE MASK SHOULD BE WORN, AT ALL TIMES, WITHIN THE FACILITY.

   c. Next, Technician should seek out the owner/manager to merchandise any "extra" services performed (i.e., *"just wanted you to know that I picked up trash on the floor and compacted the trash in the trash container. By the way, Enviro-Master sells trash can liners and we could save you some additional money there. If interested, I can give you a quote to bring trash can liners each week."*)

   d. Technician should also ask owner/manager if they would like to inspect work performed. (If an existing manager who normally does not inspect work, simply mention that you know they do not normally inspect your work, but it is Company policy to always extend the offer.)

      1. This ensures that Technician has given owner/manager this opportunity **prior** to signing an invoice and handheld adjacent to the verbiage, "*Service has been inspected and approved by_____."*

      2. This verbiage protects the Franchised Business that the customer is representing it has inspected and approved the Technician's services. However, this places more responsibility upon the Technicians to ensure they ALWAYS ask owner/manager if they would like to check their work prior to signing the invoice or handheld.

      3. As mentioned, this also provides the Technician with the opportunity to describe his work, any extra work, and creates more perceived value and greater

customer loyalty in the process. As several hours after a technician leaves, the restroom may appear entirely different and disorderly.

e. Finally, Technician obtains owner/managers signature on paper invoices and handheld, knowing that their work has been checked and approved by the customer, while the customer heard about the "extras" performed for which Technician is not directly paid.

Q. Sani-Service Pricing.

Sani-Service is priced on a per fixture basis. (A fixture is defined as a toilet, urinal, and sink.) Depending upon the market, a franchisee may charge between $5.00 and $7.00 or more USD per fixture. (Note: While in training, the franchisee can discuss the Sani-Service pricing for their territory or at any time with Enviro-Master Management).

It is highly recommended that Sani-Service is sold as a weekly service, for our reoccurring revenue model. It may occur to perform service on an "every other week," (EOW) basis, the pricing should be one and one half or double the weekly price.

It is critically important that pricing integrity is maintained for our system. If regional or national accounts are sold at a local level, it will be impossible for Corporate Accounts team to sell it at a higher price than the lowest priced location.

R. Paper Product Knowledge.

Prices per case, rolls per case and sheets or feet per roll will be provided by the Operations Manager/Owner and training will occur within the field and office for the commonly sold paper products.

S. Unsafe Work Conditions.

Should a Hygiene Technician encounter any unsafe work conditions in the field, such conditions should be documented and provided to management as soon as possible. Technicians should not provide services in any area which is considered to be unsafe until such a time as the unsafe conditions are corrected.

T. Other Training Areas to be Covered by Operations Manager or Supervisor.

1. Weekly Meeting Policy.
2. Personal Protective Equipment Policy.
3. Handheld Usage Policy (required daily for invoicing and billing).
4. Paperwork completion Policy (required to provide office w/ invoices and deposit

sheets).

5. Friday Afternoon Check-in/Inventory Policy.
6. Upselling Products to Customers Process (in greater detail).
7. Enviro-Master University Learning Management System (EMU) enrollment and certification.
8. Classroom Training Regarding Dispenser, Paper, and Chemical Products.
9. Practicing Service Techniques in Office Restrooms.
10. Sani-Guard Pricing Outside the Restroom.
11. Proper Installation or Hanging Dispensers.
12. Safety & Health Training.

CHAPTER 29 VIRUS VAPORIZER SERVICE (aka SANI-GUARD)

A. **The Program.** **Virus Vaporizer** (Sani-Guard) ***is mandatory and should be included in all Sani- and Sani-Scrub Services regardless of service frequency.***

The Technicians apply an EPA registered disinfectant (Blue Planet Disinfectant, EPA #89896-2-8903 or HOCL Surface Cleaner & Disinfectant - Certified for use in Canada by Health Canada and by the EPA and FDA in the USA) which is approved for use by the EPA via an Electrostatic Sprayer.

B. **The Features.** The **Virus Vaporizer** (Sani-Guard) program is designed to eliminate a wide variety of dangerous organisms that can infect people in and outside the restroom.

Applied weekly, Enviro-Master uses an EPA registered product, Blue Planet Disinfectant, which is a Broad-Spectrum Hospital Grade bactericidal, virucidal and fungicidal disinfectant and hard, non-porous food contact surface sanitizer made from simple ingredients and HOCL Surface Cleaner & Disinfectant (Canada) a no-rinse, no-residue disinfectant technology that kills 99.9% of germs including bacteria, viruses, and fungi using pure and natural ingredients.

C. **Equipment.** The "Cordless Electrostatic Handheld Sprayer" and the "Cordless Electrostatic Backpack Sprayer" are essential to the Sani-Guard service.

1. Cordless Electrostatic Handheld Sprayer can be used in areas up to 2800 square feet.

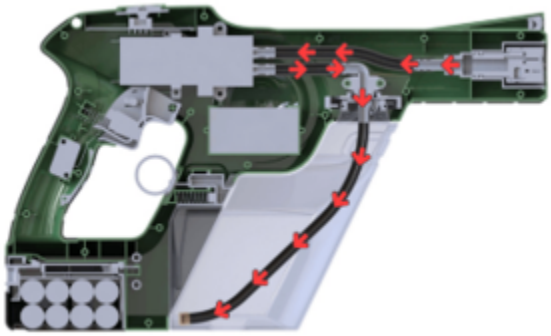
2. Cordless Electrostatic Backpack Sprayer is best used in spraying large facilities, over 2800 square feet and up to 23,000 square feet on a single tank of fluid, like: warehouses, manufacturing facilities, etc.

3. Both pieces of equipment:

1. Saves time and labor.
2. Spray less liquid.
3. Cover more surfaces.

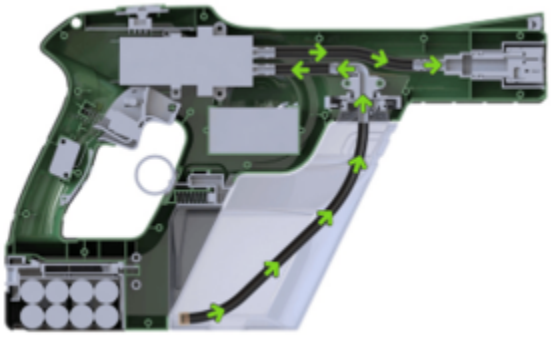
Note: Please use the stickers made for the Electrostatic Cordless Sprayer on the "backpack" sprayer gun and equipment. (See Section G for Branding and ordering of Logo stickers)

D. **The Benefits.**



CHARGE 1

When the unit is turned on charge starts at charging ring and works itself back down the line, through the pump and into the tank changing all ions positive.



CHARGE 2

All the positive ions from the tank are pumped from the tank through the pump and charged again at the charging ring all prior to becoming atomized.

1. Touchless Application

    a. There is no need to touch or wipe the surfaces, as it provides a fast, effective application method, while using less solution.

2. Reduce Cross Contamination

    a. The touchless feature of the Electrostatic Sprayer significantly minimizes cross contamination, whereas using a spray-and-wipe method may transfer bacteria between surfaces.

3. Easy to Operate

    a. No gauges, cords, or compressors.

        1. Just fill the tank.
        2. Turn on.
        3. Pull the trigger.

4. Liquid Adhesion & Coverage

    a. The Electrostatic Sprayer will enable a quick and effective chemical application.
    b. As fully charged droplets hit the surface, they create an even spread.

        1. Particles hold their cationic charge for approximately 2-3 seconds, allowing the solution to cover hidden and shadowed areas and enables you to cover a large area in a small amount of time.

    c. The sprayer has been designed to meet dwell times for solutions so they can work to their full capability.

5. Portability

    a. They are lightweight, cordless, and easily taken anywhere.

6. Electrostatic Wrapping

    a. When you spray a solution with electrostatics, the solution will wrap conductive surfaces.

7. Cost Effective and Easy to Implement

a. Victory Sprayers are cost efficient and easy to implement due to their versatility, portability, and effectiveness.

8. Dwell Times

a. The standard 3-in-1 nozzle allows the user to match particle size to the chemical's required dwell time.

9. Eco Friendly

a. An eco-friendly approach to disinfection by spraying up to 65% less chemicals per square foot.

E. Blue Planet Disinfectant Important Information to Know.

Blue Planet Disinfectant is a broad-spectrum hospital grade bactericidal, virucidal and fungicidal disinfectant and hard, non-porous food contact surface sanitizer made from simple ingredients. Blue Planet Disinfectant breaks down into simple salt and water after use, leaving no chemical residue. Stabilized Hypochlorous Acid (S-HOCL) is a fast-acting and revolutionary disinfection technology that is tough on germs yet contains no harsh or harmful chemicals.

Features:

a. Hospital Grade Disinfectant.
b. Hard, Non-Porous Food-Contact Surface Sanitizer.
c. Kills more than 99.9% of bacteria and viruses. *
d. Leaves No Chemical Residue.
e. Active Ingredient - Hypochlorous Acid.
f. EPA List N.

Benefits:

a. Blue Planet Disinfectant **breaks down into simple salt and water** after use.
b. Leaving **no chemical residue**.
c. Stabilized Hypochlorous Acid (S-HOCL) is a fast-acting and revolutionary disinfection technology that is **tough on germs**.
d. Contains **no harsh or harmful chemicals**.
e. **Ready to Use**.
f. Leaves a **streak free shine**.
g. **Non-abrasive** formula.
h. **Phenol free**.
i. **Alcohol free**.

j. **Bleach free**.
k. **No dyes**.
l. **Controls Mildew mold and Athletes foot**.
m. Blue Planet Disinfectant **has demonstrated effectiveness against viruses** similar to SARS-CoV-2 on hard, non-porous surfaces. Therefore, Blue Planet Disinfectant can be used against SARS-CoV-2 when used in accordance with the directions for use against Human Coronavirus on hard, non-porous surfaces. Refer to the CDC website at https://www.cdc.gov/coronavirus/2019-ncov/index.html for additional information.

F.HOCL Surface Cleaner & Disinfectant (Canada) Important Information to know.

HOCL Surface Cleaner & Disinfectant is an eco-friendly, multi-purpose cleaner and disinfectant. Manufactured in southern Ontario, HOCL Surface Cleaner & Disinfectant's no-rinse, no-residue disinfectant technology kills 99.9% of germs including bacteria, viruses, and fungi using pure and natural ingredients. It kills human coronavirus, listeria, E. coli, Salmonella, Clostridium difficile, and many more. It controls mold, mildew, and athlete's foot.

1. Key Features:

g. **Pure and Potent:** Our HOCL solution is formulated to contain a precise 0.017% concentration of Hypochlorous Acid, ensuring effectiveness while maintaining safety.
h. **Stabilized for Longevity:** We have harnessed the power of HOCL while extending its shelf life, allowing you to use it for various purposes without worrying about degradation.
i. **Multipurpose Marvel:** This HOCL product is a versatile addition to your household or business, with a multitude of uses limited only by your imagination.
j. **Safety and Peace of Mind:** Our Pure Stabilized HOCL is made with the highest quality standards, ensuring safety and efficacy. It is non-toxic, non-irritating, and free from harmful chemicals. Plus, it is eco-friendly, making it a responsible choice for your household or business.
k. **Environmentally Safe, Biodegradable, non-flammable, Phosphate free, Non-Acid, No CFC's, No VOC's, non-corrosive**.
l. The active ingredient behind the HOCL Surface Cleaner & Disinfectant products is HOCL. **After HOCL has completed its task, it breaks down to a saline solution**.

2. Additional Features:

j. Certified for use in Canada by Health Canada and by the EPA and FDA in the USA.
k. Hospital grade.
l. Can be used on food contact surfaces.
m. Non-hazardous.
n. No dangerous chemical byproducts.
o. Rinse-free.

p. Fragrance-free.
q. Hypoallergenic.
r. Up to 100x more effective than bleach.

3.Used On - HOCL Surface Cleaner & Disinfectant can be used on ALL:

j. Hard surfaces
k. Water lines
l. Pipes
m. Kennels
n. Non-critical medical devices
o. Tanks
p. Troughs
q. Food contact surfaces
r. Plants, vegetables, and fruits.

G.Storage and Transport Containers:

1. Blue Planet Disinfectant: Section 7 of the SDS Sheet specifically states:

   a. Handle in accordance with good industrial hygiene and safety practice.
   b. Keep containers tightly closed.
   c. Store at room temperature 20 - 25ºC (68 – 77ºF).
   d. Store in original sealed container, at room temperature, away from direct sunlight and heat.
   e. Do not allow to freeze.
   f. Avoid contact with acids.

   Always comply with OSHA 1910.106, the SDS sheet and follow all label instructions. Do not transfer contents to bottles or other unlabeled containers. Do not reuse empty containers. Keep out of reach of children."

2. HOCL Surface Cleaner & Disinfectant - Canada

   a. Handle in accordance with good industrial hygiene and safety practice.
   b. Keep containers tightly closed.
   c. Store at room temperature 20 - 24ºC (68 – 75.2ºF).
   d. Store in original sealed container, at room temperature, away from direct sunlight and heat.
   e. Do not allow to freeze.
   f. Avoid contact with ammonia and acids.

3. Storage in Warehouses:
   a. Blue Planet Disinfectant / HOCL Surface Cleaner & Disinfectant (Canada) should not be stored next to strong acids: such as H.A.B.C. (Heavy Acid Bowl Cleaner) / Toilet Scrubber (Canada), Visclean / HD Calcium Lime & Rust (Canada) or any other type of acid and should be stored at room temperature. Always keep in a well-ventilated and air-conditioned space and keep separated from the aforementioned items.

   b. Pictogram symbol on outside of box, to keep Blue Planet Disinfectant separated from.

Corrosion

Flame Over Circle

4. Container: Disinfectant comes in an HDPE plastic container and should remain in this container till needed to fill the backpack or used in the Electrostatic Sprayer containers. The Disinfectant 1-gallon containers or 32oz containers are the only type of container that should be used for Disinfectant ONLY.

5. What is HDPE? High Density Polyethylene that is non-see through. This type of container is used specifically because it inhibits and protects the product from UV light and sunlight.

6. Transporting Care.

   a. Avoid extreme high and low temperatures.
   b. Precautions need to be taken when transporting Blue Planet Disinfectant / HOCL Surface Cleaner & Disinfectant (Canada), especially in colder/freezing temperatures. This product should not be stored in cars overnight, move into warehouse or home to avoid freezing.
   c. As mentioned in "1," take all necessary precautionary measures when transporting, in vehicles, by following the Label, SDS, and OSHA guidelines.

   NOTE: It is important to use the container that Blue Planer Disinfectant / HOCL Surface Cleaner & Disinfectant (Canada) comes in for transport, as this container is HDPE, protecting the product from UV light.

I. **Branding.** All Electrostatic Sprayers need to be branded with the Enviro-Master logo.

a. Enviro-Master stickers can be ordered via Enviro-Master's ordering site.

b. Please see the attached photos for application of the above stickers for branding the Electrostatic Sprayer with Enviro-Master logo.

LBL-VAP ENVIRO-MASTER LABEL FOR VIRUS VAPORIZER / ELECTROSTATIC SPRAYER, 6 LABELS FOR 1 SPRAYER, EACH

LBL-VAPBACK ENVIRO-MASTER LABEL FOR VIRUS VAPORIZER BACKPACK/ BACKPACK ELECTROSTATIC SPRAYER, 1 SHEET

I.Implementation.

Sani-Guard is performed on a weekly basis by the same technician who performs the Sani-Service. It is important to understand that Sani-Guard is not a cleaning service but works in conjunction with the Sani-Service to maximize the effect of the entire hygienic program.

Utilizing electrostatic spraying, positively charges Blue Planet Disinfectant / HOCL Surface Cleaner & Disinfectant (Canada) particles effectively cover most restroom surfaces, enveloping and sticking to negative surfaces.

1. **Restrooms.**

The **Sani-Guard** *service is applied in the restroom after the Technician has completed the regular Sani-Service*.

PLEASE NOTE THAT, WHILE CUSTOMERS AND EMPLOYEES WERE NOT ALLOWED INTO THE RESTROOM FOR AT LEAST TEN (10) MINUTES AFTER THE APPLICATION OF SANI-GUARD BY THE OLD FOGGER METHOD, THIS IS NOT NECESSARY WITH THE ELECTROSTATIC SPRAY METHOD.

Notwithstanding the SDS and erring on the side of caution, if it is feasible to do so, feel free to block access for 10 minutes. However, if this is not feasible, you may rely on the SDS.

2. **Full Facilities.** Full facilities such as gyms, day cares, manufacturing, etc., should be treated when the facility is **closed,** notwithstanding the foregoing representation in the SDS, we recommend the facility to be empty of all people for at least **30 minutes** after the application to allow the product to dry.

    a. Note: In the event of a "*spraying in a highly contagious environment*," or "*potentially confirmed contagious environment*," all appropriate PPE should be worn, technicians trained, and further details can be found in Chapter 46, Safety and Health Program and on Enviro-Master University (EMU).

3. **Training.** It is **important** that strict procedures are followed in the electrostatic spraying process.

   a. Read the manufacturer's product label to ensure you understand the proper usage of the product.

   b. Notwithstanding the foregoing representations in the SDS, to ensure that your technician and customers are adequately protected over the long term, it is HIGHLY RECOMMENDED that:

      1. Your technician has been professionally trained in the application, and you provide the appropriate breathing and eye protection, at a minimum a basic KN95 or N95 mask, goggles, and gloves.

      2. It is recommended that "Customers" not access during the electrostatic spraying process for at least ten (10) minutes thereafter, so that the disinfectant can dry on surfaces.

      3. Carefully read Chapter 46, Safety and Health Program, and any subsequent OSHA updates, to ensure OSHA compliance.

      Please note that, although Section 8 of the SDS states that no protection is required, Section 7 of the SDS states that the product should be used with adequate ventilation, and both Sections 4 and 8 of the SDS state that if the product accidentally contacts strong acids in restricted ventilation areas, which breathing the vapors should be avoided.

J. Personal Protective Equipment (PPE):

1. Blue Planet Disinfectant / HOCL Surface Cleaner & Disinfectant (Canada) are safe and environmentally friendly, per the SDS Sheets, EPA documentation, and Canadian Workplace Hazardous Material Information System (WHIMIS 2015), and even though

PPE is not required, PPE PRECAUTIONS still need to be taken for the safety of field personnel.

a. Technicians should be cautioned when performing Sani-Service, Scrubs, or Sani-Guard services that corrosive or oxidizers (in-service chemicals) do not get on their uniforms, as their clothing could become spotted.

b. At times and in varying circumstances protective coveralls or gown could be recommended for large spray jobs.

c. **N95 or KN95 Mask, Safety Glasses/Goggles and Gloves are to be donned before spraying locations and is part of the PPE required while performing services**.

d. If spraying occurs in a highly contagious environment, it is also highly recommended to wear long sleeve shirts, under Enviro-Master Uniform shirt and pants while performing these large spray jobs as well to follow all CDC guidelines.

e. It may also help to advise field staff to carry a change of clothes for these circumstances.

K. **Application.** Once the hygiene service is completed – and it is determined that there are no customers or employees in the restroom:

1. Set the nozzle at the **medium** setting which is 80 microns (the large setting is 110 microns and small setting is 40 microns, just for your knowledge)

2. Stand at least 24” to 36” from the furthest wall of the restroom and begin spraying and backing out of the restroom.

a. Spray all areas as evenly as possible.
b. Focus on high touch areas as these are the places where germs are transferred.
c. Spray doorknobs, light switches, stall latches, dispensers, etc.
d. BE SURE TO AVOID SPRAYING THE AIR FRESHENER.

e. Note: you will only have the electrostatic sprayer on for a period of 30 to 60 seconds in a normal size restroom. Since the restrooms go back into service within ten (10) minutes of the application, you will want to keep the restroom application light.

3. Spray in a "V" pattern, starting at the back of the restroom to the doorway of the restroom. (If a right-hand person is using, they will spray the "V" from left to right and then right to left. If a left-handed person, they will spray the "V" from right to left, then left to right.)

   a. Spraying using the "**medium**" setting ***ONLY*** and the "V" pattern, will assist with not saturating the floor.
   b. The point of the "V" – is usually at waist level and then back up.
   c. This will eliminate the nozzle from being pointed directly at the floor, allowing the disinfectant to not saturate the floor, and leaving the floor extremely wet.

4. **REMINDER: BLUE PLANET DISINFECTANT / HOCL SURFACE CLEANER & DISINFECTANT (CANADA) IS READY TO USE AND DOES NOT NEED TO BE DILUTED WHEN PERFORMING THIS SERVICE.**

L. Recommended Outside the Restroom Pricing.

1. 500 Square Feet or Less (Break Rooms, Waiting Areas, etc.) - $25.00

2. Dining Rooms and Bar Areas – 1 Times the Sani Price for each service. Ex: if the Sani-Service price is $40 then the dining room would be $40 and the bar area would be $40, for a total of $80.

3. Suggested pricing per sq. ft. model: It is highly advised to do a walk through to visually inspect and coordinate before performing any type of large Sani-Guard Spraying requests.

   a. One-time visit - .05 cents per square foot.
   b. Over 10,000 square feet – reduce by 20%.
   c. Over 25,000 square feet, single building – reduce by 40%.
   d. Weekly Sani-Guard Service Package – 2 1/2 cents per square foot.
   e. Be sure to apply so that the appropriate dwell time is achieved per the efficacy chart.

   (*Note: Additional information for Blue Planet Disinfectant / HOCL Surface Cleaner & Disinfectant (Canada), can be found on Enviro-Master University under "Resources."*)

4. Questions and observations before performing large Sani-Guard spraying:

   a. Has the area been cleaned and sanitized?
   b. What areas are to be sprayed?

NOTE: There should be no issues if bleach products have been used.

5. Advise the customer or facility that once we have sprayed, allow the disinfectant to dry completely.

    a. Be sure to apply so that the dwell time required by the EPA to kill coronaviruses is achieved.

6. Sani-Guarding Kitchens/Food Prep Areas:

    a. *When spraying these areas be sure there is no food exposed or has the possibility of getting disinfectant on food.*

    b. All open food containers need to be covered with Saran Wrap before spraying any part of the kitchen or food prep areas.

    c. It is highly recommended that spraying occurs before any type of food prep is done, allowing the disinfectant the appropriate drying time.

7. Carpets or Fabrics:

    a. Caution should be taken when using Blue Planet Disinfectant on wool carpet or fabric, as discoloration may occur.

8. Equipment:

    a. The Backpack Sprayer or other approved large spraying equipment should be used to perform large Sani-Guard spraying jobs.

    b. When spraying, always start at the farthest point and work backwards towards an exit as outlined in the Operations Manual.

M. **Billing Codes**:

750-A Virus Vaporizer	Virus Vaporizer Once a Year
750-BA Virus Vaporizer	Virus Vaporizer Twice a Year
750-EOW Virus Vaporizer	Virus Vaporizer Every 2 Weeks
750-E Virus Vaporizer	Emergency Virus Vaporizer
750-E3W Virus Vaporizer	Virus Vaporizer Every 3 Weeks
750-E4W Virus Vaporizer	Virus Vaporizer Every 4 Weeks
750-M Virus Vaporizer	Virus Vaporizer Monthly
750-O Virus Vaporizer	Virus Vaporizer Other Frequency
750-Q Virus Vaporizer	Virus Vaporizer Every Quarter
750-W Virus Vaporizer	Virus Vaporizer Weekly

799 Refused or Missed Virus Vaporizer

Refused or Missed Virus Vaporizer

N. **Equipment Maintenance Best Practices.** It is highly recommended that you use the strap or carrying case that work with the sprayers.

1. This action will enable the technician to have their hands free for carrying the service kit and reduce the risk of damage when moving from one stop to another.

2. By using the strap or carrying case, it helps to hold the sprayer in an upright position to avoid leakage.
   a. It is recommended that the tank be removed from the sprayer between accounts when possible. If it is not possible, the sprayer **MUST** be stored **"UPRIGHT,"** in vehicles, to avoid the disinfectant from leaking out and damaging the battery.

O.Flushing Sprayer. At Friday check-in, you should: (NOTE, when using the Electrostatic sprayer on large jobs and for more than just the restroom, the flushing of the sprayer should be daily).

1. Confirm the sprayer is in good working order.
2. Then run warm water through the sprayer by removing the tank with Disinfectant and taking a spare tank with warm water, attach to the sprayer, lock, and then spray for 10 or more seconds.
3. If your facility has hard water or high mineral content, buy "distilled water" to use instead of regular tap water, for flushing the sprayer.
4. Remove the tank with water and spray the remaining water in the sprayer, till no more water comes out.
5. All batteries should be placed on charger, so techs have a fully charged battery.

   NOTE: It is highly recommended to flush the tank, lines, and spray nozzles at the end of each day with warm water. (A side note through field testing, there was little buildup on the nozzles and less wear which should make them last longer if the procedure is followed.)

P.Clogged Nozzles.

1. Remove nozzle from sprayer with key.
2. Soak in hot soapy water, vinegar, or calcium lime remover.
3. Blow out with pressurized air to remove blockage.
4. Check out EMU, under "Equipment Resources" or information.
5. Example below, Nozzle #1 has **not** been thoroughly cleaned after being used.

a. When not thoroughly cleaned, chemical residue deposits build up in the sprayer nozzles.
b. Deposit build up results in decreased bar pressure and decreased spray patterns."

#1 Nozzle (Dirty)

#2 Nozzle (Clean)

Note: It is highly recommended to have backup sprayers, batteries, nozzles, in the event a sprayer battery is not working, nozzles are unable to be unclogged or the sprayer stops working. (Enviro-Master University (EMU) under "Equipment Resources" contains videos and documentation regarding nozzle assistance).

CHAPTER 30 THE SANI-SCRUB AND SCRUB

Enviro-Master offers its customers a Sani-Scrub service on a monthly, every other month and/or quarterly service, based upon their needs and desires. Typically, the sale of a monthly scrub DOUBLES the revenues generated from a specific customer.

A. **Equipment.** In providing the Sani-Scrub service, it is recommended to utilize the Kaivac 1250 or 1750 No-Touch Cleaning System and/or and Oreck Orbiter.

B. **Scheduling.** Due to the time involved in the application of this service, it is recommended to schedule the Scrub Technician to perform the Sani-Scrub service at restaurants up until 10AM. Between 11AM and 2PM, the Scrub Technician should be servicing non-food accounts with both hygiene and Sani-Scrubs, and then returning to service foods accounts after 2PM. (This avoids disrupting the lunch activity at restaurants.)

1. Look at upcoming weeks Scrubs.
2. Then pull Scrub Schedule two weeks out from upcoming week.

    a. This provides a listing of upcoming Scrub customers receiving Monthly, Bi-Monthly, Quarterly, etc., in the next two weeks.
    b. The larger your Franchise it may be important to pull this schedule further than two weeks out.
    c. The main purpose is to pull Scrubs forward and schedule Scrub customers closer together for efficiency and time.
    d. Avoid postponing Scrub sessions whenever possible to maintain the planned frequency, as delaying them can often lead to revenue loss.

3. Goal for Scrub Scheduling.

    a. Heavier Scrub Schedule in the beginning of the week.
    b. Dollar volume of Scrubs is distributed as evenly as possible amongst Scrub Technician's if the tech is seasoned.
    c. Why?

        1. Scheduling a heavier Scrub Schedule in the beginning of the week provides time, near the end of the week, for Scrub Technician's to assist with possible Missed Stops.
        2. Assists with repairs or equipment removal.
        3. Assists with additional new installs.

C. **Assignment.** Take the Scrub Schedule reports and New Installations that require a Scrub and identify:

1. Time Sensitive Large Accounts

    a. Determine what accounts are “time sensitive” and/or “large accounts” first.
    b. It is recommended they be assigned to the same tech each service.

2. Time Sensitive Accounts
    a. These will be your restaurants that you will be scheduling around the “Time Sensitive Large Accounts.”

3. Non-Sensitive Accounts

    a. These can be large/small industrial locations.
    b. Convenience stores.
    c. Bars or Restaurants that open later in the day.

4. Next, try and group customers that are close to the first scrub location so travel time is minimal and Scrub Tech can complete more scrubs in a day.

D. **The Sani-Scrub Service.** It requires the restroom to be completely shut down, so this must be carefully discussed and scheduled with the customer. This service is both the Sani-Service and a Scrub of the restrooms.

1. **Bring equipment**, (Kaivac, Orbital (if using), scrub brushes, Sani-kit) into facility.

2. **Greet** the manager/owner and let them know you are there to do the Sani-Scrub Service.

3. Take Sani Kit, brushes, microfiber mop, microfiber towels and orbital, etc., to the restroom area.

4. Then, **fill the Kaivac** machine with water, from the water source in the kitchen or specified area within the facility, then roll it to the restroom area and plug in to outlet.

    a. Be sure to use **“Doorstops” or signage**, provided, to hold doors open while providing service. It shows customers the restroom is being serviced.

5. **Put on all appropriate PPE**. (Note you may already be wearing N95 Mask upon entering facility)

6. **Pick up any trash or paper on floors** and remove trash receptacles, floor style Feminine Napkin receptacles, plungers, and other items necessary so as not to get them wet.

7. **Virus Vaporize**, the restroom so that it adheres and wraps around the surfaces and kills germs, bacteria, viruses,’ etc., before beginning service.

8. Next **flush toilets and urinals** before applying any chemical. The reason for flushing toilets and urinals is, we do not know if any chemicals are in the bowl from their internal cleaning staff and to avoid any type of chemical reaction.

9. **Pre-Inspect fixtures with Mirror** – "The most important tool in the service kit!" Pre-inspect fixtures for uric scale build up in flush holes, throats of bowls and urinals, the low point of the urinal, and the underneath where the water tank connects to toilet base – the areas not visibly seen!

10. **Pre-treat fixtures**– Apply with scrub pad or (squirt) Visclean / HD Calcium Lime & Rust Remover (Canada) to the inside underneath rims of toilets, and any area that has heavier uric scale buildup. This allows the chemical to work on the uric scale while installing air freshener and soap dispensers.

11. **Check air freshener(s) and soap dispensers** while disinfectant dries.

12. **Spray floor** lightly, walls (as far as tile goes up), stall partitions, fixtures, etc., with water (about waist level or just below the paper towel dispensers, if they are tile), and apply chemical to floor via hand pump sprayer or Kaivac injection system and allow five to ten minutes of dwell time before scrubbing floors. (Always follow floor chemical label for correct dilution of product)

A

B

C

a. Bathroom pictures showing different tile heights.

    1. Picture A, you would spray down the tile on the walls being careful to not wet the walls above the tile.

    2. Picture B, you would not spray the wall only the floor and six-inch edge, being careful not to wet the wall. Also, you would wipe underneath the paper towel dispensers or any wall areas that there is dirt and grime on.

3. Picture C, again the walls would be wet down about waist level or just below the paper towel dispensers, UNLESS otherwise negotiated with the customer.

Always be sure to have details of how the job was sold before performing the Scrub service, so that the customer receives what has been agreed upon.

13. Use a clean microfiber towel to **dust** tops of partitions, top rails, doors, door jamb area, hinges, picture frames, lips on tiles walls, vents, dispensers, etc.

    a. All high dusting should occur before scrubbing to knock the dirt, dust, etc., to the floor so when vacuuming the floor all dirt, dust, etc., is removed from the restroom.

14. **Perform the Sani-Service following Chapter 28 Sections: "I – Cleaning Toilets," "J – Cleaning Urinals," and "K – cleaning sinks,"** making sure all fixtures have the "sanitized by" sticker. If stickers are needed, apply after wiping down fixtures and before applying Sani-Shield.

15. **Scrub** using grout brush and orbital, etc., and scrub the floor, especially using grout brush in corners, tighter areas around toilets and walls, if they are tile.

16. **Rinse** all walls, fixtures, floors with pressure water, starting at the top of the wall (where tile starts) and work your way down to floors.

    a. While rinsing, push as much of the dirty water down the drain in the floor - less to vacuum up.
    b. Always be aware of applying too much water and the pitch of the floor so as not to flood hallways, etc.

17. **Vacuum** remaining dirty water from the floor. (**Dump dirty water** in a floor sink in a mop closet or dump dirty water in toilet before wiping fixtures down)

18. Use a clean dust mop head on the microfiber mop and **wipe up excess water** from walls, stall partitions and floor.

19. Use a clean microfiber towel and **wipe down** the baby changing station, stall partitions and fixtures.

20. Wipe fixtures dry, replace, or apply "sanitized by" sticker(s), then **spray Sani-Shield** and wipe with **RED** microfiber towel.

21. Step back and **double check your work** and make sure that it is up to Enviro-Master standard.

22. **Replace all trash receptacles**, Feminine Napkin receptacles, etc., back in the restroom.

23. Then using the **Virus Vaporizer** (Electrostatic Sprayer), Sani-Guard the entire restroom. (Perform based on Chapter 29, Section L - Application)

24. When restrooms are completed **ask the owner/manager** if they would like to review your service, walk through the service with the owner/manager and then have them sign the invoice and handheld.

25. **Reminder:** Make sure to dump the dirty water and clean water tank before putting Kaivac into vehicle and that you have all the equipment you brought into facility.

E. <u>The Scrub Service.</u>

1. **Bring equipment**, (Kaivac, Orbital (if using), scrub brushes) into facility.

2. **Greet** the manager/owner and let them know you are there to do the Scrub Service.

3. Take brushes, microfiber mop, microfiber towels, orbital, etc., to the restroom area.

4. Then, **fill the Kaivac** machine with water, from the water source in the kitchen or specified area within the facility, then roll it to the restroom area and plug in to outlet.

    a. Be sure to use **"Doorstops" or signage**, provided, to hold doors open while providing service. It shows customers the restroom is being serviced.

5. **Put on all appropriate PPE**. (Note you may already be wearing N95 Mask upon entering facility)

6. **Pick up any trash or paper on floors** and remove trash receptacles, floor style Feminine Napkin receptacles, plungers, and other items necessary so as not to get them wet.

7. **Spray floor lightly with water**, walls (about waist level or just below the paper towel dispensers, if they are tile), and **apply chemical to floor** via hand pump sprayer and allow five minutes of dwell time before scrubbing floors. (Always follow floor chemical label for correct dilution of product)

A

B

C

a. Pictures above are of different bathrooms showing different tile heights.

    1. Picture A, you would spray down the tile on the walls being careful to not wet the walls above the tile.

    2. Picture B, you would not spray the wall only the floor and carefully the six-inch edge, being careful not to wet the wall. Also, you would wipe underneath the paper towel dispensers or any wall areas that there is dirt and grime on.

    3. Picture C, again the walls would be wet down about waist level or just below the paper towel dispensers, UNLESS otherwise negotiated with the customer.

    Always be sure to have details of how the job was sold before performing the Scrub service, so that the customer receives what has been agreed upon.

8. Use a clean microfiber towel to **dust** tops of partitions, top rails, doors, door jamb area, hinges, picture frames, lips on tiles walls, vents, dispensers, etc.

    a. All high dusting should occur before scrubbing to knock the dirt, dust, etc., to the floor so when vacuuming the floor all dirt, dust, etc., is removed from the restroom.

9. **Scrub** using grout brush, orbital, etc., to scrub the floor, especially using grout brush in corners, tighter areas around toilets and any dirty areas on the wall especially under paper towel dispensers.

10. **Rinse** all walls, fixtures, floors with pressure water, starting at the top of the wall (where tile starts) and work your way down to floors.

    a. While rinsing, push as much of the dirty water down the drain in the floor - less to vacuum up.
    b. Always be aware of applying too much water and the pitch of the floor so as not to flood hallways, etc.

11. **Vacuum** remaining dirty water from the floor. (Dump dirty water in a floor sink in a mop closet or dump dirty water in toilet before wiping fixtures down)

12. Use a clean dust mop head on the **microfiber mop** and wipe up **excess water** from walls, stall partitions and floor.

13. Use a clean microfiber towel and **wipe** stall partitions and fixtures.

14. Step back and **double check your work** and make sure that it is up to Enviro-Master standard.

15. **Replace all trash receptacles**, Feminine Napkin receptacles, etc., back in restroom.

16. Then using the **Virus Vaporizer** (Electrostatic Sprayer), Sani-Guard, the entire restroom.

17. When restrooms are completed **ask the owner/manager** if they would like to review your service, walk through the service with the owner/manager and then have them sign the invoice and handheld.

18. **Reminder:** Make sure to dump the dirty water and clean water tank before putting Kaivac into vehicle and that you have all the equipment you brought into facility.

F. **Chemicals Used.**

1. Intercon chemicals products ranked by floor type – US.

Scrub Products Ranked by Floor Type

Floor Type	Hero Degreaser (Alkaline)	Commercial Degreaser (Solvent)	Daily Cleaner (Neutral)	HIOX All Purpose Cleaner
Cermaic Floor Tile	2	1	3	4
Non Waxed VCT			1	2
Waxed VCT			1	2
Stone	3		1	2
Non Waxed Terrazzo			1	2
Waxed Terrazzo			1	2
Cement	3	2	1	4
Colored Cement			1	2
Painted Cement			1	2
Sealed Cement			1	2

Note: Always follow product label directions use rates.
Updated 07/18/2022

2. Smarter Solutions products ranked by floor type – Canada.

Smarter Solutions Scrub Floor Chemicals Ranked by Floor Type

Floor Type	Champion Power Degreaser (Alkaline)	Multipurpose Cleaner	HP-OXI All Purpose Cleaner
Cermaic Floor Tile	1	2	3
Non Waxed VCT		1	2
Waxed VCT		1	2
Stone	3	1	2
Non Waxed Terrazzo		1	2
Waxed Terrazzo		1	2
Cement	2	1	3
Colored Cement		1	2
Painted Cement		1	2
Sealed Cement		1	2
Note: Always follow product label directions use rates.			

A. **Recommended Pricing.** Enviro-Master recommends Scrubs be a part of the initial conversation and recommended they are "monthly" along with the "weekly" Sani-Service. The following pricing guidelines for Sani-Scrub service:

1. A minimum price of $150 - $175.

2. 35¢ per square foot cleaned for large tiles.

3. 50¢ per square foot for small tiles or whatever number is greatest.

You may want to adjust pricing for your specific market. Upon completion of the first Scrub, Scrub Technician will re-visit the quoted price based upon actual time spent in providing the service. (The duration can fluctuate due to multiple factors such as the tile's type and size, grout quantity, the Scrub Technician's experience, and more.) You cannot afford to service underpriced accounts and, as the saying goes, *"You can't make it up in volume."*

B. **Scrub – Front of House (FOH)/ Back of House (BOH).** Enviro-Master's core business model and "brand" focus is based off recurring revenue from our "Weekly Restroom Sani-Service." Scrub services have become an integral part of the Enviro-Master service offering and brand. More demand for FOH and BOH has now made these services part of our standard offering of services. NOTE: Depending on your business the Refresh Equipment may be useable on these jobs as well, helping with efficiencies and effective results.

1. **Equipment.** In providing these Scrub services, it is recommended to utilize the Kaivac 1250 or 1750 No-Touch Cleaning System with the Oreck Orbital and/or the Refresh Power Scrub Equipment (See Chapter 35, Refresh).

a. Note: The Ninja System is costly, heavy, and transport is not easy. This system is also expensive for maintenance repairs if equipment is not carefully maintained. Motor replacements can cost upwards of $800. This system also requires time for set-up as well as making sure it is plugged into two separate circuits when using, at a customer's facility otherwise you could blow circuit breakers at location.

(Ninja Warrior shown is 1200 PSI, for Hard Surfaces and Carpets, cost of equipment runs over $4,000)

2. **Transporting Chemicals and Equipment.** All Equipment and chemicals should be secured in any vehicle to avoid spillage, damaging equipment, and vehicle and/or both as well as locking the wheels on the equipment. Use of bungy cords or straps is recommended for securing in transport.

3. **Scheduling.** Due to the often-lengthy service time involved in this type of service, it is recommended to schedule the Scrub Technician to perform the Scrub service early mornings start time 4 – 5am. Always schedule and confirm with the customer and make sure management or a staff member is onsite while performing this early morning scrub. Avoid overnight services, as this is causing burnout of employees, difficulties in hiring and limited time employee(s) work the following day.

4. **ALWAYS** wear PPE (Personal Protective Equipment) as well as non-skid shoes when you are performing a service to prevent any slipping and/or falls, especially due to greasy, wet floors. Our employees are important to our business. (Ex: "Shoes for Crews" or "Walmart" sells non-skid shoes)

5. **The Service.** This Scrub Service requires the area to be shut down from all foot traffic or use, so this must be carefully discussed and scheduled with the customer.
   Note: It is recommended that moving furniture and equipment is not done by our employees, but by the staff of the customer, due to safety and liability concerns. If furniture does need to be moved by our employees, the job is priced to include such and we do not take responsibility for damage, etc.

   In the application of the Scrub Service in the Restrooms, the Scrub Technician will use the appropriate chemicals and dispensing procedure along with the Kaivac, Orbital unit and scrub brushes or Ninja to scrub hard surfaces. As a reminder, ALL CHEMICAL bottles and dispensing equipment need the APPROPRIATE LABEL.

Once all surfaces are scrubbed, the Scrub Technician must use the Kaivac or Ninja systems to rinse all surfaces with fresh water and a rinsing agent to prevent hazing tile and grout. If hazing occurs, tile and grout will need to be rinsed and sometimes scrubbed again to remove haze. Always test chemicals on tile and grout in a small area prior to starting service.

Upon completion of rinsing, per above, it is especially important to use the Kaivac or Ninja systems to remove all remaining water. In addition, the Scrub Technician should use a clean microfiber mop and wipe down the floors, walls, etc., to be sure the floors are dry and placing customer "CAUTION" signs in the area until floors are completely dry.

6. **Chemicals Used.** Please use the chart in section F, above. It is important to read the label for dilution rates, special instructions or concerns and uses – *"The Label is the Law!"*

7. **Pricing Recommendation.** Enviro-Master recommends the following pricing guideline for Scrub – Front of House (FOH) using Kaivac and Orbital:

    1. A minimum price of $250 per hour (includes two technicians).
    2. 40 – 50 cents/square foot.
    3. The specific duration can differ due to a range of factors like tile type, size, and grout volume. Conducting surveys and capturing images can aid the Scrub Technicians before they start the job at the facility.
    3. $150/hour of job time. You cannot afford to service underpriced accounts and, as the saying goes, *"You can't make it up in volume."*

8. **Kaivac and Ninja Machine Storage.**

    a. It is especially important in temperatures that are freezing and below to not leave either machine in your vehicle.

    b. Once Scrub tech has completed services for the day, take Kaivac and/or Ninja out of the vehicle and store in warehouse.

    c. If Scrub Technician takes machine to their home overnight, please be sure they can bring the machine(s) into a warmer climate at their home.

    d. Leaving Kaivac or Ninja machines in freezing or below temperatures can lead to frozen lines and ruining motors.

9. **Kaivac, Orbitals and Ninja Machine Use and Maintenance.**
    a. Always read and review the Operating Manual provided with your equipment and keep on hand for future referral.

b. Pay close attention to the ***"Safety Instructions,"*** as well as *Personal Protective gear* required for performing and using this equipment and chemicals.

c. Follow the **"Operational Procedures"** for use of this machine and other equipment.
d. Pay close attention to the **"Set-Up"** instructions, especially for the Ninja equipment.

    1. Make sure machines are properly grounded.
    2. Ninja requires to plug into two separate circuits!

e. Make sure to read regarding "suitable chemicals" to use with the machine.

   If unsure regarding the use, operation or any other aspect of equipment go to the manual or websites to research and understand the correct way to safely use and maintain equipment.
   It is recommended that the purchase of ramps for trucks for the loading and unloading of equipment be used to safely protect employees from injury.

   Note: Make sure to have extra parts handy and follow the suggested spare parts list provided in the equipment's manual. These machines are an integral part of our business and are expensive to purchase, so take every measure to protect the asset(s).

   [Kaivac Maintenance Checklist which is also on Enviro-Master University (EMU) after Troubleshooting. This check list can be used at Friday Check-In for Scrub Technician's or at the end of each day]

10. **Kaivac Troubleshooting Recommendations.**

a. Before calling for technical support, please review our trouble shooting and maintenance videos located at www.kaivac.com.

   (*NOTE: ALL THESE VIDEOS ARE ON EMU* – enviro-masteruniversity.com - under "Kaivac Troubleshooting Videos AND manuals for 1250 and 1700 equipment under "resources.)"
   1. Click on the Support tab in the upper ribbon of the home page, then hover over 'Videos' in the drop-down menu.
   2. Two columns of videos appear. Move your curser over to the 'Maintenance, Troubleshooting & Repair' section.
   3. Select either the No Touch™ Cleaning System or OmniFlex items you wish to view.

4. You will see a variety of videos to guide you through common maintenance procedures and provide answers to the most frequent questions and 'how-to' procedures our customers face.

b. If you could not locate the answer to your question through any of these videos, then please call our:

    1. Technical Support Department, 1-800-287-1136.
    2. Press option 2 between the hours of 8 a.m. – 4:30 p.m. Eastern Time, Monday through Friday. They are knowledgeable and can give you the support you need.
    3. Identify to the Tech Support Representative that you are a National Account and have the serial number of your machine readily available.

c. To get the app, your ops managers will need to scan this code with their smart phone camera and tap to follow the link.

    1. This will take them either to the App Store (if they are on iOS) or Google Play (Android) where they can download the app.
    2. From there they can select their system (No Touch KV1250, 17501, etc.) and have access to the training modules available.

d. ***An important aspect of the cleaning process is to ensure that equipment, which is used is routinely maintained in order to provide maximum performance***.

    1. All maintenance videos can be found on EMU, under "equipment resources," as well they can be found on kaivac.com.

KAIVAC MACHINE MAINTENANCE CHECKLIST

	Item	Procedure
☐	Floor Squeegee	• Check condition of squeegee blades and wheels on the floor tool. • Rough floor surfaces will cause the blades and wheels to wear out more quickly. Replace as necessary
☐	Spray Gun	• Check spray pattern. If spray pattern will not pinpoint, clean orifice by removing it with an Allen wrench and flushing. Replace if needed. • If nozzle becomes difficult to move from high to low pressure lubricate nozzle with lithium grease.
☐	Pressure Hose	• Wipe clean after each use. • Check for cuts or frays in the hose jacket, particularly at the end of the fittings. Replace hose if cuts are found
☐	Water Tank	• Check condition of filter in water tank. Clean as needed. • Empty the water tank to prevent mildew and bacteria growth. Empty tank by dipping the vacuum hose into the water tank and transferring the water to the vacuum tank.
☐	Vacuum Tank	• Empty and flush vacuum tank. • Clean and disinfect. • Check the float shutoff screen to be sure it is not plugged up. A plugged filter screen restricts airflow and results in reduced suction.
☐	Leaks	• Be alert for leaks around hoses, fittings, spray wand, tanks or elsewhere. • Discontinue use until leaks are repaired
☐	Electrical System	• The ground fault circuit interrupter (GFCI) must be tested before each use. • Electric cord must be inspected for tears or cuts in the insulation.
☐	Vacuum Wand	• Use a wire brush or coarse brush with acid cleaner or other to remove residue from threads on the coupling and coupling nut. Apply grease when done.
☐	HEPA Filter	• Replace every 3-6 months depending on use

Scrub Tech Name: _____

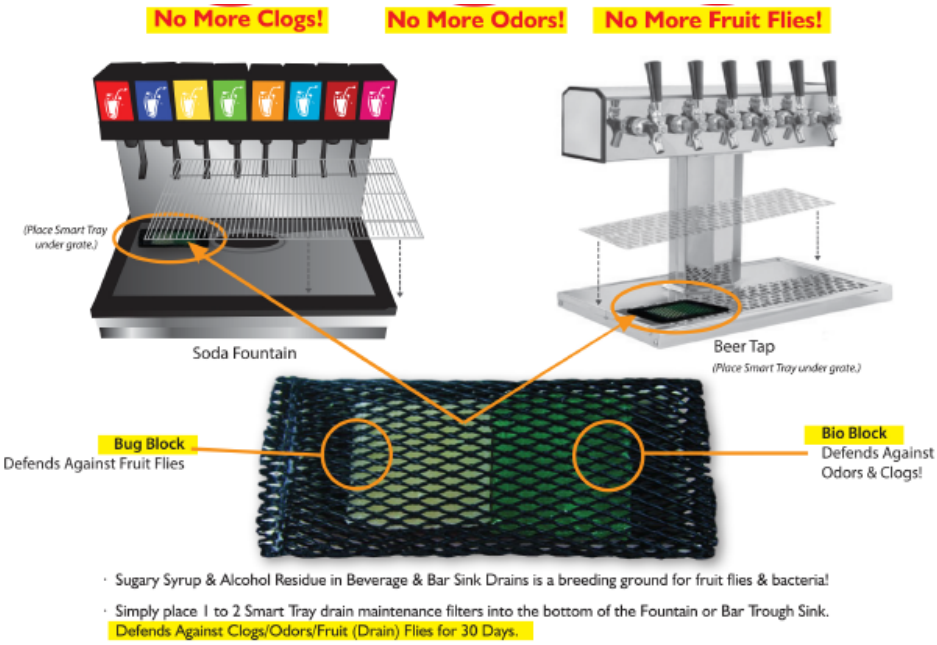
Date: _____

Comments: _____

_____

CHAPTER 31 DRAIN LINE PROGRAMS

A. **Smart Tray Program.** The “Smart Tray” is a small plastic bag containing the same chemicals as the silver cartridge and is designed to be placed beneath a soda fountain or beer tap drain tray to prevent buildup of organic matter which acts as a food source for fruit flies.



B. **Foaming Drain Service:** The “Foaming Drain Line Program” extremely effective in clearing drain lines/eliminating odors/killing fruit flies, but generally saves the customer a substantial amount of money when compared to the costs of their current drain line treatments and paying plumbers to “snake” clogged drain lines.

1. **Foaming Drain Line Treatment Equipment**

   a. **Foam It: 2.6 Gallon Foam Unit with Heavy Duty Trigger Gun for Initial Drain Treatment**

1. Comfortable grip handle with trigger for quick on/off control
2. Compact unit with manual pump
3. Maximum portability for small jobs and spot cleaning
4. Ability to switch between short and long wand assembly.
5. Pressure relief valve for safety.
6. Viton seals for chemical compatibility
7. Natural color tank easy visibility of product levels
8. Product level fill markings in gallons and liters

   b. **Foam It: .4 Gallon Foam Unit for Weekly Drain Treatment Service**

1. Compact unit with manual pump
2. Maximum portability for small jobs and spot cleaning
3. Comfortable grip handle with trigger 3.75 in. diameter
4. Pressure relief valve for safety
5. Viton pump seals for chemical compatibility
6. Polypropylene tank and pump head
7. View stripe for easy visibility of product levels
8. Stability base with gripping notches

2. Product – Activate Plus (US) / Grease Trap Cleaner (Canada)

Activate Plus is a blend of live liquid bacteria and enzymes that keeps drain lines flowing, provides instant odor control and with regular use reduces grease trap cleanouts. When used as a Drain Foaming Service Activate Plus will clean the circumference of the inside of foamed drains and drain lines, thus reducing or eliminating the breeding grounds for flies and odors, while keeping grease traps flowing. Activate Plus can be sprayed in restrooms to control urine and other restroom odors. Activate Plus may be applied through pump-up sprayers around dumpsters and backdoors to remove greasy buildup, reduce flies and their food source, while providing an instant clean fragrance.

Grease Trap Cleaner is a liquid biological bacterial treatment that works immediately to maintain grease traps and drains, and control odours in dry septic systems such as pit toilets. It also controls fats, oils, and greases (FOG) and biochemical oxygen demand (BOD) in sewage treatment plants. Grease Trap Cleaner degrades FOG, liquefies, and digests organic waste, leaving a pleasant odor. The biodegradable demulsifying surfactants separate water from FOG allowing grease traps, separators, and bacteria to work more effectively.

3. Implementation

a. **Directions:** Fill the Pump-Up Sprayer half full of water then fill with Activate Plus / Grease Trap Cleaner (Canada). This will give you a 1:1 ratio. Example: 64 oz of water + 64 oz Activate Plus = 1 gallon.
b. **Startup:** Inject Foam for up to 30 seconds down each drain. This will help jumpstart cleaning the drain lines and attacking the source of the issue.
c. **Weekly Maintenance:** Inject Foam for up to 5 seconds down each drain or until full.

Caution: Advise the customer not to use bleach in their facility. Bleach will kill the liquid bacteria and enzymes. This will limit the effectiveness of Activate Plus.

4. **Videos**

   a. Foam iT video: https://www.youtube.com/watch?v=9tB0a0TE88I
      1. This is a 28 second video displaying how using the Foam It Equipment effectively covers 360° of the pipes. (This may take you to another video, just hit cancel)

   b. Enviro-Master Videos:
      1. https://vimeo.com/lamanagementco/review/355037840/042bd6f4a7

      2. https://vimeo.com/lamanagementco/review/354577605/cc08e028b3

5. **Selling Foaming Drain Line Service**

   a. **Target Customer:** Customers who have foul odors coming from drain lines, fly problems or are already on a drain treatment program treating one drain line (look for a 5-gallon bucket and pump going into one drain line)!

   b. **Sales Pitch:** I see you have an issue with _____, we have an innovative weekly Foaming Drain Line Service that treats all your drains every week. We inject foam into each of your drains. Our Foaming Drain Line Service treats the entire surface of the pipe (360°) as the foam travels through the drain system. The Foaming Drain Line Service keeps drains flowing, reduces foul odors and the food source for flies. Best of all when we are done, your facility will smell great! How many drains do you have?

6. **Recommended Pricing**

   a. Pricing – Startup:

      1. Deep Foam Treatment - $ 75.00 (Up to 12 Drains)
      2. Deep Foam Treatment – Large $ 100.00 (Up to 18 Drains)

   b. Pricing – Weekly:

      1. Weekly Foam Treatment - $ 25.00 (Up to 12 Drains)
      2. Weekly Foam Treatment – Large $ 40.00 (Up to 18 Drains)

7. **Why Enviro-Master's Foaming Drain Line Service Works**

THE LIFE OF A FRUIT FLY:

   - Within 24-36 hours the eggs will hatch into a larva (maggot)

- Within a week they molt
- 5-6 days later they move to the surface and transform into a pupa.
- Within a few days the adult fruit fly emerges.
- The adult fruit fly will live around 40-50 days and lay as many as 500 eggs in her life.
- **So, if you do not provide a weekly service, after about two (2) weeks the new adult fruit flies are hatching and starting to lay more eggs, therefore monthly services are not effective, and a weekly service will continue to remove the breeding ground.**

8. **Sales Commissions.** When the "Drain Line Program" service is sold by Sales Representatives, Enviro-Master recommends paying them as you would for any other service sale. Thus, the weekly value of the "Drain Line Program" service sold is multiplied by 52, then by six (6) percent to calculate their commission. Of course, any sale of a "Drain Line Service Program" is also added to the targeted sales quota number for the Sales Representatives.

   If the "Drain Line Program" service is upsold by a technician, then the Technician would need to obtain a signed Customer Agreement (as would the Sales Representative) and would be paid a commission consisting of the weekly service value multiplied by 52, then multiplied by ten (10) percent. After payment to the Technician for the initial sale, it is recommended to pay the Technician a weekly fee of seven (7) percent of the weekly service value going forward, similar to commissions paid to Technicians for ongoing product deliveries.

CHAPTER 32 MICROFIBER FLOOR SERVICE

A. INTRODUCTION:

Enviro-Masters MicroMax Microfiber floor service is with you every step of the way! The microfiber technology picks up debris and dirt and removes 99% of bacteria from the floors. It enhances the aesthetics all while promoting a cleaner, healthier environment for our customers and their customers.

B. EQUIPMENT:

2000 IMPACT ACME THREADED SOCKET PAD HOLDER, CASE/12	**#2000 UTILITY PAD HOLDER** Full-range, 360° swivel connector helps simplify scrubbing tough, hard-to-reach areas. Strip-resistant die-cut threaded socket accommodates all standard, threaded mop handles. Pad-locking tines ensure secure attachment. Built-in teeth on either base accepts 4 1/"2 x 10" cleaning pads. Accepts any 15/16" diameter tapered (#2007) or acme-threaded handle (#2000)	
LFMO18 IMPACT MICROFIBER MOP FRAME BASE, FOR 18 INCH PAD, CASE/6	**IMPACT MICROFIBER MOP FRAME BASE** Constructed from lightweight steel; flat base prevents pooling when applying finish. Swivel bases attach to the wet or dry dust pads. All pieces of this system are stainless steel with orange accents. Bases attach to the wet or dust pads by new plastic teeth and can swivel to provide a greater range of use.	

LFSO100 IMPACT MICROFIBER MOP FRAME EXTENSION HANDLE, 40 TO 71 INCH, ORANGE/ALUMINUM, CASE/6	**IMPACT MICROFIBER MOP FRAME EXTENSION** Constructed from lightweight steel; flat base prevents. pooling when applying finish. Swivel bases attach to the wet or dry dust pads. All pieces of this system are stainless steel with orange accents. Bases attach to the wet or dust pads by new plastic teeth and can swivel to provide a greater range of use.	
LWBS18 IMPACT BLUE MICROFIBER SCRUBBER MOP, 18 INCH, CASE/12	**IMPACT BLUE MICROFIBER SCRUBBER MOP** A layer of microfiber for fluid retention makes it more bacteria resistant than traditional foam. Excellent launderability. Size: 18" L X 5" W.	
Amazon	**JOYMOOP Mop and Bucket with Wringer Set**, White Flat Squeeze Mop Bucket Set for Floor Cleaning, Hands Free Wet Dry Mop for Walls, 60" Mop with 4 Reusable Microfiber Pads **This is recommended for larger surface area cleaning jobs.**	

C. **PERSONAL PROTECTIVE EQUIPMENT (PPE):**

	Safety Glasses	

8211L IMPACT PRO-GUARD FLOCK LINED NITRILE GLOVE, LARGE, GREEN **8211M IMPACT PRO-GUARD FLOCK LINED NITRILE GLOVE, MEDIUM, GREEN** **8211S IMPACT PRO-GUARD FLOCK LINED NITRILE GLOVE, SMALL, GREEN**	Safety Gloves **8217L** IMPACT PRO-GUARD FLOCK LINED NITRILE GLOVE, LARGE, GREEN **8217XL IMPACT PRO-GUARD FLOCK LINED NITRILE GLOVE, X-LARGE, GREEN**	
7312B IMPACT PRO-GUARD RESPIRATOR N-95 RATED DUST MASK, BOX/20 **7314B IMPACT PRO-GUARD RESPIRATOR N-95 RATED DUST MASK, WITH EXHALATION VALVE, BOX/10**	N95 or KN95	

D. **PRODUCT - US:**

F4320146 **INTERCON BLUE PLANET HIOX, ALL PURPOSE CLEANER, 1 GAL, CASE/4**	**BLUE PLANET HIOX, ALL PURPOSE CLEANER** This superior cleaner and degreaser is for use on all types of hard surfaces. This environmentally friendly formula combines the power of peroxide, special detergents, penetrating, and soil lifting agents, as well as special ingredients to prevent soils from redepositing on surfaces for rinse free cleaning. This product is ideal for one-pass cleaning on all types of countertops, appliances, oven hoods, stainless steel, Formica®, plastic, fiberglass, rubber, and glass. It is easy to use - just spray on and wipe away: black heel marks on floors and baseboards, lipstick, pencil marks, ink, grease, oily finger smudges, food soils and many other problem soils.	
F4320171 INTERCON DAILY, NEUTRAL FLOOR CLEANER, ORANGE, 1 GAL, CASE/4	**DAILY, NEUTRAL FLOOR CLEANER** This concentrated cleaner is excellent for use on any surface not harmed by water alone. Its neutral pH formula will not dull, or damage finished floors. Combining high performance, controlled foaming, and a great orange fragrance, this product is ideal for daily floor cleaning. Use manually or in auto scrubbers for sparkling clean results.	

F4320190 INTERCON TURQUOISE 3, HOSPITAL GRADE ONE-STEP NEUTRAL DISINFECTANT, CLEAR BLUE, 1 GAL, CASE/4	**TURQUOISE 3** This product is a one-step neutral disinfectant that is effective against a broad spectrum of bacteria, is virucidal* (including HIV-1, HIV-2, HBV, and HCV) and inhibits the growth of mold and mildew and their odors when used as directed. This product, when used as directed, is formulated to disinfect the following hard nonporous inanimate environmental surfaces: floors, walls, metal surfaces, stainless steel surfaces, glazed porcelain, glazed ceramic tile, plastic surfaces, vanity tops, shower stalls, bathtubs, and cabinets. **Before use, read all label and directions for appropriate application.**	
F4320137 INTERCON PRIMO, MULTI-PURPOSE CLEANER/LAVENDER DEODORIZER, PURPLE, 1 GAL, CASE/4	**PRIMO, MULTI-PURPOSE CLEANER** This concentrated, water based multi-purpose cleaner offers the best of traditional “multi-purpose type” products in a cost effective, environmentally responsible formula. In addition, the superior cleaning capability and fresh lavender fragrance will leave surfaces sparkling clean and incredibly fresh. Clean and freshen in just one step.	
F4320115 FICCB-GP-04X1-0845 INTERCON SUREFOOT EZ, ENZYME FLOOR CLEANER, GREEN, 1 GAL	**SUREFOOT EZ** This new generation foaming cleaner, and degreaser is specifically designed for use on quarry tile floors. Utilizing the latest cleaning technology, SUREFOOT EZTM employs bioactive enzymes to digest oils and food soils without the use of harsh caustic chemicals. Its powerful surfactants and builders help penetrate the pores in quarry tile, terrazzo, marble, and grout, carrying the bioactive enzymes along to accelerate cleaning. As the bioactive enzymes digest food soils, they reduce odor caused by decay. Also, the bioactive enzymes reduce slippage as they digest the oils and greases that make quarry tile slick. As an added benefit, as excess SUREFOOT EZTM is flushed down the drain, the bioactive enzymes go to work on soils and greases present in the drain. Floors cleaned with SUREFOOT EZTM provide positive traction and result in a cleaner, safer work environment.	

PRODUCTS – CANADA

WL-CL-CA-EMH4-4, HP-OXI ALL PURPOSE CLEANER, CASE/4 L	**HP-OXI ALL PURPOSE CLEANER** This concentrated cleaner, and degreaser provides rinse free, one-pass cleaning on all types of hard, non-porous surfaces including countertops, appliances, oven hoods, stainless steel, plastic, fiberglass, rubber, glass, and so on. It was designed specifically to be environmentally safe and non-hazardous. It removes problem soils such as black heel marks on floors and baseboards, lipstick, pencil marks, ink, grease, oily finger smudges, food soils, and so on. (Replaces Blue Planet HIOX)	
CL-CA-MPC4-4, MULTI-PURPOSE CLEANER, CASE/4 L	**MULTI-PURPOSE CLEANER** Multi-Purpose Cleaner is a unique multi-purpose neutral cleaner, degreaser, and deodorizer. Its formula is based on natural extracts from orange and lemon peels. This highly concentrated, water-based product provides an effective and environmentally safe alternative to toxic, caustic, and solvent-based cleaning compounds. (Replaces Daily)	

CL-CA-BFC4-4, BIOLOGICAL FLOOR CLEANER & DEGREASER, CASE/4 L	**BIOLOGICAL FLOOR CLEANER & DEGREASER** Biological Floor Cleaner & Degreaser is a biological floor cleaner that is highly effective in penetrating porous floor surfaces to degrade and eliminate grease and other organic materials that may accumulate over time. Biological Floor Cleaner & Degreaser's microbial technology provides long term deep cleaning by removing embedded residual organic material found in pores, cracks, corners, and crevices. Biological Floor Cleaner & Degreaser produces enzymes that are specifically selected for the breakdown of the harder to degrade fatty acid components of grease. Continual use will improve the waste stream by creating a bio-film in all of the drains used, which will reduce organic build-up in drains and enhance any biological grease trap treatment. (Replaces Surefoot EZ)	

HO-CA-HSCD4-4, HOCL SURFACE CLEANER & DISINFECTANT, CASE/4 L	**HOCL SURFACE CLEANER & DISINFECTANT** Is an eco-friendly, multi-purpose cleaner and disinfectant. Manufactured in southern Ontario, HOCL Surface Cleaner & Disinfectant's no-rinse, no-residue disinfectant technology kills 99.9% of germs including bacteria, viruses, and fungi using pure and natural ingredients. It kills human coronavirus, listeria, E. coli, Salmonella, Clostridium difficile, and many more. It controls mold, mildew, and athlete's foot. After HOCL has completed its task, it breaks down to a saline solution. (Replaces BP HIOX)	

NOTE: OSHA requirement - Any and *ALL* containers must have appropriate chemical label for the contents within the container. Also, each chemical should have its own container and containers should never be reused with another chemical.

E. DETERMINING PRODUCT TO USE:

1. The answer on the correct product comes down to the floor type the mops are being used on. There are floor type options:
   - ✓ Medical Facilities – **Turquoise 3**, use 2 oz per gallon, this is a neutral cleaner disinfectant. Typically, medical facilities have waxed or specialty flooring that requires a neutral cleaner and medical facilities require a disinfectant. **HOCL Surface Cleaner & Disinfectant** (Canada) Ready to Use.

   - ✓ Office/Airports/Commercial Buildings – **Daily**, use 2 – 4 oz per gallon, this is a neutral cleaner that has a strong citrus scent. Typically, these types of buildings have solid floors made of Terrazzo, linoleum, wood, waxed flooring, rubber, or type of synthetic material that requires a neutral cleaner. **Multipurpose Cleaner** (Canada) 1:8 Light, 20-40 General.

- ✓ Others – **Primo or Hiox**. Both are good cleaners used at 2 – 8 oz per gallon depending on soil load, they will be good on quarry tile or glazed tile flooring found in restaurants or bathrooms. If the facility has specialty flooring use Daily or Turquoise 3 depending on the customer's needs / choice. **HP-OXI** (Canada) 12:1.

- ✓ **Surefoot EZ** can be used on Quarry tile floors at 1oz per gallon. **Biological Floor Cleaner & Degreaser** (Canada) 125:1.

F. **MOP VS MICROFIBER*:**

✓*Large heavy mop*
✓*Requires frequent changing of cleaning solution.*
✓*Labor intensive*
✓*High Chemical use*

- ✓ *Light and ergonomic*
- ✓ *Prevents dirty mop heads from contaminating cleaning solution.*
- ✓ *Dense, durable fibers reach into surface pores.*
- ✓ *Cost effective.*

(*UC Davis Study - https://archive.epa.gov/region9/waste/archive/web/pdf/mops.pdf)

G. **BENEFITS:**

- ✓ Microfiber materials removes up to 99% of bacteria on floors.
- ✓ Enhances safety in high traffic areas.
- ✓ Does a better job penetrating surface pores and removing dust particles.
- ✓ Clean, sanitary, and hygienic environment.

H. **SALES PITCH: Enviro-Master's Microfiber Floor Service**

Technician Sample:

Good morning, _____.

I just completed my weekly Sani-Service and if you have just a minute, would you like to inspect my work?

(NOTE: If manager/owner does not wish to visit restroom, proceed to narrative after step 6)

1. I maintain your air fresheners.
2. I manage and refill all your hand soap dispensers.
3. I clean or replace your urinal screens.
4. I sanitize and disinfect the toilets, sinks and urinals.
5. I apply a protective barrier to your toilet, sinks and urinals.
6. Finally, using an electrostatic sprayer I applied a hospital grade disinfectant.

While I was providing the weekly restroom service, I noticed that your floors are dusty, show dirt and water marks, and the corners have dirt and debris. If your employees are using a mop and bucket, the mop leaves the dirt and debris on the floors by moving it around and pushing it into the corners as well the mop harbors bacteria.

I can provide a microfiber floor service after providing the Sani-Service on your restroom floors. Providing this service will pick up dirt, dust, and bacteria as the microfiber technology is designed to specifically remove up to 99% of bacteria from your floors so customers do not track it throughout your facility.

By providing this service it will enhance the aesthetics of the restroom as well promotes a cleaner, healthier environment for your customers, and employees.

Do you see any reason you would not want to try the service today? I can easily add the service to your invoice today.

Operations Manager/CSM Sample:

Is _____ here or available, my name is _____ and I am the _____ with Enviro-Master Services, we sanitize, disinfect, and protect your restrooms!

Hello _____, I stopped in to perform a Quality Control check and see how our technician is doing:

- Do you know the day service is performed?
- Do you know your technicians name?
- How is the service going for you?

While performing the Quality Control check, I wanted to discuss Enviro-Master's Microfiber Floor service for your facility.

While I was quality controlling, I noticed that your floors are dusty, show dirt and water marks, and the corners have dirt and debris. If your employees are using a mop and bucket, the mop leaves the dirt and debris on the floors by moving it around and pushing it into the corners as well the mop harbors bacteria.

I can provide a microfiber floor service after providing the Sani-Service on your restroom floors. Providing this service will pick up dirt, dust, and bacteria as the microfiber technology is designed to specifically remove up to 99% of bacteria from your floors so customers do not track it throughout your facility.

By providing this service it will enhance the aesthetics of the restroom as well promotes a cleaner, healthier environment for your customers, and employees.

Do you see any reason you would not want to schedule the Microfiber Floor service on our service technicians' next visit?

I. **RECOMMENDED PRICING:**

1. Pricing: $5 and up per restroom floor.
2. Frequency: Weekly

J. **BILLING CODE(s):**

301 NR Bundle 1	Non-Restroom Sani and Microfiber Mop
302 NR Bundle 2	Non-Restroom Sani and Scrub
401 RR Bundle 1	Restroom Sani and Microfiber Mop
402 RR Bundle 2	Restroom Sani and Scrub
410 Microfiber	Microfiber Service

K. **PROCESS:**

1. If possible, it is recommended to use a "Caution wet floor" sign(s) at the entrance.

a. Customers may have signage that can be used while performing the Microfiber Floor service.

2. After choosing the chemical(s), dilute appropriately, fill your 32 oz spray bottle and be sure it is properly labeled and be sure it is part of the service kit contents.

   a. Always be sure to carry extra microfiber mop pads.

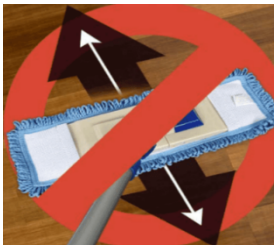
3. After completing the Sani-Service, place the microfiber mop pad on the base.

   - Spray chosen floor cleaner on the microfiber pad or lightly spray the floor.
   - Do not over wet the microfiber pad; it should not be dripping.
   - Adjust the mop handle to just below your chin.
   - Keep back straight.

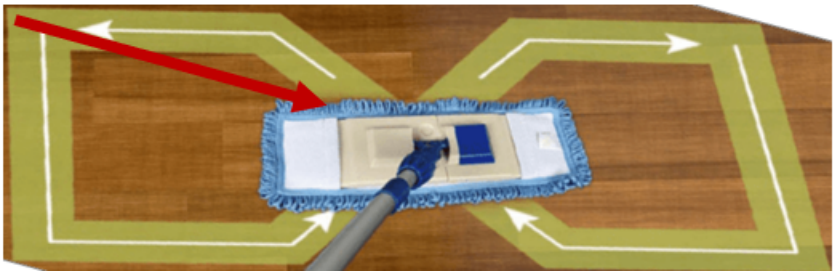
4. Begin mopping from the furthest point from exit point. This prevents leaving dirty footprints .

   a. Working your way backwards from the furthest point, making sure all areas have been cleaned.
   b. Detailing edges and corners.

5. Mop in a “Figure 8” motion.



   a. Do not mop back and forth.
   b. Mopping in a “Figure 8” motion keeps the same leading edge (RED Arrow) throughout the process of mopping so that nothing is left behind and pull dirt, debris, etc., from corners and where wall meets floor.



6. It is recommended to change the microfiber mop head per customer.

   a. Prevents cross contamination.

b. It is more hygienic.

7. When finished, remove the microfiber mop from the frame base.

   a. This should be done with gloves on due to the dirt, debris, germs, and bacteria on the microfiber mop.

   b. Place the microfiber mop head in appropriate container and be sure the container is not closed tightly allowing air flow and ventilation.

      1. Upon returning to office/warehouse, place the microfiber mops in the appropriate container as designated by management so they can be washed.

8. If the floor is not completely dry leave the "caution wet floor" sign allowing the area to completely dry.

L. LAUNDERING – Guidance and Tips:

1. Always follow the guidance and process that is provided by your operations manager, supervisor, or owner at your location.

If assisting with washing at the local locations warehouse:

2. It is recommended to **wash Microfiber Mops separate** from the microfiber towels used in Sani-Service or other services.
3. **Wash with a gentle detergent in hot water**.
4. They should **NEVER** be washed **with bleach or fabric softener**.
5. **Dry on low heat** as temperatures above 140 degrees and dryer sheets can damage the microfibers.

M. **MARKETING MATERIAL:**

1. The “MicroMax Microfiber Floor Service” flyer is available on the Enviro Store.
2. You will be able to input your local franchise contact information to be printed on the flyer when ordering.
3. ENVIRO STORE VENDOR: AUSTIN PRINT

N. **SDS Sheet(s): Located on Enviro-Master’s website –** https://enviro-master.com/

CHAPTER 33 RESTORE, PROTECT, MAINTAIN (RPM) WINDOW SERVICE

A. INTRODUCTION:

The Enviro-Master Restore, Protect and Maintain (RPM) Window Service is an added core service for the brand. This service process is consistent with the core process of Enviro-Master's Sani-Service provided in restrooms and can be provided with a frequency consistent with the Enviro-Master Scrub service or as the customer requests.

B. EQUIPMENT:

Item Code	Item Description	Picture of Item	Notes
Local Store	Walnut Shell Medium Abrasion Pad		Used on window and other surfaces without scratching or damaging
Local Store	Howard 210493 Steel Wool, Grade 0000, 8Pk		Used on window and other surfaces without scratching or damaging.
NS450 18" GREEN WASHER SLEEVE 10/CASE	Microfiber washer sleeve with scrub pad and hook and loop fastening. Can absorb up to six times its weight. Scrub pad provides extra cleaning power. Wash Cycles: 500 - 18"/45 CM		Use for **"REPEL" only** and recommend to have more.
BS450 18" BLACK WASHER SLEEVE 10/CASE	The Black Series window tools have new, powerful features, real product improvements that will pay off noticeably in your everyday work. In addition, the black series features a modern, striking design that visibly reflects the exclusivity of this series.		Use for **"PRO15" only**, recommend to have extras.

	20% higher water absorption than standard microfiber sleeves. Power microfiber sleeve with scrubbing pad for ultimate cleaning power. Machine washable & tumble dry.18”/45 CM.		
	Microfiber sleeve holds more water than conventional materials. Simple design with self-adhesive strap closure ensures the sleeve stays in place. Durable, reinforced seams make it washable up to 500 times.		Used for **“Clean Water.”**
WS450 18" WHITE WASHER SLEEVE 10/CASE	Standard strip washer sleeve made with plush, woven synthetic fabric with hook and loop fastening. Reinforced zigzag stitched ends ensure long life. Excellent for cleaning windows, screens, and dusting. 18"/45 CM		Use for **“Limescale Remover” or “Invisible Shield Cleaner & Restorer” (Nuclear Option)**
PLK00 Unger Pro Window Cleaning Kit - Impact	This kit is perfect for professionals or homeowners alike, those with lots of experience or none. Made up of professional grade tools for long life even with heavy everyday use, this kit will last and make you look like a professional while you work. The squeegees and washer are the right size for most residential or commercial windows. They are an easy size to use for those new to window cleaning.		This kit includes the following items: (1) 14-inch stainless steel “S” squeegee channel (1) 18-inch stainless steel “S” squeegee channel (1) Pro Stainless Steel squeegee handle (1) 18-inch Original Strip Washer complete (1) ProTrim10 window scraper (1) large sponge

			(1) OptiLoc 8 foot 2-section aluminum extension pole
QB220 18" PRO BUCKET 5/CASE **QB080 BUCKET LID 5/CASE** **QB060 18" BUCKET SIEVE 5/CASE**	Heavy duty bucket with ergonomic handle. Holds over 6 gallons of liquid and 18″ T-bar. Includes measuring units, large footprint for increased stability, and rounded pour spouts on 2 corners for easy emptying. 6 gal/28 Liter	 	Recommend 3 with lids: **BUCKET:** Heavy duty bucket with ergonomic handle. Holds over 6 gallons of liquid and 18″ T-bar. Includes measuring units, large footprint for increased stability, and rounded pour spouts on 2 corners for easy emptying. 6 gal/28 Liter **LID:** Sturdy Snap-On lid for Pro Bucket. Notched tabs lock the handle into an upright position when the lid is in place. The inner seal provides splash and leak protection. Removes easily using tabs on each corner. Gray Plastic Material **SIEVE:** Bucket sieve for wringing out washers. Features a chemical-resistant coating. Can wring out up to an 18” washer. Steel Material.
PNP915107O, 16X16 MICROFIBER CLOTH, ORANGE, 5 DOZEN	Microfiber Towels		Recommended “orange” to distinguish from microfiber colors used in Sani-Service

Local Store	All Purpose Drop Cloth – Recommended		Used to protect cement and other surfaces

C. REQUIRED PERSONAL PROTECTIVE EQUIPMENT (PPE):

As a health and safety company it is imperative that the employees who will be performing this service be trained in product knowledge, personal protective equipment, and the RPM window process. This training should coincide with the RPM Window course in the new LMS, in field training and/or a copy of the SOP process. **NOTE:** It is also recommended to update SDS books in vehicles and warehouses with the new product SDS sheets.

Item Description	Picture of Item	Notes/Item from Enviro Store
MSC56142888 UVEX SAFETY GLASSES, CLEAR LENSES		Safety Glasses
75006011 PRIME SOURCE BASICS VINYL GLOVES, POWDER FREE, XL **75006010 PRIME SOURCE BASICS VINYL GLOVES, POWDER FREE, LARGE** **75006009 PRIME SOURCE BASICS VINYL GLOVES, POWDER FREE, MEDIUM** **75006008 PRIME SOURCE BASICS VINYL GLOVES, POWDER FREE, SMALL**	 	Gloves – Can be white or black. (The Enviro Store codes to the left are for the clear gloves - only.)

D. **PRODUCT:**

Item Description	Picture of Item	Notes/Item from Enviro Store
Unelko Limescale Remover Limescale Remover is a unique biodegradable chemistry that effectively removes limescale, calcium, hard water minerals, soap scum and body oils without the need for aggressive scrubbing.		**40881 LIME SCALE REMOVER 32 OZ 12/CASE*RTU* 40898 LIME SCALE REMOVER, 5 GAL**
Unelko Invisible Shield® Pre-Cleaner/Restorer It is an effective acid based liquid Pre-Cleaner and Restorer for all types of glass and other surfaces. It cuts through heavy stains and build up, cleans, degreases, and descales older/stained glass prior to application of the Invisible Shield Glass & Surface Coatings. The product is a high-performance restoration material designed for versatile applications including the cleaning/restoration of all glass, porcelain, ceramics, stainless steel, aluminum, laminates, and plastics.		**40932 INVISIBLE SHIELD PRE-CLEANER + LIQUID RESTORER CONCENTRATE 1 GAL 4/CASE**

Unelko Glass Scrub® Stain Remover & Restorer A mildly abrasive cream cleanser that safely and effectively removes buildup of hard water minerals, rust, dirt, lime-scale, soap scum & other unsightly stains without scratching or dulling the surface. Safe & easy to use on all interior/ exterior glass including shower enclosures, windows, mirrors, toughened glass, facades, curtain walls, solar panels, skylights & more! Glass Scrub restores glass to its "like new" appearance eliminating the need for harsh chemicals and abrasives. Glass Scrub is non-flammable, non-toxic to users and is earth safe.		**29999 GLASS SCRUB WATER SPOT AND STAIN REMOVER (CREAM CLEANSER) 16 OZ 12/CASE *RTU***
Unelko Invisible Shield® Surface Protectant, Pro15 Long-lasting "invisible" nano-scale barrier coating SEALS, POLISHES & PROTECTS glass, porcelain & ceramics… glass shower doors & enclosures, porcelain sinks & bathtubs, and ceramic tile walls & counters. Instantly repels water, soil & stains for easier next-time cleaning. **Keeps surfaces like new – dramatically reduces the adhesion and buildup of hard water minerals, soap scum, rust & lime scale… for easy removal & improved clarity of glass.**		**54222 INVISIBLE SHIELD PRO 15 GLASS & SURFACE COATING "READY TO USE" 32 OZ 12/CASE**

Unelko REPEL™ Glass & Surface Cleaner- 2 in 1 Technology **The world's first "Dual Action" glass & surface cleaner & protectant utilizing new 3D Nano-coat technology! REPEL cleans glass to a streak free shine & simultaneously protects glass and other surfaces with a water, soil & stain resistant "nano- scale barrier" coating that dramatically reduces the adhesion & buildup of soil & grime for easier cleaning! It repels hard water spots, oil, grime, dust, fingerprints, smudges, soap scum and mineral stains on all glass including shower doors, glass facades, windows, mirrors, tables, partitions, toughened glass, laminates, sand blasted glass, solar panels & many more hard surfaces. Repel makes glass almost self-cleaning! This storage-stable, solvent-free spray & wipe product is non-toxic to users and is earth safe.**		**77709 REPEL ENHANCED GLASS & SURFACE CLEANER 32 OZ 12/CASE*RTU* 75050 REPEL ENHANCED GLASS & SURFACE CLEANER, 5 GAL**

NOTE: OSHA requirement - Any and *ALL* containers must have appropriate chemical label for the contents within the container. Also, each chemical should have its own container and containers should never be reused with another chemical chemical and all labels should be carefully followed for use – "label is the law."

E. **GLASS WINDOW INSTALL PROCESS:**

It is highly recommended to have a separate service kit for the RPM Window Service Technician. It is ergonomically efficient so that chemicals can be placed in the lower portion, all microfiber towels, scrubbers, scrubber handles can be placed in the middle portion and Steel Wool, Brushes, Squeegees, Walnut Pads, etc. can be placed in top portion.

IMPORTANT – IT IS NOT RECOMMENDED TO USE LADDERS TO PERFORM SERVICE

1. **Equipment** - what is recommended to perform the service:

   a. Personal Protective Equipment – Safety glasses and gloves.

   b. Two (2) buckets, with lids.

   c. Three (3) performance grip window cleaner scrubber, distinct colors.

   d. Three (3) or more window cleaner scrubber refills, especially extra white ones.

      1. **WHITE**, **BLACK/GRAY**, and **BLUE** scrubber refills.
      2. Recommended: ***always*** carry extra in the event windows are dirty and scrubber refills become heavily soiled.

   e. Orange Microfiber Towels – to wipe down glass, sills, and equipment as needed.

f. Squeegee.

g. Sponge – Yellow/Green.

h. Scraper.

i. Bag of 0000 Steel Wool and/or walnut pads.

j. Telescopic poles, microfiber mop handle with mop head, and tools described above.

k. Chemicals – Invisible Shield Pre-Cleaner & Restorer, Glass Scrub, PRO15.

l. Drop cloth, if needed.

(**Note**: the product dripping may leave markings on cement and floors, be sure to wipe up excess water and use drop cloth as needed.)

2. **Arrival at Customer:**

1. **Parking** - around the side or back of customer location, if possible, such that patrons will not see your vehicle or be inconvenienced by same. NEVER cause Enviro-Master customers any inconvenience. All service kits or containers (e.g., soap, emulsion, etc.) brought onto a customer's premises **must be wiped down, look clean and be properly labeled – again, EVERYTHING about the Technician's appearance and equipment reflect upon the Enviro-Master hygiene image**.

2. **Identify your arrival on premises.**

a. **Always** identify your arrival on the premises by speaking with the owner or manager before beginning the service.

b. If neither is there, make your presence known to every employee you see.

1. Always smile, be friendly, and identify yourself when greeting the customer or their employees.
2. This ensures the customer, and its employees, know you are servicing their account and gives them a sense of arrival time.

3. ***Access "invoice" on your phone and "arrive" at the stop.*** This is important as it will record the time you started at the stop and when closing the ticket upon completion of work, it will time stamp when you finished. This helps when a customer calls and says, "technician was only here for a few minutes." This allows the office/owner to confirm the service was performed in the recommended amount of time and enough time was spent in performing service.

Put on all appropriate PPE – Personal Protective Equipment and lay drop cloth if necessary.

3. **Inspect/Prep** – notice any blemishes, dirtiness of windowsills, corners with cobwebs and stickers on glass.

a. Brush material off windows and sills. IT IS EASIER TO REMOVE COBWEBS, DUST, DIRT WHEN DRY THEN TO REMOVE WET – ALWAYS DO FIRST!!!

b. Remove any tape, stickers, etc., that may be stuck to the window.

1. Scraper Usage Pro 10 Tips

a. The Unger ProTrim10 Scraper is handy for stuck on debris, but any window scraper requires caution to use safely.

b. Keep these tips in mind when working with the scraper:

1. **CAUTION sharp blade:** Window scrapers have razor sharp blades. Be careful while using a window scraper.
2. **Beware of Tempered Glass:** Never use a window scraper on tempered glass, because of the manufacturing process for tempered glass, a scraper blade will leave scratches. Sometimes these scratches may not even be visible for an hour or more after cleaning.
3. **Assess a small area:** Always test the scraper in a small, inconspicuous spot on the window to make sure it is safe. Remember, some scratches may not appear right away.

4. **Inspect your scraper:** Always inspect your scraper before use. Make sure there are no rust spots, chips, or bends in the blade before starting.
5. **Wet the window:** Always keep the window wet while scraping.
6. **Scrape in a forward motion:** Only scrape moving the scraper forward, like a plow. Side-to-side scraping or pulling the blade backwards can cause scratches.

4. **Determining Window Stain Level and Product to Use Guidance – Outside & Inside**

The products that are used in the step 1 process are: Limescale Remover, Invisible Shield Cleaner & Restorer (Nuclear), and Glass Scrub.

These products will be used in assisting with removing stains, buildup, calcium, etc.

a. Determine the degree of soiling to determine the strength of cleaning agent.

1. Test on worst stain to assess for dilution and correct cleaning agent to use.
2. Find small corner, test with expected concentration dilution.
3. If the stain is not resolved, move to higher concentration.

b. **Heavy Soil Level** – **Invisible Shield Cleaner & Restorer (this is the NUCLEAR approach) – WHITE Microfiber Scrubber**

(Note: Invisible Shield Cleaner & Restorer is an acid based cleaner, so be careful using it and DO NOT let sit on metal or painted surfaces – wipe immediately.)

IMPORTANT – This chemical should be stored in the warehouse with other corrosives and approximately 20' away from oxidizers. (Always read the SDS sheets for storing temperatures and hazard precautions)

1. RTU if extremely bad
2. Mix – Add 2” water to bucket with X pre cleaner (X = determined product)
    1. Really bad – 1:1
    2. Heavy, but not bad – 1:4

c. **Medium Soil Level** – Limescale Remover or Glass Scrub (spot clean with wet microfiber towel) – White Microfiber Scrubber.

1. RTU (Ready to Use) in bucket

d. **Light Soil Level** – Limescale Remover or Glass Scrub (spot clean with wet microfiber towel) - White Microfiber Scrubber

1. Dilution - 1:1 in bucket

5. **The Process – Initial Restoring of the glass windows, first visit:**

STEP #1 – RESTORE.

a. If using ***Invisible Shield Pre-Cleaner*** (Nuclear)

1. FILL bucket with water ONLY fill 2”- 3” inches of water and appropriate dilution of Invisible Shield Pre-cleaner & Restorer based off assessment of window soil level, just enough to submerge **WHITE** window cleaner scrubber.

2. Dip the **WHITE** window scrubber into the solution.
3. Remove excess solution from **WHITE** window scrubber by running hand down the window cleaner scrubber into bucket. (Be sure to wear gloves).
4. Apply, start at the top and work your way down the glass, up and down motion or back and forth making sure to apply into the corners of the windows and covering the glass completely.
5. Scrub windows with a “Walnut pad, Green/Yellow Sponge or “0000 Steel Wool” to remove heavier soils.

   a. Walnut pad could be attached to microfiber mop handle head to scrub windows that are tall without using a ladder.

6. Squeegee - window(s) dry by taking the squeegee, start in upper left corner, and work your way down, removing the solution from the window with the squeegee.

7. Wipe down the sill and surrounding areas of the window dry with orange microfiber towel of excess solution.

b. If using ***Limescale Remover, RTU*** – Ready to use.

1. FILL bucket with water ONLY fill 2"- 3" inches of water and 2 – 3 ounces of Limescale Remover or based off assessment of window soil level, just enough to submerge **WHITE** window cleaner scrubber.

2. Dip the **WHITE** window scrubber into the solution.

3. Remove excess solution from **WHITE** window scrubber by running hand down the window cleaner scrubber into bucket. (Be sure to wear gloves)

4. Apply, start at the top and work your way down the glass in an "S" formation, up and down motion or back and forth making sure to apply into the corners of the windows and covering the glass completely.

5. Scrub windows with a "Walnut pad, Green/Yellow Sponge or "0000 Steel Wool" to remove heavier soils.

   a. Walnut pad could be attached to microfiber mop handle head to scrub windows that are tall without using a ladder.

6. Squeegee - window(s) dry by taking the squeegee, start in upper left corner, and work your way down, removing the solution from the window with the squeegee.

NOTE: DO NOT allow the windows to dry whether using Invisible Shield Clean & Restorer or Limescale Remover.

NOTE: Glass Scrub is *ONLY* used for tough spots on windows with a wet microfiber towel.

7. Wipe down the sill and surrounding areas of the window dry with orange microfiber towel of excess solution.

8. **IMPORTANT: PAUSE** - stains may not fully go away. If you cannot fully remove stain(s) do not Invisible Shield PRO 15.

    a. Make sure all options have been tried to remove stain(s).
    b. If this is the best state of the glass:

Discuss/show to owner/manager and make sure they are aware the glass is extremely degraded, stain(s) are not being removed and are they good with the window being sealed.

If the owner/manager agrees – move to Step 2 – Protect (Invisible Shield – PRO 15).

c. **REMINDERS/TIPS:**

1. If glass is heavily stained you may need to repeat the above process several times to remove as much of the staining, calcium, dirt as possible.

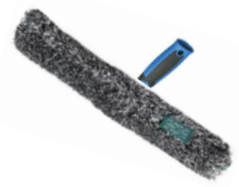
2. Also, during the process, you may need to change the soiled water regularly – **DO NOT CLEAN with dirty water.**

3. Use:

    a. **WHITE** window cleaner scrubber - for the Limescale Remover or Invisible-Shield Clean & Restorer (**RESTORE**).
    b. **BLACK/GRAY** window cleaner scrubber for the Invisible Shield Pro15 (**PROTECT**).
    c. **BLUE** window cleaner scrubber for the clean water rinse.
    d. **GREEN** window cleaner scrubber for the Repel (**MAINTAIN**).

4. **Winter** – chemicals can freeze due to being mixed with water – use a little bit of alcohol to avoid freezing.

STEP #2 - PROTECT/(SEAL -



1. Apply PRO15 - Take **BLACK/GRAY** window cleaner scrubber, squirt/apply a line of Invisible Shield PRO15 to the window cleaner scrubber – back and forth 3 times straight line and on the fourth (4) do in a squiggly “S” on the scrubber.

    a. Take the treated side of the scrubber and apply to window or using microfiber cleaning extendable pole and start at the top of the window, up and down, then left to right making sure all the window is covered.

b. *Let the solution dry, and the window should look hazed.*

3. Rinse with **BLUE** window cleaner scrubber and the clean water bucket.

   a. Dip the **BLUE** window cleaner scrubber in the clean water bucket.
   b. Remove excess solution from **BLUE** window scrubber by running hand down the window cleaner scrubber into bucket. (Be sure to wear gloves)
   c. The water should bead on glass and run down the window.

4. Squeegee excess off glass – using top to bottom, upside down "L," or upside-down horseshoe.

5. Wipe down the sill and surrounding areas of the window dry with orange microfiber towel.

6. Inspect - step Back and Inspect for hot spots.

   a. Look top to bottom and from different angles.
      1. When looking from inside use sky as a background.

   b. When looking from outside find a neutral color as background.
      1. Spot treat as needed with steel wool and/or limescale remover.
      2. Wipe frame and sill with orange microfiber towel.

INSIDE WINDOWS: Interior surface of windows follows the above Step #1 – Restore and Step #3 Maintain

NOTE: The Black/Gray washer scrubber sleeve does not need to be washed as the alcohol evaporates off the sleeve so it can be placed in a bag and reused by just applying PRO15 for all window installation jobs.

Always leave the area clean and neat.

NOTE: If the solutions in the buckets are not extremely dirty you may use the covers to cover the buckets and use the solutions at the next location. Once the solutions become dirty, do not dump the solution on plants, planters, or shrub beds. It is advised to dump the solution(s) down a toilet, sink or by the curb.

7. Upon Completion of Service – ask manager/owner to inspect your work. At this time, you can show the manager/owner the dollar bill trick showing how easily it will side over the restored glass and have them sign your invoice and handheld and close ticket.

RETURN SERVICE VISIT - MAINTAIN (REPEL) – is every service after the initial installation service. Use the **GREEN** window cleaner scrubber for the Repel (**MAINTAIN**). *ALWAYS* carry Invisible Shield Pre-Cleaner & Restorer, Limescale Remover and Glass Scrub, in case the windows have buildup – most of the time on the return visit(s), you will just need to use REPEL.

1. Repel is used on the next (second) visit, as this is the Maintenance step.

   a. Prep bucket with Repel – 2" – 3" of water and approximately 3oz of Repel.

   b. Dip **Green** window scrubber into bucket, remove excess liquid by running hand down the window cleaner scrubber pushing excess into bucket. (Be sure to wear gloves).

   c. Apply to window top to bottom, left to right, making sure to cover the entire glass surface.

   d. Squeegee window clean – left to right, working from top to bottom.

   e. Wipe using orange microfiber towel wipe all edges clean.

   f. Inspect:

      1. Look top to bottom and from different angles.

         a. When looking from inside use sky as a background.

      2. When looking from outside find a neutral color as background.

         a. Spot treat as needed with steel wool and/or limescale remover.

      3. Wipe frame and sill with orange microfiber towel.

   g. Clean Up:

1. If you have more RPM Window jobs to service, securely place cover on buckets and be sure it is secured in vehicle. If RPM Window jobs are completed for the day, dump buckets by curb, will evaporate – **DO NOT** pour on plants or planters.

2. Make sure to have the owner/manager inspect and sign invoice.

3. Double check you have all equipment and load it back into the vehicle.

Always leave the area clean and neat.

NOTE: Please be sure to wash the Orange Window Treatment microfiber towels separately from the microfiber towels used in Sani-Service.

h. Upon Completion of Service – ask manager/owner to inspect your work and have them sign your invoice and handheld and close ticket.

WINTER TIP!!

Repel, Limescale Remover and Precleaner are water based products. To avoid freezing add 3% to 8% Isopropyl Alcohol to the product.
Example: 32oz add 2 to 3 ounces of Isopropyl Alcohol
PRO15 is alcohol based and WILL NOT freeze.

F. LAUNDERING MICROFIBER TOWELS/SQUEEGEE CARE PRO TIPS:

6. It is recommended to wash Microfiber Mops separate from the microfiber towels used in Sani-Service or other services.
7. Wash with a gentle detergent in hot water.
8. They should NEVER be washed with bleach or fabric softener.
9. Dry on low heat as temperatures above 140 degrees and dryer sheets can damage the microfibers.

a. **Squeegee Care Pro Tip**

Be careful when storing squeegees. For the longest squeegee rubber life, make sure it is stored in a cool, dry place, away from direct sunlight. Also, make sure the rubber blade is not stored rubbing against anything. This may nick or distort the squeegee's precise cleaning edge.

This pro squeegee has replacement rubber available if the cleaning edge gets damaged or if the rubber starts to wear out. See the related items below.

b. Washer Care Tips

The professional grade washer sleeves (Green, White, and Blue) will last for numerous cleanings but be sure not to wash it in a machine that uses fabric softener. This can cause streaks on windows. Washer sleeves can be easily washed by hand with just water or a mild dish soap. If the washer sleeve starts to get musty, you can clean it with vinegar.

NOTE: The Black/Gray washer scrubber sleeve does not need to be washed as the alcohol evaporates off the sleeve so it can be placed in a bag and reused by just applying PRO15 for all window installation jobs.

G. **COMPETITORS/CUSTOMER PROSPECT SUGGESTION:**

Performing research and creating documentation as to competitors can provide information as to pricing within the market area of your franchise, and potential customer prospects.

1. Possible Competitors:

    a. Window cleaning companies
    b. Window sale companies
    c. Bath and Shower companies
    d. Glass Restoration and Repair
    e. Automotive – tinting
    d. Window Treatment businesses
    e. Window Screening businesses

2. Possible Prospects:
    a. Restaurants
    b. Automotive
    c. Businesses – in strip malls
    d. Fitness facilities
    e. Industrial facilities
    f. Any facility with windows!

H. **BENEFITS:**

1. **Invisible Shield PRO 15 Product Benefit:** glass is porous and becomes damaged and degraded, over time, from saltwater, acid rain, and calcium which allows glass surface to stain and soil to build up on the glass. After the initial cleaning of the window surface using Limescale Remove, Invisible Shield Pre-cleaner, and/or the Glass Scrub products the Invisible Shield Pro 15 provides protection to glass they way Sani-Shield protects the surface of porcelain fixtures.

2. This product is versatile and has unlimited potential that could set the world standard for cleaning quality, durability, and performance. Invisible Shield Pro 15 protects surfaces from mineral and soil buildup providing protection on surfaces for easier cleaning and maintenance.

   a. We do not clean glass, we **RESTORE** glass – remove buildup, staining, to like new.
   b. The we **PROTECT** the glass with a nano shield protection to repel damage and degradation.
   c. Then we **MAINTAIN** with each service by refreshing the protection – "We make glass better!"
   d. We are "reliable, uniformed, insured, and have brand recognition."

√ Durable Nano-Protective Technologies
√ Repels Water, Soil & Stains
√ Protects Surfaces for Easier Cleaning and Maintenance
√ Prevents Mineral & Soil build-up.
√ Improves Appearance
√ Keeps Surfaces Sanitary
√ Saves Time, Labor & Chemicals
√ User Safe & Environmentally Compliant
√ Improves Scratch Resistance up to 92.9%

I. VIDEOS:

1. **Unger training videos:**
   a. Understanding the Unger tools - https://youtu.be/XMFfMy6G0WY
   b. Using Unger tools technique - https://youtu.be/F4B6FGw0E4o

J. ROUTING RECOMMENDATION AND BILLING CODES:

1. **Billing Codes:**

470 RPM Window Treatment	RPM Window Treatment

2. **Timing Consideration of Servicing Windows:**

   a. DO NOT perform window cleaning service in direct sunlight, products applied to window will dry too fast. (If you put just water on the glass and it evaporates or dries quickly, it is too hot to perform this service.)
   b. Services should be performed in the morning hours up to early afternoon and later in the day if there is no direct sunlight.

3. **Routing/Frequency Recommendations:**

   a. The long-term goal is to create an RPM Window Cleaning route.
   b. Depending on the customer(s), this service will be performed on either a bi-weekly or monthly (every 4 weeks) basis or as agreed upon with the customer.
   c. Initial accounts sold - it is recommended to place these accounts on Scrub routes till enough accounts are sold to build an entire route.

K. SAMPLE SALES PITCH: Restore, Protect, Maintain Window Service

Good morning, _____.

Is _____ here or available, my name is _____ and I am the_____with Enviro-Master Services, we sanitize, disinfect, and protect your restrooms!

Hello _____, I stopped in to perform a Quality Control check and see how our technician is doing:

- Do you know the day service is performed?
- Do you know your technicians name?
- How is the service going for you?

While performing the Quality Control check, I wanted to discuss Enviro-Masters Restore, Protect, (RPM) Maintain Window service for your facility.

- Do you currently have someone who cleans the windows of your facility?
- Are they dependable and consistent?
- Is this an area of concern?

Enviro-Master is partnering with our customers; helping improve your facilities' appearance inside and outside, all while saving you time and money.

Did you know windows are porous and over time deteriorate and become damaged by hard water, dirt, and debris? Dust and dirt collect on windows and can etch into the glass causing damage eventually requiring replacement. Dirty windows can also:

- Reduce the image of your business.
- Reduce air quality.
- Reduce energy efficiency.

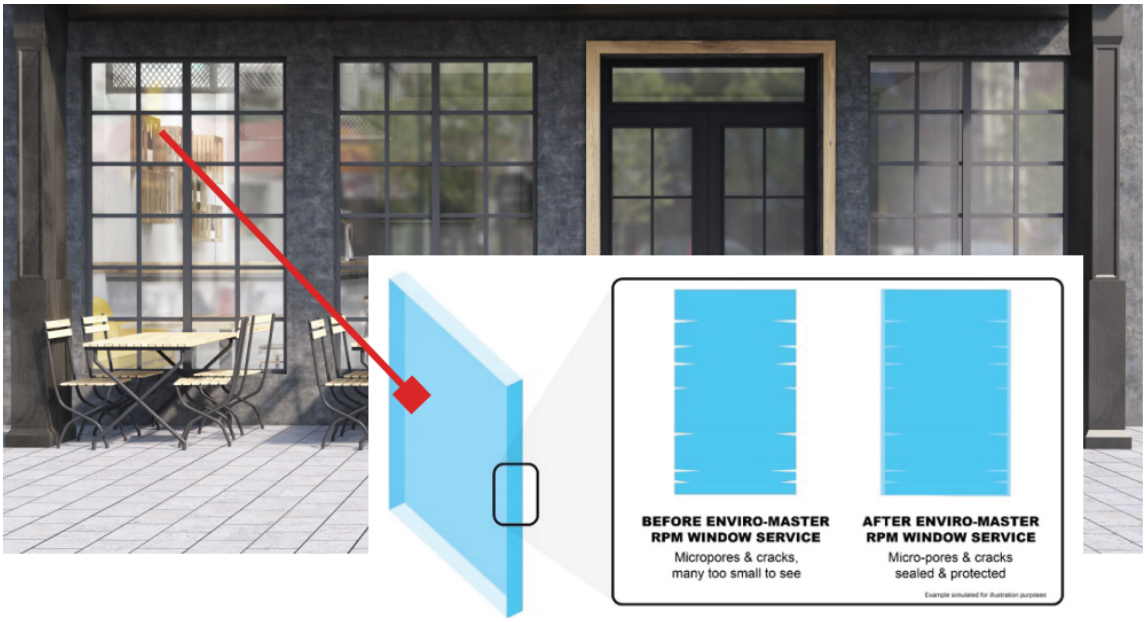
We want to protect you by protecting your employees, customers, and your business all while providing a clean, sanitary experience for your customers and employees as well. Our RPM Technician is professionally trained.

1. Our RPM (Restore, Protect, Maintain) Service uses specialized products that will help restore glass, by removing hard water, dirt, and debris. Then protect the glass from those same contaminants and then we maintain that level from consistent reliable visits.

2. We use products that are superior and specifically created to safely remove buildup and restore glass panes to like new.

3. By restoring, protecting, and maintaining the glass it will:

    a. Keep your windows looking great for years to come.
    b. Prevent window deterioration and extends window longevity.
    c. Boost curb appeal.
    d. Let in more light.
    e. Protect indoor air quality.
    f. And MOST of all – saves YOUR time from cleaning the windows yourself!



Our RPM Service does the things independent providers cannot do.

- We are reliable.
- Provides peace of mind with Scheduled Visits – no need to wonder when someone will be back!
- Quality service.
- Insured.

Do you see any reason you would not want to schedule the RPM service?

L. **RECOMMENDED PRICING:**

1. **First initial service consider upcharge of 300% on initial pricing.**

2. **Window Pricing – Initial Install Service – 1.00 sq. ft**

Two ways:

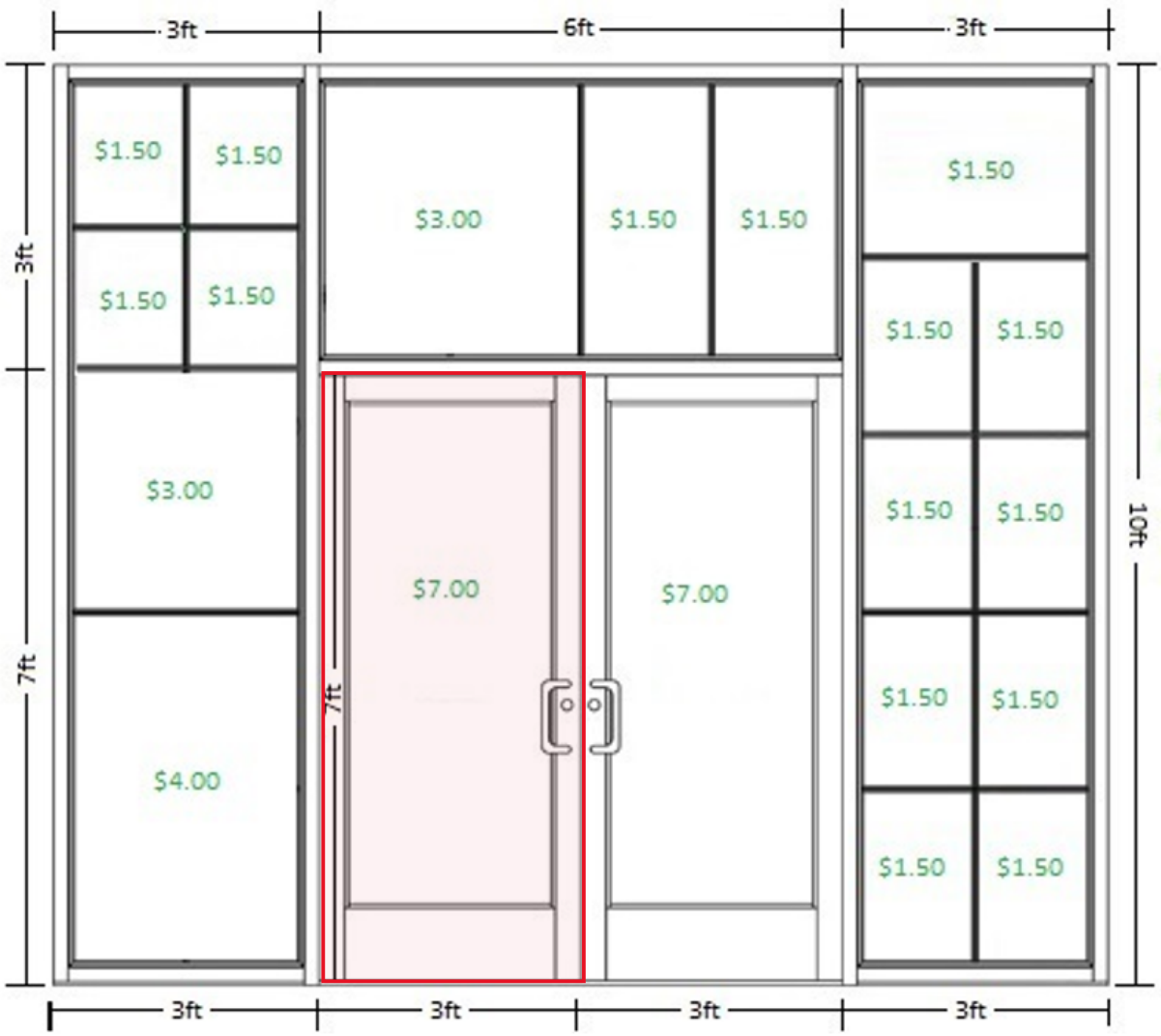
1. Per window pricing
   - The price per window is based off the price to clean windows on doors.
   - Doors are the most consistent measurement
2. Square Foot pricing
   - At $0.35/sqft

Both sides of windows			
Size by Foot	price	Doors	
3x3	$ 3.00	Mostly Glass	$ 7.00
3x3 mullions	$ 1.50	Half glass	$ 3.50
4x4	$ 5.50		
4x4 mullions	$ 2.00		
5x5	$ 8.75		
5x5 mullions	$ 2.50		

Mullions are based on ft x ft section and are the charge per section. Anything over the listed should be counted as a single window.

Sq. Feet	Price	Sq. Feet	Price
50	$ 18.00	900	$ 315.00
100	$ 35.00	950	$ 333.00
150	$ 53.00	1000	$ 350.00
200	$ 70.00	1050	$ 368.00
250	$ 88.00	1100	$ 385.00
300	$ 105.00	1150	$ 403.00
350	$ 123.00	1200	$ 420.00
400	$ 140.00	1250	$ 438.00
450	$ 158.00	1300	$ 455.00
500	$ 175.00	1350	$ 473.00
550	$ 193.00	1400	$ 490.00
600	$ 210.00	1450	$ 508.00
650	$ 228.00	1500	$ 525.00
700	$ 245.00	1550	$ 543.00
750	$ 263.00	1600	$ 560.00
800	$ 280.00	1650	$ 578.00
850	$ 298.00	1700	$ 595.00

*All pricing listed includes both sides and windowsill cleaning



a. Suggestion: Instead of using a measuring tape, use the dimension of the door 3' X 7' (outlined in red above) to price. Usually, a larger window will be the size of two (2) doors. Using the door whether vertical or horizontal - how many doors are there for the specific job being quoted, then multiply by $7.

Example: the above picture has approximately 6 doors X $7 = $42. This includes both sides of the windows.

M. **MARKETING MATERIAL:**

1. The “Restore, Protect, Maintain Window Service” flyer is available on the Enviro Store.
2. You will be able to input your local franchise contact information to be printed on the flyer when ordering.
3. ENVIRO STORE VENDOR: AUSTIN PRINT

N. **SDS Sheet(s):** **Located on Enviro-Master’s website –** https://enviro-master.com/

CHAPTER 34 SANI-POD ENVIRONMENTAL HEALTH SERVICE

A. INTRODUCTION:

Sani-Pod is a revolutionary sanitary solution approach to sanitary products. The innovative design enhances the restroom experience as well provides an increased sanitary environment. This sanitary solution provides a touch-free and manual solution for feminine products.

B. EQUIPMENT:

Local Hardware Store	Drill	
Local Hardware Store	Drill Bits – make sure to have a variety to drill tile, cement, wall board, etc.	
Local Hardware Store	Screws & Anchors	
LFK450 IMPACT, RED **PNP915107R, 16X16 MICROFIBER CLOTH, RED, 5 DOZEN (MONARCH BRANDS)**	Microfiber Towels	

C. PERSONAL PROTECTIVE EQUIPMENT (PPE):

MSC56142888 UVEX SAFETY GLASSES, CLEAR LENSES	**Safety Glasses**	
8211L IMPACT PRO-GUARD NITRILE GREEN GLOVES, XL, UNLINED **8211M IMPACT PRO-GUARD NITRILE GREEN GLOVES, M, UNLINED** **8211S IMPACT PRO-GUARD NITRILE GREEN GLOVES, S, UNLINED** **8217L IMPACT PRO-GUARD FLOCK LINED NITRILE GLOVE, LARGE, GREEN**	**Safety Gloves** **8217L IMPACT PRO-GUARD FLOCK LINED NITRILE GLOVE, L, GREEN** **8217XL IMPACT PRO-GUARD FLOCK LINED NITRILE GLOVE, X-LARGE, GREEN**	
7312B IMPACT PRO-GUARD RESPIRATOR N-95 RATED DUST MASK, BOX/20 **7314B IMPACT PRO-GUARD RESPIRATOR N-95 RATED DUST MASK, WITH EXHALATION VALVE, BOX/10**	**N95 or KN95**	

D. DISPENSER/PRODUCT:

20001 POD PETITE AUTO "WHITE" MUST PURCHASE AUTO SENSOR BOX SEPARATELY **20008 POD PETITE AUTO "BLACK" MUST PURCHASE AUTO SENSOR BOX SEPARATELY**	**Pod™ Petite Auto** Compact and convenient, safe, and simple – Pod™ Petite sets a new standard with its revolutionary liner system for a streamlined cost-effective service process. Touch-free operation – eliminates risk of cross-contamination.	
20001 MANUAL POD PETITE UNIT "WHITE" **20008 MANUAL POD PETITE UNIT "BLACK"**	**Pod™ Petite Auto** Stylishly simple, Pod™ Petite Manual is a hygienic and user-friendly option designed to minimize contact. Featuring a convenient lifting ring rather than a traditional tray, there is no need for any contact with the opening.	
22501 AUTO SENSOR BOX "WHITE" **22508 AUTO SENSOR BOX "BLACK"**	**Auto Sensor Box – White or Black – ORDERED SEPARATELY.**	

22222 POD PETITE LINER CARTRIDGE CASE/8	**Pod™ Petite Liner Cartridge** Introducing a little revolution in sanitary waste service that will delight janitorial staff, saving time and money with its easy 3 step service process. Continuous gently scented perforated liner. 32 liners per refill. Hygienically superior – safe to use, safe to service with zero exposure to waste. See-through liner clearly indicates any hazardous objects for added safe handling.	

E. **BENEFITS:**

√ *Advanced motion-sensor technology - touchless & motion-activated.*
√ *Eliminates risk of cross-contamination and its silent operation ensures discretion.*
√ *8 out of 10 refuse to dispose of their sanitary waste in any unit that is offensive.*
√ *No exposure to waste – safe to use, safe to service.*
√ *A first-class design women choose to use = no more toilet blockages or expensive plumbing call outs.*
√ *Pod™ Petite is durable, fully recyclable and includes degradable liners too.*
√ *Saves Time, Labor & Chemicals.*
√ *User Safe & Environmentally Compliant.*

F. **SALES PITCH SAMPLE:**

1. **<u>First What (the problem you discovered)</u>**

   a. I noticed the feminine hygiene bins have not been serviced, are overflowing, causing odors, and some dispensers are broken. Part of my job is to help my customers improve the appearance within their facility by reducing odors, germs, bacteria, all while saving you money.

2. **Second What (the problem is causing and effect on business)**

   a. Many female customers are reluctant to use traditional sanitary bins, with 8 out of 10 refusing to dispose of their sanitary waste in any unit that is offensive to them.
   b. Women often choose to flush their waste which can result in expensive plumbing issues, overflow, odor, trapped waste, and having to touch anywhere near the opening are all critical factors – and all are a common sight in female restrooms.

3. **Third What (what can you propose to fix what you found)**

   a. The dispenser we offer are designed to decrease and control odor.
   b. The dispenser provides a clean hygienic appearance, reduces the breeding ground for bacteria and disease, and designed by women.
   c. We will maintain the dispenser, empty every week and approximately every 8 months provide liner replacement cartridge at an economic price.

4. **Fourth What (benefit of fixing the problem)**
   - ✓ No more overflowing feminine bins.
   - ✓ No more broken dispensers.
   - ✓ Designed to decrease odor.
   - ✓ Better appearance.
   - ✓ Reduce breeding ground for bacteria and disease.
   - ✓ Reduce potential for clogged toilets and plumbing bills.
   - ✓ Clean, Sanitized and Hygienic environment.

Do you see any reason you would not want me to do this today?

G. RECOMMENDED FREQUENCY AND PRICING:

1. Recommended frequency is weekly.
   a. Weekly Charge: The weekly Feminine Hygiene service entails emptying the contents of each unit, sanitizing, and disinfecting the dispenser(s).
   b. The weekly service price recommendation is $6 - $10/per unit.
      1. Note: the first dispenser comes with a liner refill, so the weekly service price can include future refills. (refill should last about a month).
      2. Consider a lower weekly service price per unit if customer agrees to multiple units.
2. Installation:
   a. Manual and Automatic Dispenser Installation recommended charge can range between $30 and $75 per Sani Pod.
3. Liner cartridges can also be charged as they are replaced or as part of the weekly service charge.

H. BILLING CODES:

490-W Sani-Pod Feminine Hygiene Service
490-LR Sani-Pod Liner Refill

I. LOGO STICKERS FOR SANI POD UNITS:

Stickers can be ordered for the Sani Pod units from the Enviro-Store under the vendor Austin.

1. LBL-SANIPOD, SANI-POD STICKERS FOR POD PETITE, EACH

Black Dispenser Stickers

White Dispenser Stickers

2. The placement of these stickers on the Sani Pod unit is shown in the below picture:

J. **WEEKLY PROCESS: Empty, sanitize and disinfect!**

1. Wearing all the appropriate PPE as used in the Sani-Service process.
2. Follow steps 1-3 above.
3. Wipe dispenser down with Sani-Shield and “red” microfiber towel.

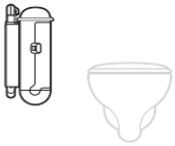
K. **INSTALLING INSTRUCTIONS:**

INSTALLATION INFORMATION

Pod™ Petite

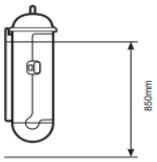
Back wall installation

Side wall installation

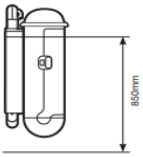


Recommended specifications

Pod™ Petite manual



Pod™ Petite auto

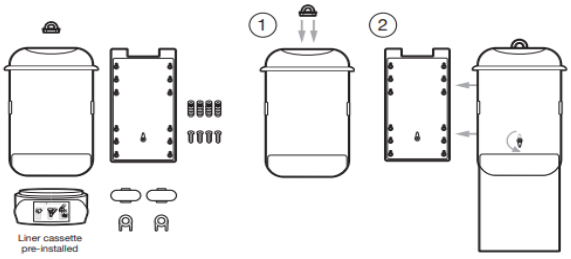


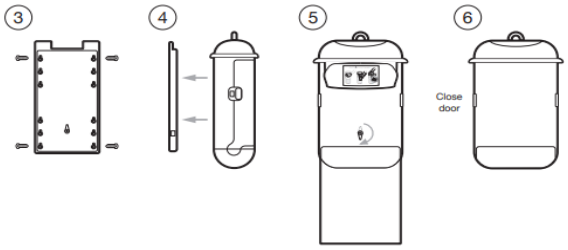
Important:

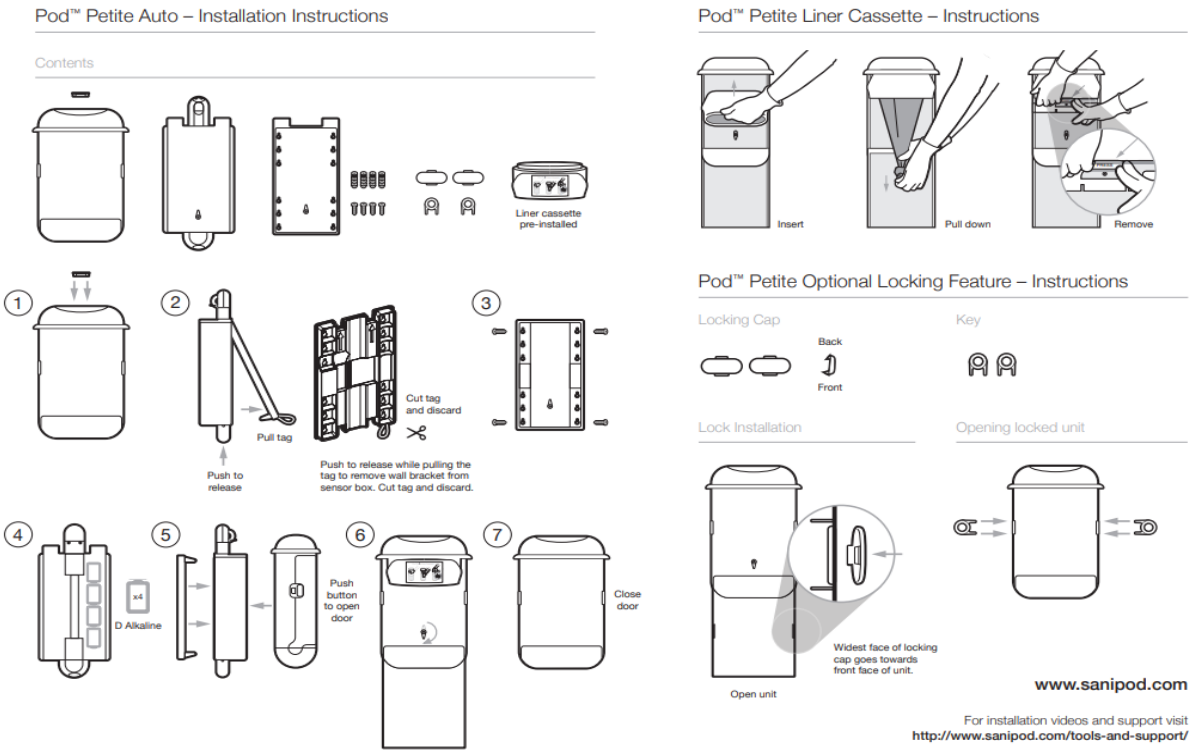
Wall bracket/sensor box wall plate should be positioned at a height of approximately 850mm above floor for best results. Secure into a wall stud. Use wall anchors if a wall stud cannot be located.

Pod™ Petite Manual – Installation Instructions

Contents







L. **VIDEO(S):**

1. Pod™ Petite – Auto Installation: https://player.vimeo.com/video/359455308
2. Pod™ Petite – Manual Installation: https://player.vimeo.com/video/359455336
3. Pod™ Petite – Liner Cassette Installation: https://player.vimeo.com/video/359455401
4. Pod™ Petite – Liner Cassette Removal: https://player.vimeo.com/video/359455364
5. Pod™ Petite – Liner Cassette Service: https://player.vimeo.com/video/359439860
6. Pod™ Petite Auto – Battery Exchange: https://player.vimeo.com/video/359439892
7. Pod™ Petite - Installation and Service: https://player.vimeo.com/video/216255195

8. **Enviro-Master University (EMU) provides Sani-Pod service video training for field personnel.**

M. **MARKETING MATERIAL:**

1. The “Sani-Pod” flyer is on EMU – Enviro-Maser University.

N. **SDS Sheet(s): Located on Enviro-Master’s website –** https://enviro-master.com/

CHAPTER 35 REFRESH - DUMPSTER, PATIO, WALKWAY, FOH (FRONT OF HOUSE), BOH (BACK OF HOUSE) SERVICE

I. OPERATING EQUIPMENT:

Utilizing a two-person crew for operating the Refresh Power Scrub equipment is highly recommended. While this may be perceived as doubling the labor, it ensures the machine operates swiftly, efficiently, and consistently. Potential issues like twisted hoses, fuel levels, or water recovery suction can be swiftly addressed without necessitating a complete unit shutdown for assessment. In scenarios where the unit must remain operational for issue diagnosis, a single-person operation might face either a complete shutdown or strain on the water pump. Having a second crew member allows for seamless hose management and object handling while inspecting equipment, enabling the primary operator to focus on service quality. This approach sustains machine functionality, maximizing daily workload and revenue. Additionally, it facilitates continuous cross-training to ensure a consistently qualified team to operate the machinery.

A. EQUIPMENT:

The following equipment is required to perform the “Refresh Scrub Services.” This equipment puts out hot water at 185 degrees and reclaims water. Please contact “Purchasing” regarding pricing and/or financing of this specific equipment at purchasingsupport@enviro-master.com.

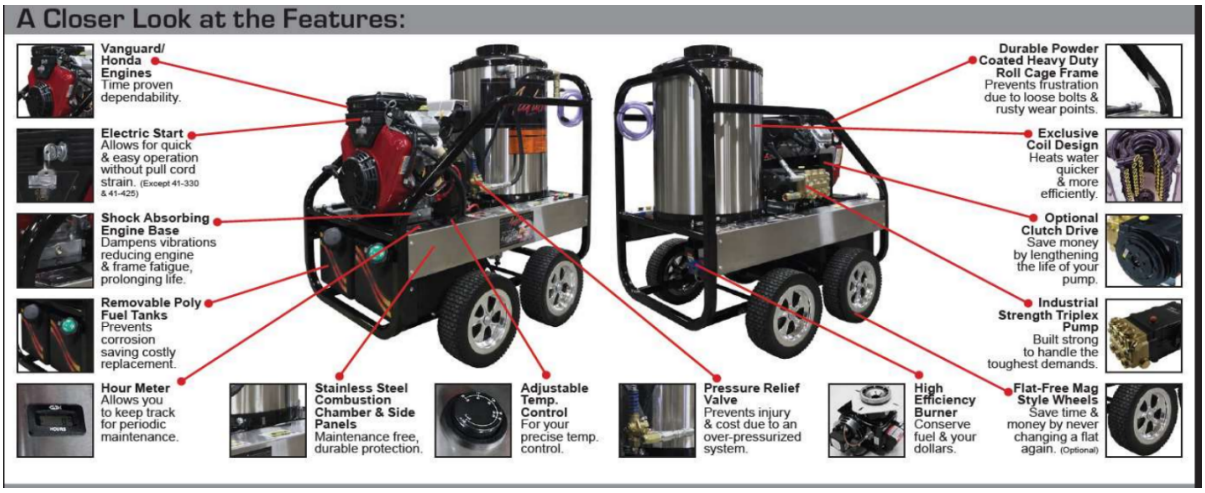
Additional resource for questions, assistance, and support available at rpssupport@enviro-master.com.

3. Equipment

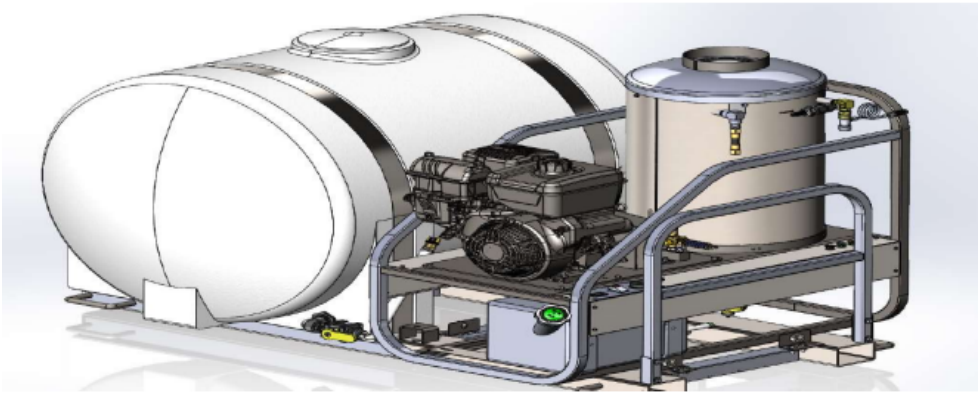
a. Custom Pallet Package
   1. 3500 PSI, 3.8 Gallons per minute.
   2. 14 HP Electric Start Vanguard Gas Engine.
   3. AR Triplex Pump, Clutch Drive, Beckett Oil Burner.
   4. Excessive Schedule 80 Helical Heating Coil.
   5. Heavy Duty Fully Welded Frame.
   6. Stainless Steel Heat Chamber and Control Panels.

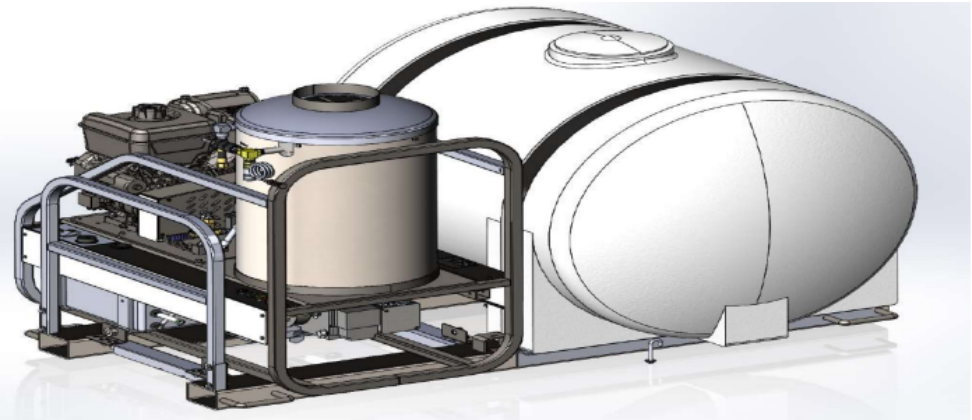
b. Water Tank and Hose Reels
   1. 225 Gallon Water Tank with Strainer.
   2. 150’ Stainless Steel Hose Reel with 150’ 4000PSI Grey Non-Marking Hose.
   3. 100’ Stainless Steel Hose Reel with 100’ Garden Hose.
   4. Reel Stack Kit for Mounting Options with Connecting Hoses.

c. Water Recovery Systems
    1. IPC 3 Motor, 120 Volt Recovery Vac with Pump Out.
    2. Poly Tank, 24 Gallon, Pumps out 48 Gallons per minute.
    3. 15” Clean and Capture Tool nozzle for 3 Gallons per minute.
    4. 24” Clean and Capture Tool nozzle for full flow.



4. Truck Mount





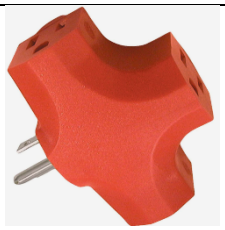
3. **Trailer Mount**

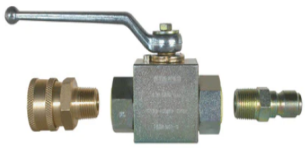
a. The recommendation is that the **towing vehicle** has a towing capacity of 3,000 lbs.
b. The vehicle should have a Class 3 or Class 4 hitch and should have trailer brakes installed.
c. A 2” ball is required for the trailer.

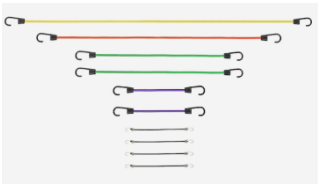
B. **ADDITIONAL EQUIPMENT:**

Item Description	Picture of Item	Notes
Electric or Battery-Operated Blower		Help blow leaves or other debris from the dumpster area
Metal Leaf Rake		Helps to rake up trash and other debris in the dumpster area.

Floor Squeegee		Helps to remove debris and move water towards drains when needed
Snow type Shovel		Helps to pick up trash and other debris in the dumpster area
4-way water key		Turn on outside spigots.
Unger Floor Scraper – Medium Duty		Good for industrial scraping, tape, and heavy dirt. Assists with removing heavy grease on grease dumpsters.
12 gauge 100' extension cord		****DO NOT buy anything thinner than 12 gauge**** Can purchase in (2) 50' segments.

5-Gallon Diesel Can		Always fill and carry, so you do not run out of Diesel!
5-Gallon Gas Can		Always fill and carry, so you do not run out of Gas!
15-Amp 3-Wire Grounding Single to Triple Orange Basic Standard Adapter		To plug in water recovery tank, connect to power
Contractor Bags		Collect trash and debris
Gear Tie Reusable Rubber Twist 32" (6 pcs)		Tie Downs
Universal Coupler lock		Security for your trailer

Safety Cones (minimum of 2)		High visibility for vehicle and trailer.
Curt Wheel Chock Lock		Trailer Security
Teflon Tape		Watertight seals
Clean Freak - 3/8" Pressure Washer Quick Connect Ball Valve Kit 180F Degree.		On off valve for pressure hose
Gutter Wand and Extension Attachment(s)		High reach areas
Woodford 34HA, Brass Vacuum Breaker		May need to get water from source.

Bungee Cord Assortment		Tie Downs
24 Group Battery – (brand not important)		Cold weather environments need as high CCA as you can purchase.
Tool Kit		Assortment of wrenches, sockets, screw drivers, adjustable wrenches & pliers.
Hammer		Flat Surface Cleaner Adjustment
2” Ball with Hitch		Suggestion: Make sure you purchase a locking hitch pin
Long Shackle pad lock		Lock trailer to ball
Spare tire Carrier to mount to trailer		Holds spare tire

C.

Spare tire – be sure to check the tire for the appropriate dimensions and size as written on tire		Just in case……. Tractor Supply P/N 110132599
Wheel Chocks		Used to avoid rolling of trailer when parked
Flashlight or head flashlight		Needed for seeing button and valves in dark parking lots for early morning and evening jobs
WUB210-12, 10ft Water Dams, 12/Case		Recommend having. Reusable to stop water/chemical run off when performing service – water can be recovered.
First Aid Kit		Vehicle towing trailer should carry in the event of injury

REQUIRED PERSONAL PROTECTIVE EQUIPMENT (PPE):

As a health and safety company it is imperative that the employees who will be performing this service be trained on the specialized equipment, be supplied with, and wear the following personal protective equipment due to the 185-degree temperature of the water

and equipment being used. It is also highly recommended to wear long pants and long-sleeved shirts due to the spray of the hot water.

Item Description	Picture of Item	Notes/Item from Enviro Store
Rubber Boots		***REQUIRED ITEM*** This is a PPE requirement
Safety Glasses		***REQUIRED ITEM*** This is a PPE requirement. Prescription Eyewear is an acceptable alternative. **MSC56142888** UVEX SAFETY GLASSES, CLEAR LENSES
Leather or Heat Resistant Gloves		***REQUIRED ITEM*** This is a PPE requirement
Ear Protection		***REQUIRED ITEM*** This is a PPE requirement
Green Gloves		***REQUIRED TO HAVE ON HAND*** Needed to unclog filter in water reclaim tank as water will be extremely hot

Rain Gear		**Frogg Toggs can assist with not getting soaking wet while performing the Refresh service. (Suggested to have)**

D. ADDITIONAL ITEMS / EQUIPMENT

The below items are items that should be loaded into vehicle in the event they are needed to lightly wipe up indoor floors, and wipe down hoses and cords as well already on hand in your warehouse.

Item Description	Picture of Item	Notes/Item from Enviro Store
Microfiber Towels		Wipe down hoses, cords, etc. NOTE: If towels have gasoline or diesel on them, do not throw into same containers containing dirty Sani-Service or RPM Window towel containers.
Microfiber Mop Frame and handle (*Also check the Vendor Monarch on the Enviro Store for mop frame, poles, and scrubber mops*)		**LFMO18** IMPACT MICROFIBER MOP FRAME BASE, FOR 18 INCH PAD, CASE/6 **LFSO100 IMPACT MICROFIBER MOP FRAME EXTENSION HANDLE, 40 TO 71 INCH, ORANGE/ALUMINUM, CASE/6**

Blue microfiber scrubber mop		**LWBS18 IMPACT BLUE MICROFIBER SCRUBBER MOP, 18 INCH, CASE/12**
Window Washing Fluid		**This is to be used for winterizing in freezing temperatures, especially during jobs being done in colder areas. Follow the Winterizing and Storage Directions.**
Hot water O-ring's		**These sizes are essential to have on hand to easily replace in the quick connect ends of the spray guns.**

Spinner Arm – Clean Freak		**24" & 16" Clean & Capture Tool. (Order Spinner Arm Nozzle Separately.)**
O-Ring Pick		**It is used to remove the O-ring from the quick connect ends spray guns.**

E. **PRODUCT:**

Item Description	**Picture of Item**	**Notes/Item from Enviro Store**
Nature's Green APC is a safe, environmentally friendly, all purpose, all surface cleaner with a wide variety of uses. It will emulsify light grease, soap scum, rubber burns, black heel marks, dirt, printer inks, mold, and mildew stains. Nature's Green APC is non-flammable and contains no hard abrasives. It is perfect for general household, kitchen and light industrial cleaning and can be used for multiple applications at different dilution rates.	 	**NATURES GREEN** - CONCENTRATED - 5 GAL **NATURES GREEN APC –** All Purpose Safe Cleaner (1 Gallon Bottles) – case 4
Raptor I is a highly concentrated liquid detergent especially formulated with the highest quality penetrants and surfactants to promote rapid emulsification of dirt, grease, and oil without the strong odor of caustic. This product is designed for cleaning outdoor areas of commercial food establishments that may have been soiled with foot traffic and food waste. It works best in steam cleaners and hot water pressure washers but can be used with cold water pressure washers. It rinses free at any temperature.	 	**RAPTOR 1 - CONCENTRATED - 5 GAL** **RAPTOR 1 – Non Caustic Non-Butyl Degreaser (1 Gallon Bottles) – case 4**

ACTIVATE PLUS: Concentrated blend of live liquid bacteria and enzymes activate drain lines and grease traps while providing instant odor control. Exceptionally effective in controlling odors in garbage collection containers, porta-toilets, restrooms, and other problem areas. This product contains a high concentration of grease solubilizers, ensuring superior performance by allowing faster penetration and liquefaction of waste materials.		**F4320008** INTERCON ACTIVATE PLUS, DRAIN FOAM DIGESTANT AND ODOR NEUTRALIZER, 1 GAL, CASE/4

NOTE: OSHA requirement - Any and *ALL* containers must have appropriate chemical label for the contents within the container. Also, each chemical should have its own container and containers should never be reused with another chemical and all labels should be carefully followed for use – "label is the law."

F. DILUTION INFORMATION:

1. Raptor 1

a. The optimum cleaning dilution for most surfaces is between 1:30 and 1:70.
b. When cleaning with pressure washers or steam cleaners, set the metering valve at desired dilution rate, and apply cleaning solution from the bottom up on a dry surface.
c. Always detail clean from the bottom up and rinse from the top down.
d. Do not use on any painted surfaces at concentrations of less than 1:15.
e. Do not allow to dry on surfaces.
f. Always rinse thoroughly.
g. *NOTE:* This product is non caustic and non-butyl.

2. Nature's Green APC

a. May be sprayed, mopped, wiped, or brushed on.
b. Recommended dilutions:
   1. Light Duty: Walls, Floors, Other Surfaces - 1 to 10.
   2. Medium Duty: Accumulations of dirt and grease, General Bathroom and Kitchen cleaning - 1 to 4.
   3. Heavy Cleaning: Spray undiluted on surface and wipe off after allowing to penetrate the soil for a few seconds.

a. Kitchen equipment should be cool for best results.

c. Spray again and rinse with potable water.
d. Do not allow to dry on surfaces.
e. Always rinse thoroughly.

3. **NOTE: Both of these chemicals contain conditioners that help to condition the system for longer use and are non-foaming chemicals.**

G. IMPORTANT TRAILER AND DRIVING SAFETY TIPS:

1. Flammable material – such as petrol cans – should never hang over the tailgate or tie anything to the top or outside of your trailer, place and secure in bed of front vehicle.

2. Ensure that all hoses are in the lock position and gear are secure using ropes and tie-downs so that your gear is firmly anchored.

   a. Improperly secured items can affect your vehicle's balance and trailer stability.

3. **ALWAYS** before driving once your trailer is attached to your vehicle, it is not the same vehicle anymore and you need to adjust the way you drive and the precautions that should be taken:

   a. **MAKE SURE TRAILER IS PROPERLY ATTACHED AND SAFETY CHAIN(S) ARE CONNECTED TO VEHICLE.**

   b. **Check the ALL tires** on the trailer are correctly inflated and reduce your speed.

      1. Which will not only help your control of the trailer but also your fuel efficiency.

   c. **Check ALL lights on trailer and vehicle.**

      1. Brake lights.
      2. Parking lights.
      3. Directional signal lights.
      4. Adjust mirrors.

4. **Driving recommendations:**

   a. **Leave extra time and distance between you and other vehicles on the road.**

      1. The extra weight behind your vehicle will make it difficult to SLOW down or STOP.

      2. **Allow extra time for changing lanes and overtaking other vehicles.**

a. The addition of a trailer adds weight and length to the towing vehicle, meaning it will take longer to speed up or accelerate.

3. **Always remember the extra length of your vehicle when you are reversing or travelling round bends or corners.**

    a. Your trailer will not follow the exact path of the vehicle that tows it, so swing out wider than usual when you make any turns to avoid curbs, other cars, or running off road.

4. **When travelling up large hills or along gravel-lined roads, use a lower gear to ease transmission and similarly, slow down before going downhill** and, if necessary, use the same low gear as you make your descent.

5. **Be on the lookout for potholes or obstructions** in the road which can damage your vehicle or trailer and affect stability.

    b. **If your trailer begins to sway following a gust of wind or a larger vehicle driving past, gradually reduce your speed and steady the steering wheel.**

        1. Never slam on the brakes, or you are at risk of jackknifing.
        2. Never tow a trailer that continues to sway – stop, reload your trailer, and try and resolve the problem. If it persists, seek professional advice.

    c. **When you park, try to find a place where you can pull forward to drive away so you do not need to reverse**.

5. **Backing Up Trailer Tips and Diagrams.**

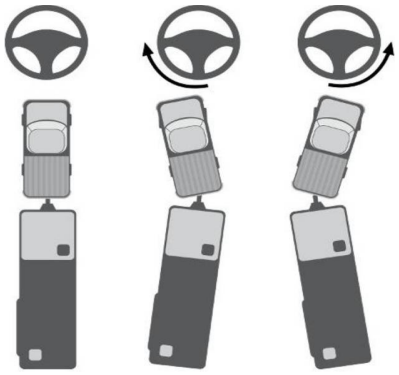
a. Hold the steering wheel in the 6 o'clock position.

    1. Having your hand in this position allows you to easier visualize which way to steer your trailer.
    2. Moving your hand to the left causes the trailer to go left.
    3. Moving your hand to the right causes the trailer to go right.

b. Look over your shoulder if you can.

    1. Be sure your view is not blocked.
    2. If your view is blocked by trailer, roll down windows and make sure you have an unobstructed view via side mirrors.
    3. Face forward and use side mirrors to keep track of the trailer's movements.

c. Think of your vehicle pushing the trailer.



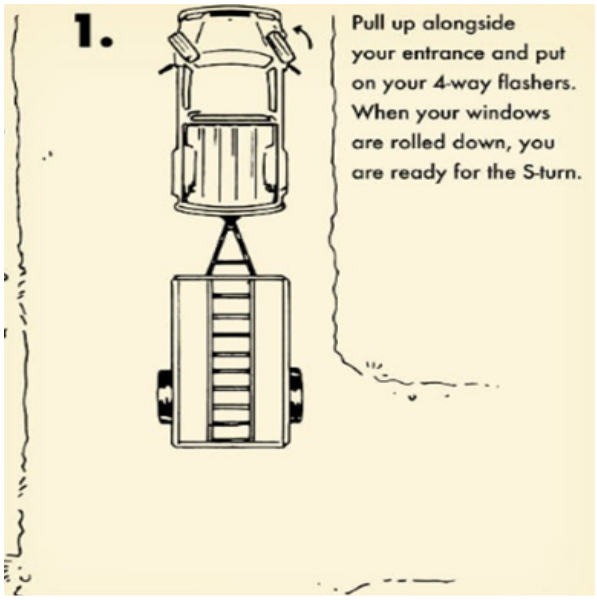
1. As you are backing up, visualize the end of your vehicle pushing the trailer.
2. If you want the trailer to go right, the steering wheel will be turning left or counterclockwise.
3. If you want the trailer to go left, the steering wheel will be turning right or clockwise.

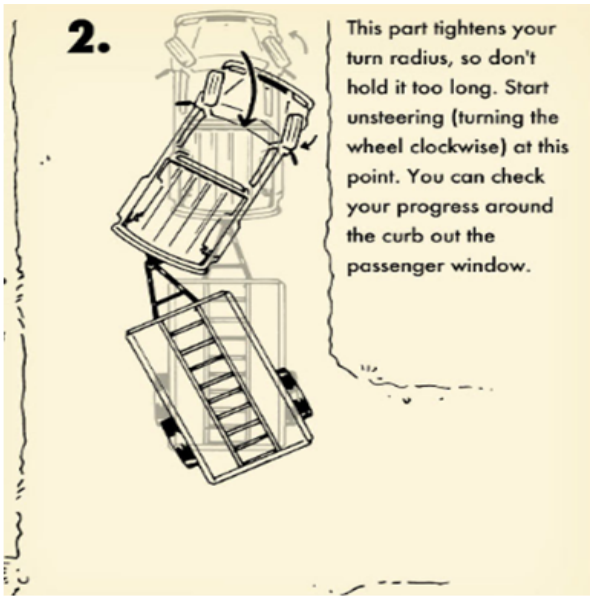
back

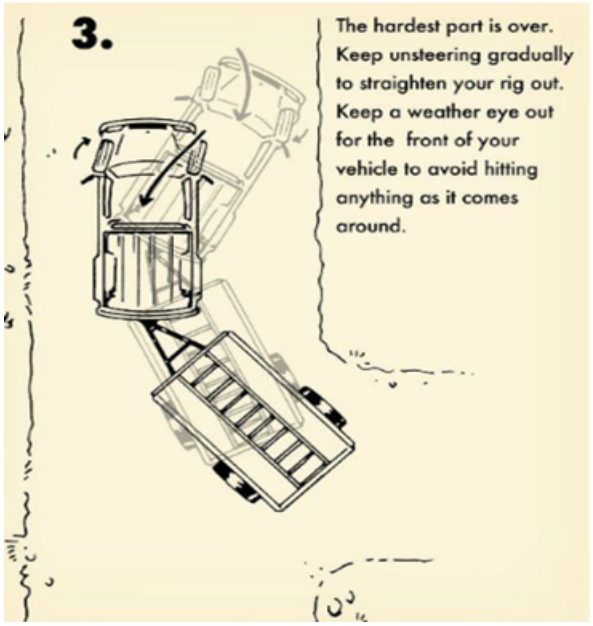
d. Make wider turns and go slowly.

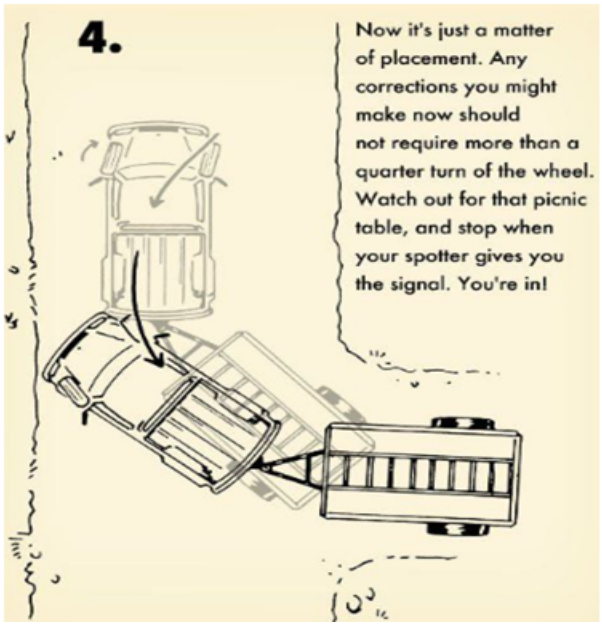
1. Do not move too quickly.
2. Do not exaggerate turns as it may cause the trailer to jackknife.
3. **NOTE:** Do not jackknife the trailer as it can cause damage to both the vehicle and the trailer.
4. **NOTE:** When backing up, go slow and correct excessive turns by steering the tow vehicle the same way the trailer is moving OR pull forward and try again.

H.









INITIAL EQUIPMENT SETUP UPON DELIVERY

1. Upon delivery of the Refresh Trailer, the driver will provide a manilla envelope which will contain the following:

    a. Temporary Tag.
    b. If financing, leasing company will send documents.
    c. If not financed, Kelsan will provide certificate of origin.

2. ***Insurance Reminder***, trailer should be covered by your insurance company before equipment arrives.
    a. 500,000 in pollution insurance.
    b. Inland policy in case of theft.
    c. ***Note:*** when discussing this with the insurance company be sure to check if there are any additional coverages for the state as they may require or recommend adding as an additional vehicle in case of accident.

3. First Steps to Setting up Equipment:
    a. A battery does not come with the Refresh Trailer, so you will need to have the battery before the equipment arrives.

        1. It is highly recommended to purchase a marine grade battery, especially in colder environments.

4. Make sure the trailer is on level surface and be sure wheel chocks are in place when setting up and prepping the Refresh Trailer for use.

5. Nozzles and Wands:

Nozzles:

a. **REMOVE THE "RED" WASH JET FROM THE TRAILER** – **NEVER EVER USE**.

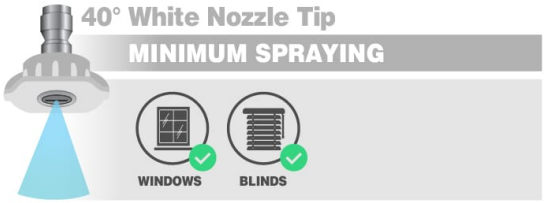
1. RED Tip - 0° Red Nozzle Tip – Maximum Blast.

a. This tip will cut through cement and cause extreme human harm and damage and should **NEVER** be used.

2. Yellow Tip - 15° Yellow Nozzle Tip – Medium Stripping.

3. Green Tip - 25° Green Nozzle Tip – Gentle and Cleaning. Creates a wide sheet of water to clean a great area faster.

4. White Tip – 40° White Nozzle Tip – Minimum Spraying. Is great for fragile surfaces.



5. Black Tip – ˜65° Black Nozzle Tip – Soap Nozzle.

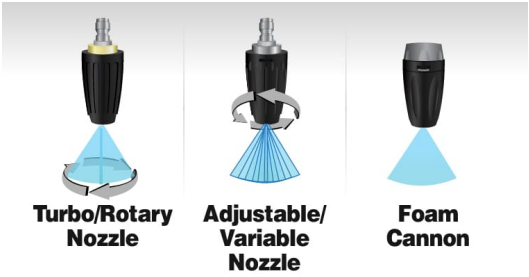
   a. The soaping tip nozzle is special because it not only has the widest degree (˜65°) but also has a larger orifice. It needs a larger orifice to decrease the velocity thus increasing pressure in the hose. This increase in pressure pulls the detergent into the line so you can apply soap to the surface for an easier clean.

   b. Then spray prior to cleaning with a lower degree nozzle and watch the grime fly off.

6. Blue Tip - Second Story long-range rinse nozzle.

   a. Longer reach cleaning and quick, high-flow cleanup.
   b. Rated up to 4000 PSI, ¼” NPT

7. Special Use Nozzles:



a. *Turbo/Rotary Nozzle*.

1. This nozzle combines the force of the 0-degree nozzle with the spray area of a 25-degree nozzle and adds in a pulsing action by rotating the water jet at 1800 – 3000 rpm.
2. When the rotating nozzle hits the surface, it creates a round cone shape.

b. *Adjustable/Variable Nozzle*.

1. Ability to change over 6 patterns – 0-degree, 15-degree, 25-degree, 40-degree, built in settings for soap and rinsing.
2. Saves time on common cleaning work such as household grime and mildew from decks, concrete, and siding.

c. *Foam Cannon.*

1. Traditionally used for washing cars, boats, windows, siding, and more.
2. It is a canister that has nozzles on the tops so you can connect it to a pressure washer. The canister blends soap, air, and water so that thick foam is produced.

    a. It contains a suction tube that pulls the soapy water into a brass connector, and one side of the connector has a quarter-inch quick connection plug that connects to the pressure washer gun. This connector will also have an adjustable nozzle and soap control knob.

3. The pressure washer foamer can save time and energy; here are some benefits and cons:

   Benefits:
   a. **Cleans dirt effectively** due to the thick foamy water that is sprayed onto the surface you want to clean, it clings to it better, which means the cleaning detergent in the foam stays on the surface for a longer period of time and breaks down dirt and removes it all in one go.
   b. **Prevents scratches** by spraying foamy water in a highly pressured state which pushes the dirt, debris, and bugs from the surface without causing damage.
   c. **Saves time** as many foamers have regulators so that you can choose between using less foam – more water or vice versa which makes it much easier.
   d. **Provides a better finish** – shinier results with less streaks.

   Cons:
   a. You need to ensure the pressure washer has the correct amount of PSI (pounds per square inch) before you connect it to the foamer. The PSI required is at least 1,900 otherwise you will not be able to produce a thick foam.
   b. The foamer also requires a two-gallon per minute flow rate in order to work.
   c. Quality of water you should actually use is distilled water because it does not contain minerals like tap water which can leave water spots when it dries.

   Tips:
   a. Pre-rinsing the surface is recommended before you use a pressure washer foamer as this removes loose dirt, dust, debris so that it is easier for the foam detergent to clean effectively.
   b. You should run water through the foamer, after use, so that there is no leftover foam, and it is ready to use the next time.

b. Determining the “nozzle to use.

   1. Use common sense when selecting.
   2. Start with a wider-angle nozzle.
   3. Keep your distance to start - start long-range and slowly move closer.
   4. Always test on a small area of the surface.

Tips:

1. You will not want to damage the surface so keep the distance naturally and as you become more comfortable move a bit closer and be sure to keep an eye that you are not damaging the surface.
2. If surface is stubborn, move the spray closer to the surface because distance is the easiest way to adjust the effective pressure.
3. If number 2 is not working, change to a more intense nozzle and start cleaning again to sure to start 4-feet from the surface moving closer.

c. Nozzle Care:

1. Use a pin to clear the nozzle before each use.

Sprayer Wands:

a. The Refresh equipment comes with a straight sprayer wand and at times jobs may require a sprayer wand that is angled to reach high spots are even hard-to-reach areas so extension attachments and gutter wands could be necessary.

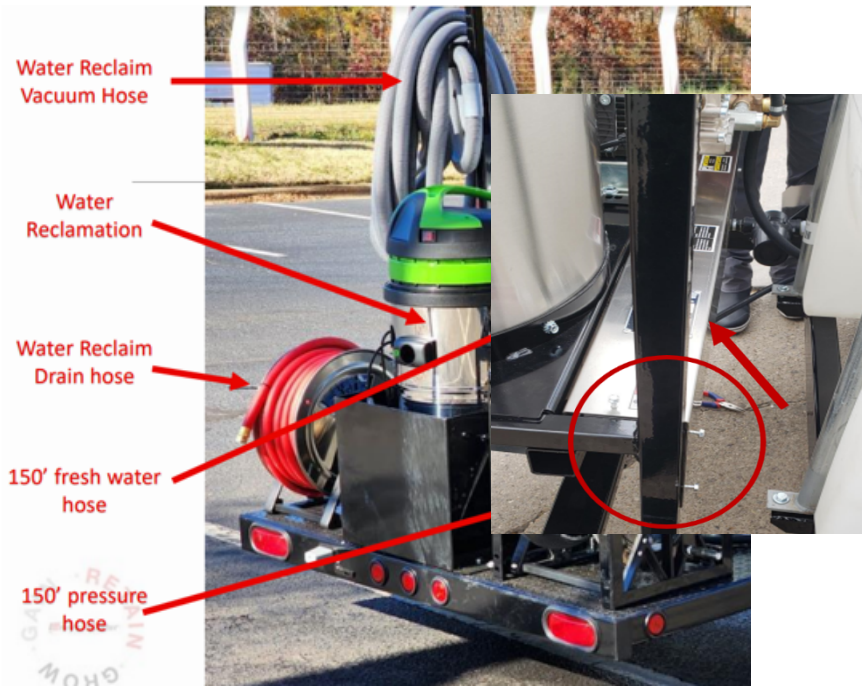
5. Hose Setup:

a. All hoses and equipment that is removable on the trailer will be secured with zip ties; you will need to remove the zip ties and re-secure the hose nozzle with “reusable gear ties” and bungee cords.

b. The pressure discharge hose will need to be connected to the coil outlet quick coupler.

    1. **Connect the 3/8" x 50' high pressure discharge hose to the coil outlet quick coupler.**

        a. **NOTE:** At this time, do not attach the wash gun to the hose.

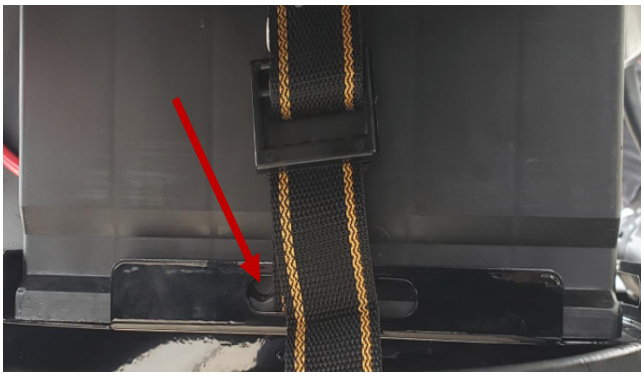


7. Battery:

    a. You will need to remove 6 - 8mm self-tapping screws, 3 on both sides from the panel behind the Water Reclaim tank. (**RED** Circle)
    b. Then remove the panel.
    c. You will need to make sure the trailer is secure and does not have the ability to roll – use the wheel chocks.
        1. Crawl under the trailer and position your back against the water tank facing towards the water reclaim tank.
        2. Place the battery on the battery support.
        3. Take the battery cable and spread the connection to fit over battery connection.
            a. You may need to tap the battery cables down to fit over the battery connection then secure.
            b. Be sure the positive (+) battery cable is attached to the (+) positive battery terminal – **RED CABLE (positive.)**
            c. Be sure the negative (-) battery cable is attached to the (-) battery terminal - **BLACK** (ground.)

1. Once both battery cables are attached and secure take the battery strap and insert underneath the battery through the slots below the battery.
2. Then secure around battery.
3. Reposition silver panel.
4. Re-install the 6 – 8mm self-tapping screws securely.

IMPORTANT – WHEN INSTALLING THE BATTERY BE CAREFUL AND CAUTIOUS TO AVOID HITTING YOUR HEAD.



8. Water Reclamation Tank:

    a. Cut zip ties from around hand cart for the “water reclamation tank.”
    b. Unclip the top of the “water reclamation tank” and remove the cover.

        1. Inside the “water reclamation tank” will be:

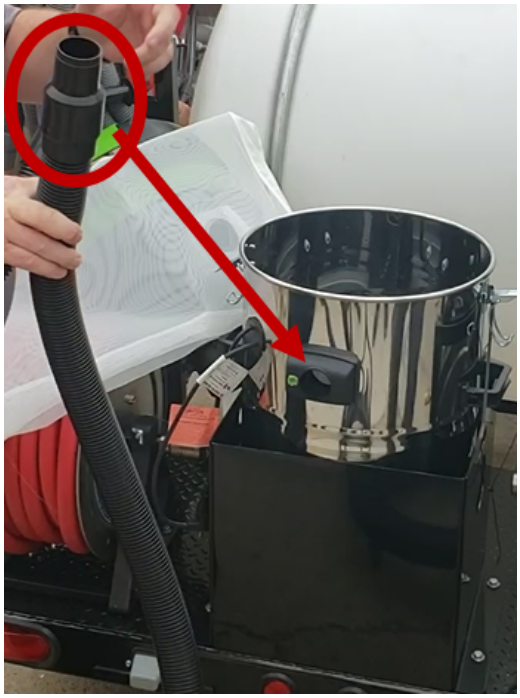
            a. Owner’s Manuals for the equipment.
            b. Sludge and sediment bag – picture right.

                1. Place inside the “water reclamation tank (after all other items are removed from the tank.)”
                2. Place securely over the nozzle end inside tank.
                3. Drop the “OUT” tab over the edge and outside of tank.
                4. Replace cover.
                5. Resecure clips.

        2. Battery Strap.
        3. Two (2) keys to start the engine.

            a. If keys end up lost – this is a universal key that can be purchased at a Lowe’s.

        4. Two (2) spray guns for flat surface cleaners.
        5. Other adaptors/fittings.
        6. A wand with extensions.
        7. A black pressure hose, take off the end nozzle by unscrewing the nozzle from the hose, then take the nozzle and insert it into water reclamation tank, turn right to lock (picture below).



NOTE: The Sludge and Sediment bag will get extremely dirty and nasty. It will need to be cleaned and/or rinsed out at the end of every day or in between jobs depending on how dirty the bag gets.

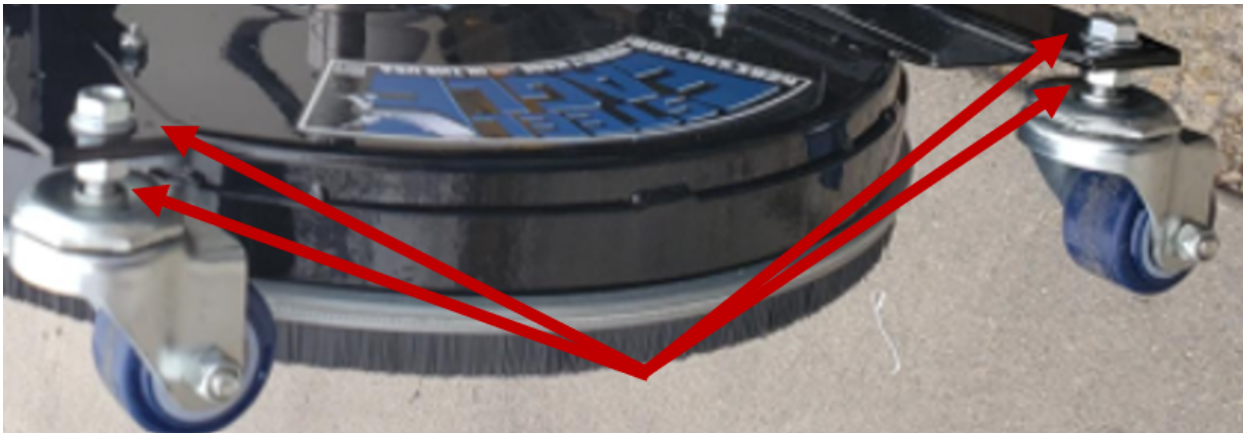
9. PSI Adjustment Knob:

   a. Pop off the **BLUE** tab on the PSI Adjustment Knob.
   b. There will be either two (2) nuts or one (1) nut to remove.
   c. Replace the **BLUE** tab.

10. Flat Surface Cleaners

    a. The Flat Surface Cleaners will need to be adjusted before using on the first job.

        1. Take the Flat Surface Cleaner and place on a flat surface.
        2. In the picture below, the red arrows are pointing at nuts that can be adjusted to lower or increase to be sure water is being reclaimed with proper suction.



        3. The band around the base of the Flat Surface cleaner can also be adjusted by loosening the nut and lightly tapping around the edge of the band.

11. Pressure hose adaptors: It is highly recommended to place an adaptor from the wheel where the pressure hose resides, picture shows connection.

a. Pressure hose storage wheel adaptor. The following parts are required:

    1. One – 1” to ¾” male to male.
    2. One – 1” male coupler with female 1” hose.
    3. One – to 1” female couple with 1” hose male.
    4. One – 1” female hose to ¾” male.

b. Pressure hose adaptor to surface cleaner pressure gun.

    1. The two below pictures are the connection to the end of the pressure hose that connects to the spray guns on the two flat surface cleaners.
    2. This allows you to shut off the pressure to the gun if needed.
    3. The connection parts need to be high pressure.

I. INITIAL MACHINE START UP BEFORE USE OF EQUIPMENT OR EXTENDED PERIODS OF NON-USE: (ALWAYS WEAR APPROPRIATE PPE)

WARNING: Do not operate the machine outdoors in the rain.

1. Turn on the water supply valve to allow the float tank to fill.
2. Open the burner fuel supply valve at the filter head. (Yellow circle)
   a. *Note:* if equipment is not in use and in colder weather, turn it off.
3. Turn on the engine fuel supply valve, located on the gasoline tank outlet. (*Picture to the right:* This valve is located underneath the heat chamber with EM logo.)
4. Push engine choke all the way to the right. (**Green** circle) and the throttle switch (**Red** CIRCLE) all the way to the left.
5. Turn the key switch fully clockwise to crank the engine, then release the key switch to the "RUN" position as soon as the engine starts. (**Blue** circle)

6. As the engine starts push the choke (**Green** Circle) to the left

   a. **NOTE:** If the engine fails to start or will not run properly on the first start-up, refer to the engine operation manual supplied with the machine for minor adjustments.

7. When the engine starts, the unit will immediately begin to pump water.
8. Direct the water flow into a container or floor drain.
9. Allow water to pump through the machine for three to five minutes to flush out any anti-freeze or other contamination that may be in the system from the water supply line or the manufacturing or shipping process.
10. Check for any leaks and observe general machine operation during this time and **do not start the burner yet.**

    a. **IMPORTANT: After initial installation, coil de-scaling, or after an extended period of non-use, the unit should be run with the gun or nozzle removed to flush out any dirt, rust, or loose scale which could plug the nozzle.**

11. Connect the wash gun or wand securely to the discharge hose.
12. The machine is now ready to be put to work.

J. PROCESS: (ALWAYS WEAR APPROPRIATE PPE).

1. Upon arrival and parking make sure equipment is positioned on a level surface.

2. Upon arrival at the customer's site, it is advised to place ***"traffic cones"*** around the vehicle for safety of the employees and so others can see there is a parked vehicle and recommended to place wheel chocks around tires. Especially important when servicing customers in early morning or late evening hours.

3. Make sure the machine controls are in the **OFF** position.

6. Hose set up

NOTE: Each of the wheels holding the freshwater hose, pressure hose, and reclaim drain hose has a lock feature so hoses do not unwind while the trailer equipment is in transport. It is extremely important these hoses are in "lock" position before transport. Locking pin must be slid into wheel locking hole AND the snapped into pin lock position.

a. **Freshwater hose**, unclip safety hook and slide out of wheel hole to release the freshwater hose and attach to water source and fill water tank or attach to water source and use that source.

   1. If using a customer water source, the valve from the clean **water tank** should be in the off or closed position.

      a. *Picture Below:* yellow valve in picture is in the closed position.

      b. *Note:* The housing unit next to the valve to the water tank contains a reusable screen that filters big particles from entering the tank. If needed, remove, rinse, and reinstall.
      c. Additionally, the ball valve to the water pump should be in the "hose position."

   2. **Always** ensure a water supply is present before running the pump to prevent severe damage to your pressure washer.

b. **Pressure hose**, unclip hook and slide out of wheel hole to release hose as this will be attached to the **pressure washer wand** or **flat surface cleaner**.

c. **Water reclaim drain hose**, unclip hook and slide out of wheel hole to release and place in sanitary sewer drain – **NOT** storm sewer drains.

   1. It is important to understand the difference between "sanitary sewers" and "storm sewers" to prevent any environmental damage.

a. **Sanitary Sewer** systems is a system of underground pipes that carries sewage from bathrooms, sinks, kitchens, and other plumbing components to a wastewater treatment plant where it is filtered, treated, and discharged.

b. **Storm Sewer** is a system designed to carry rainfall runoff and other drainage that is not designed to carry sewage or accept any hazardous wastes. The runoff is carried through underground pipes, open ditches, and discharges untreated into local streams, rivers, and other water bodies.

c. Disposal of chemicals or hazardous substances to the storm system damages the environment ***AND IS ILLEGAL***.

e. Release and remove the **16" Flat Surface Cleaner** or the **24" Flat Surface Cleaner**.

d. Untie the **water reclaim vacuum hose** from rack and attach one end to the flat surface cleaner wand and attach the other end to the **water reclamation tank**.

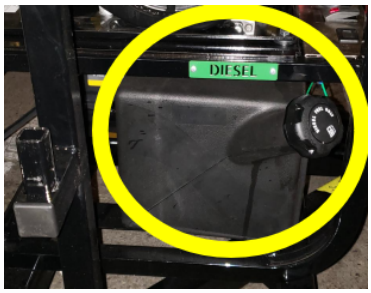
1. ***DO NOT GO OVER 100' with the water reclaim hose as suction will reduce greatly.***

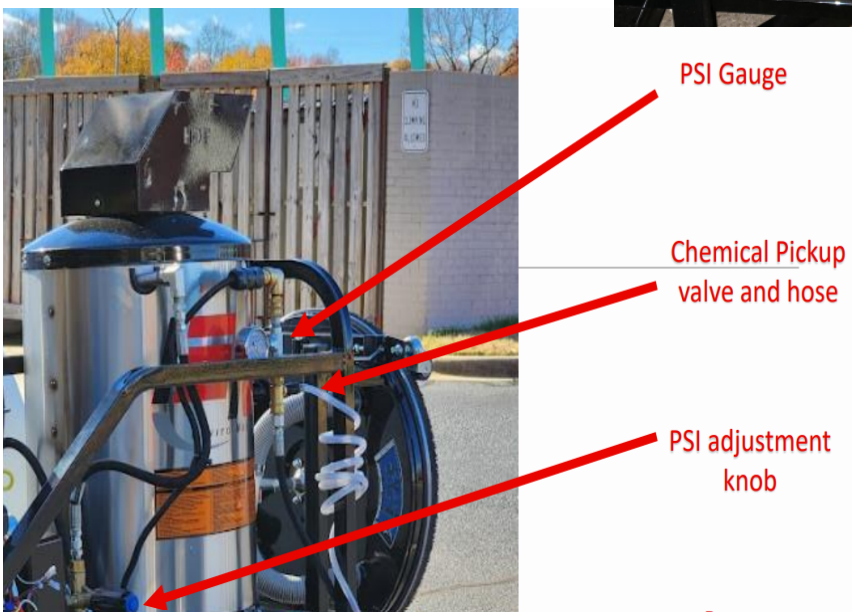
g. Check "**regular**" gas tank and fill as needed. (**RED** circle is gas fill cap.)

h. Check "**diesel**" fuel tank and fill as needed. (**YELLOW** circle is diesel fill cap, clearly labelled.)

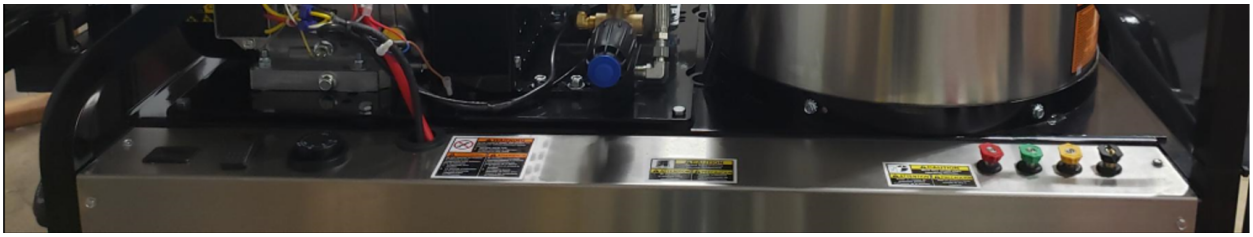
1. ***DO NOT FILL DIESEL TANK WITH "REGULAR" UNLEASD GASOLINE. This will cause serious damage to your machine.***

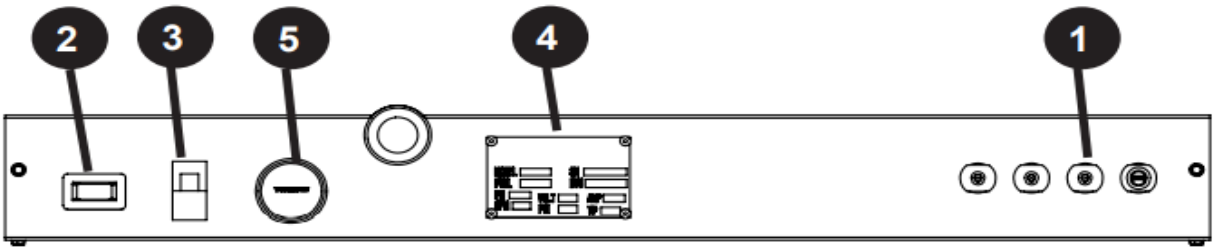
2. Picture below shows other important instruments.





7. **Control Panel Overview**





a. If “wash jet tips” need to be replaced, on each tip there are markings identifying the correct tip to order as shown in picture below. Always be sure the correct “wash jet tips” are ordered.

#	Item	Description
1	Wash Jets	Quick-couple spray nozzle storage
2	Hour Meter	The hour meter is activated whenever the pump control switch is turned on, indicating the actual service hours the pump has been operated. Use the hour meter reading for all hourly routine maintenance requirements
3	Rocker Switch	Burner on and off switch
4	Specification Tag	Pressure washer information
5	Adjustable Temperature Control	Dial to set desired outlet temperature

8. **Next steps**

a. Turn on the water supply. (*NOTE: BE SURE YOU ARE CONNECTED TO COLD WATER IF USING LOCATIONS WATER.*)
b. Turn on the engine and burner fuel supply valves.
c. Insert the detergent suction tube into a remote detergent solution container.

1. **An adjustable temperature control is installed in the coil outlet to control the output temperature. It is preset for a specific temperature and when**

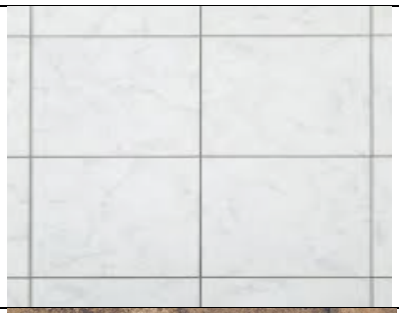
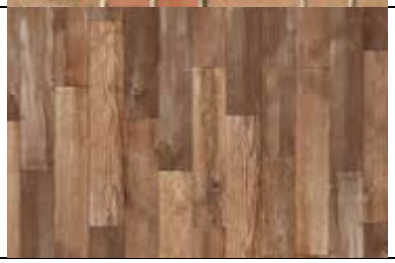
that temperature is reached, the switch shuts down the burner to maintain that temperature.

d. Select and install a high-pressure quick-coupled tip "**wash jets**" on the wand provided with unit – ***only use wand with high temperature barrel cover with this machine***. (see Section H, number 5 - Nozzles and Wands)

e. The trigger engages the heat when trigger disengages heat is off.

NOTE: The below chart ONLY makes recommendations for PSI, Nozzles, and Heat. Every floor is in a different condition, and it is ALWAYS recommended to conduct a sight spot test, on the floor surface, with the "wash jet nozzle," "chemical," and "heat" before using on the entire floor surface.

Floor Type	Image	Area	PSI	2 Nozzles	Heat
Concrete		Dumpster Area Outside Walkways Outside Patios Warehouses	3000	15040 25040	180°-200°
Concrete - Painted		BOH Kitchens FOH Areas	1200	15035 25030	No Heat
Concrete - Polished		FOH Areas Restrooms	500	15060 25060 40060 Kaivac	No Heat
Concrete - Epoxy Finished		FOH Areas Restrooms	500	15060 25060 40060 Kaivac	120°

Tile		BOH Kitchens FOH Areas Restrooms Hallways	1500	15035 25035 40035	200°
Stone		FOH Areas	1500	15035 25035 40035	120°
VCT Tile Unwaxed		Hallways FOH Areas Restrooms	1200	15035 25035 40035	75°
VCT Tile Waxed		Hallways FOH Areas Restrooms	500	15060 25060 40060 Kaivac	No Heat
Brick		Outside Walkways Outside Patios	800	15060 25060 40060 Kaivac	120°
Wood		FOH Areas Hallways Office Areas	1200	15035 25035 40035	No Heat

Laminate Wood		FOH Areas Hallways Office Areas	500	15060 25060 40060 Kaivac	No Heat

1. Turn the tip nozzle in the quick coupler for the desired spray pattern, vertical or horizontal. ***It is our recommendation that you do not use the red pressure tip and it should be thrown away.***

2. **REMINDER:** The machine is supplied with two or more high pressure spray tips. (*See Section H, number 5 - Nozzle and Wands*)

   a. Tips are selected according to pump output and degree of spray pattern, 15°, 25°, 40°, for the intended use.

   b. The operating pressure is determined by the spray tip.

      1. **Fifteen-degree (15°) tip/nozzles** are used for severe general purpose type cleaning operations and are most effective when held ***6 to 12 inches from the cleaning surface on medium to heavy gauge materials***.

      2. **Twenty-five-degree (25°) tip/nozzles** are used in less severe cleaning operations where a ***wider spray pattern with less impact is desirable and to speed up the cleaning process***.

      3. **Forty-degree (40°) tip/nozzles** are used when minimum impact is desired for light materials, painted surfaces, and large surface areas where warpage may be a problem due to the higher impact of smaller nozzle sizes. ***This nozzle is also ideal for applying chemicals.***

3. **ALWAYS** use the correct tip as overpressure could result from an incorrect tip. ***NOTE: Using an incorrect tip could cause serious surface damage.***

e. Use the key switch to start the engine and pump in the “initial machine startup,” Section E.

1. **NOTE:** If cold starting is difficult, on gun-controlled models, remove the spray tip and release the gun trigger to reduce the engine load. When engine has warmed, shut it down and reinstall the spray tip, then restart the engine in the

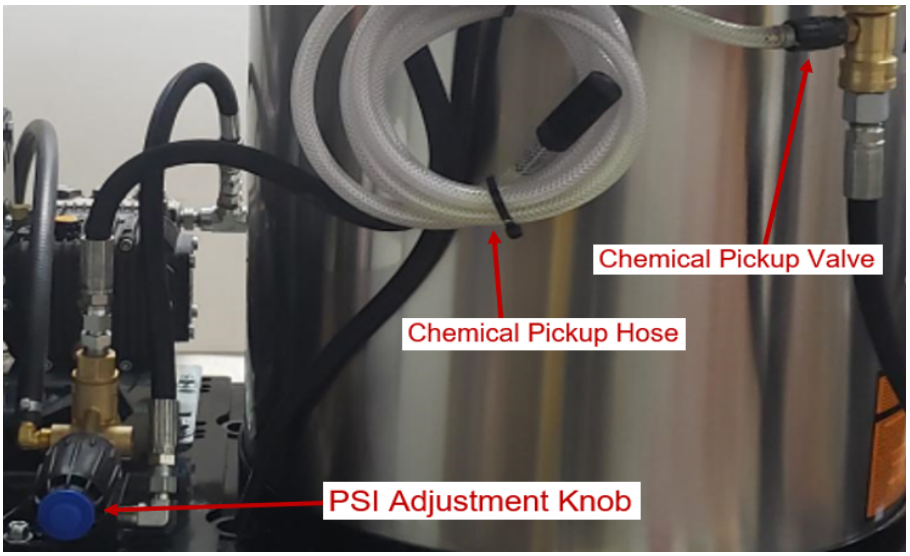
normal manner. **ALWAYS POINT THE SPRAY GUN AT THE GROUND WHEN RELEASING PRESSURE.**

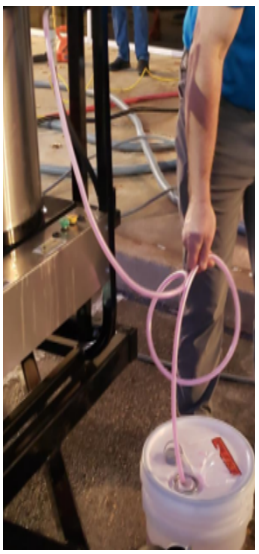
2. **WARNING:** The high-pressure gun control gun is equipped with a built-in trigger safety latch. Fold the latch in the fully outward (down) position to guard against accidental trigger release and potential dangerous high pressure spray wand or hose whip when changing tips or if the machine is left unattended for any reason when the machine is in operation. The machine should always be shut down and system pressure relieved before changing tips or performing any other service.

f. After the pump has developed constant pressure, **turn on the burner switch** for hot water cleaning. The burner will be ignited and will heat the water to the selected temperature.

1. **WARNING:** DO NOT allow the burner to operate without igniting! If the burner fails to ignite, shut the machine down immediately and check for accumulation of oil or gas before proceeding. See the “TROUBLE SHOOTING” chapter of this manual or contact your dealer or service technician.

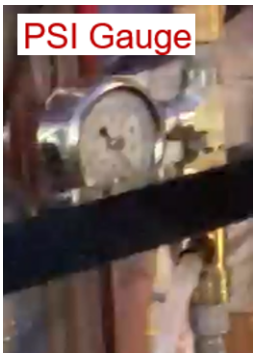
g. To **start the “soap” mode**, detergent solution spray). The Down Stream Chemical Injector with which this machine is equipped should be used to regulate the “soap” to the desired application rate.





1. Open the chemical container and place “white chemical pickup hose” into the chemical container. (See Picture)
2. Open chemical valve.
3. Using PSI Gauge and PSI Adjustment Knob, adjust pressure as needed .
4. **NOTE: DO NOT** allow the container to become empty. Air will be drawn into the machine causing cavitation and/or damage to the pump.
5. Turn off the “Chemical Pickup Valve” when finished with chemical.
6. Remove “Chemical Pickup Hose.”
5. *DO NOT USE HAND SPRAYERS FOR CHEMICALS, RUN THE CONCENTRATED CHEMICAL THROUGH THE MACHINE AS DILUTION IS ALREADY SET. (35:1 OR 50:1)*

9. **Pressure Wand Tips:** The wash nozzle supplied with the machine will provide optimum hot water cleaning for most universal type cleaning requirements, if used properly.



   a. **For the best results**, the gun should always be used with long slow deliberate strokes, 6-12 inches away from the surface, in the same manner as using a paint sprayer.

      1. This will provide the most effective cleaning impact and avoid streaks or skips in the cleaning process.
      2. “Waving” the gun aimlessly across the surface wastes expensive detergent and prolongs the cleaning process.

   b. Most cleaning agents are more effective if the surface is rinsed first to loosen the dirt.

      1. Using hot water significantly enhances the cleaning effectiveness of most detergents, as opposed to cold water.
      2. Detergents should be applied from the bottom to the top to avoid streaks, allowed to set for a moment or two to react with the dirt, then rinsed from the top down to avoid streaks or skips.
      3. Never use more detergent than is necessary to clean the surface.
      4. Always follow the directions supplied by the manufacturer on the container regarding detergent use, particularly regarding painted and/or aluminum

10. **Shutting down after use**

   a. Close the “soap” valve completely.
      1. Finish cleaning in the “Rinse” mode until all the soap is flushed from the machine. (Run water only through the machine.)
   b. **Turn the burner switch off and leave the pump switch on.**

1. **Let the unit discharge cold water until the heating coil assembly has cooled down for 3 to 5 minutes.**

c. Turn the pump switch off and trigger the gun to relieve system pressure.
   1. **BE SURE the trigger gun is pointed at the ground and away from individuals when releasing pressure.**
   2. NOTE: Make sure that the soap valve is completely closed.
d. Shutoff and/or disconnect the inlet hose, wrap up the wand, and discharge hose for safe storage.
e. Throttle off, then key off.

NOTE: DO NOT LEAVE KEY IN THE "ON" POSITION OVERNIGHT – YOU WILL HAVE A DEAD BATTERY – ALWAYS TURN OFF. ALSO, YOU CAN CHARGE THE BATTERY VIA TRICKLE CHARGER IN COLDER WEATHER.

TIP: IF KEY GETS LOST, LOWE'S CARRIES A UNIVERSAL KEY THAT WILL WORK.

K. **WINTERIZING AND STORAGE:** To protect the machine from severe damage resulting from water freezing inside the pump, heating coil, or other components, or from corrosion resulting from prolonged periods of inactivity or storage, use the following procedure: To winterize and store your pressure washer:

1. Position the 3-way valve on machine to draw from the tank area.
2. Shut the valve off on the tank.
3. Take the cover off the drain cam-lock and insert the provided adapter.
   a. Run a hose from the cam-lock adapter to windshield washer fluid or a tank of pre-mixed 50-50 anti-freeze and water solution.
4. Remove high pressure tip from the end of the lance.
5. Start and run the machine until you see Window Washing Fluid color coming out of the lance.
6. Trigger the gun once or twice to remove any remaining water from the machine. Your machine is now winterized.
   a. NOTE: If using anti-freeze and it is kept undiluted, anti-freeze may be reused repeatedly

L. **TROUBLESHOOTING EQUIPMENT:** Troubleshooting is an organized study of the problem and a planned method or procedure for investigation and correction of the difficulty. The following troubleshooting guide includes tentative problems that you may encounter during the service life of the machine. The troubleshooting guide does not give all the answers for correction of problems listed but is meant to stimulate a train of thought and indicate a work procedure directed toward the source of the trouble.

1. **WARNING:** Before attempting any repairs or maintenance, be sure the machine is shut off and disconnected from electrical supply.

2. **THINK BEFORE ACTING.** Study the problem thoroughly and ask yourself these questions:
   a. What are the warning signs preceding the trouble?
   b. What previous repair and maintenance work has been done?
   c. Has a similar problem occurred before?
   d. If the machine still runs, is it safe to continue operation to make further checks?

3. **DO THE EASIEST THINGS FIRST.** Most problems are simple and easily corrected.
   a. For example, a “Burner will not light” complaint may be caused by no fuel supply or dirty filter. Always check the easiest and obvious things first. Following this simple rule saves time and trouble.

4. **FIND AND CORRECT THE BASIC CAUSE OF THE TROUBLE.** After a mechanical failure has been corrected, be sure to locate and correct the cause of the problem so that the same failure will not be repeated.
   a. A complaint of “failed fuel pump” may be corrected by replacing the faulty pump, but something caused the pump to fail. The cause may be debris or more often water in the fuel.

The following pages list some problems, causes and probable fixes the operator can study to become aware of what might cause the problem should it arise. If the hints in this manual do not correct a problem, contact a dealer or authorized service representative.

DO NOT attempt repairs you do not understand.

OIL BURNER MALFUNCTION

PROBLEM	POSSIBLE CAUSE	SOLUTION
Burner motor does not operate	1. Overload protection tripped 2. No power reaching burner 3. Motor bearings "Frozen" 4. Fuel pump "Frozen" 5. Defective burner motor	1. Allow motor to cool. Push reset button 2. Check the power cord, circuit breaker, switched, internal wiring, and wiring terminals. Re-establish power by replacing bad switch, etc. 3. Free motor shaft and lubricate. Replace motor if necessary 4. Replace fuel pump - Keep water out of fuel supply 5. Replace or repair motor
Burner motor runs but no ignition	1. No fuel 2. Weak or defective ignition transformer- weak spark or no spark 3. Electrodes out of proper adjustment - no spark 4. Poor fuel atomization 5. Inadequate fuel pressure - low pump setting or air leak in the fuel pump suction plumbing 6. Very cold weather causes jelling of heavier fuel oils 7. Excessive combustion air	1. Replenish fuel supply 2. Replace transformer 3. Readjust electrodes. Replace electrode assembly if damaged or if ceramic insulation is cracked. (See Dealer) 4. Check for loose or fouled fuel nozzle, dirty, or clogged fuel filter, or fuel pump screen. Clean or replace fouled components (See Dealer) 5. Contact service person (See Dealer) 6. Switch to lighter oil, kerosene, or No. 1 heating oil 7. Close air band until burner ignites, then readjust for cleanest burn, and tighten (See Dealer)
Burner motor runs but no fuel at burner nozzle or no fuel atomization	1. No fuel 2. Clogged fuel nozzle 3. Clogged fuel filter 4. Restricted fuel line 5. Air leak in fuel suction line 6. Clogged or inoperative fuel solenoid	1. Replenish fuel supply 2. Clean or replace nozzle 3. Clean or adjust filter 4. Locate and eliminate restriction 5. Locate and eliminate air leak 6. Clean or replace if faulty 7. (Items 1-6 See Dealer)
Burner starts but flame blows away	1. Excessive combustion air 2. Poor fuel atomization	1. Close air band until burner will stay lit, then adjust for cleanest burn and tighten 2. Check for loose or clogged nozzle, dirty filter, or low fuel pump pressure. Correct as needed 3. (Items 1-2 See Dealer)
Burner motor stops after a few minutes of operation	1. Low line voltage causing overload to trip 2. Defective burner motor	1. Use heavier supply wiring, a larger circuit, or eliminate other loads on circuit 2. Repair or replace motor
Poor burn, smokey burn or foul, pungent odor	1. Insufficient combustion air 2. Fuel nozzle partially clogged, fouled, loose or worn 3. Low fuel pressure, poor fuel atomization 4. Air leak in fuel pump suction plumbing (inlet side), sometimes indicated by bubbles in fuel return hose. 5. Very cold weather causes jellying of heavier oils 6. Damaged combustion chamber 7. Poor or no fuel shut off in fuel pump causing accumulation of unburned fuel	1. Open air adjustment band until burn improves 2. Clean, tighten, or replace fuel nozzle as needed 3. Contact service person 4. Locate and eliminate air leak. Check all fittings, hoses, filters, and pump filter cover 5. Switch to lighter oil, kerosene, or No. 1 heating oil 6. Remove burner from heating coil to check for damage to combustion basket, if damaged, order new chamber 7. Replace fuel pump, check combustion chamber, replace if necessary, check fuel solenoid, replace if faulty 8. (Items 1-7 See Dealer)

PROBLEM	POSSIBLE CAUSE	SOLUTION
Low temperature output	1. Partially clogged fuel nozzle 2. Significant scale deposits in heating coil 3. Significant soot deposits on heating coil 4. Low fuel pressure 5. Very low tap water supply temperatures	1. Clean or replace fuel nozzle 2. Conduct back pressure test to determine extent of scaling (see ROUTINE MAINTENANCE on page 4-2 in this manual). Contact your dealer for assistance 3. De-soot the coil as instructed in Heating Coil Maintenance on page 4-5 4. Contact service person 5. (Items 1-4 See Dealer)
Excessive temperature output	1. Very high tap water supply temperatures 2. Fuel pressure too high 3. Oversized fuel nozzle	1. Contact service person 2. Consult dealer for correct fuel nozzle
Fuel filter clogs often	1. Very dirty fuel	1. Use clean fuel, clean storage tanks, clean filler cans, and clean funnel
Fuel pump "freezes" or locks up	1. Water in fuel supply cases corrosion in fuel pump	1. Use cleaner fuel supple, change filter more often, and eliminate water from fuel storage tank
Frequent failure of ignition transformer	1. Too much exposure to moisture, rain, wash spray, etc	1. Avoid leaving washer out in wet weather, keep wash spray away from machine

PUMP MALFUNCTION AND PRESSURE DELIVERY PROBLEMS (CRANKCASE TYPE PUMP)

PROBLEM	POSSIBLE CAUSE	SOLUTION
Low Pressure	1. Worn or oversized spray nozzle 2. Clogged water and/or detergent inlet strainer 3. Out of detergent - pump sucking air through detergent line 4. Air leak in inlet plumbing 5. Belt slipping 6. Dirt or foreign particle in the valve assembly 7. Worn or damaged inlet or discharge valve	1. Replace worn nozzle 2. Clean or replace fouled strainers 3. Restore detergent supply or close detergent shut off valve 4. Locate air leak. Reseal connection or replace damaged part 5. Tighten or replace if damaged 6. Remove any dirt or particles 7. Replace worn valves
Rough operation with loss of pressure	1. Restricted inlet plumbing or air leak in inlet plumbing 2. Damaged pump parts	1. Ensure adequate water supply and supply hose. Repair inlet fittings 2. Replace any damaged pump parts. Clean out any foreign particles
Water leakage - intake manifold or crankcase	1. Worn manifold seals or condensation inside crankcase	1. Replace seals. Change oil at regular intervals
Loud knocking, noisy operation	1. Inadequate water supply to pump creating "vacuum knock" 2. Loose pulley 3. Worn or brokcn bcaring(s)	1. Check for restricted inlet and adequate tap water supply 2. Check key and tighten set screw 3. Replace bearing(s) as needed
Oil leaks	1. Worn crankcase seals, crankcase cover seal, or drain plug seal	1. Replace seals
Excessive pump shaft play	1. Worn and loose bearings	1. Replace bearings. Check bearing seals, spacers, and retainers, replacing any worn parts
Irregular spray pattern	1. Worn or partially clogged spray nozzle	1. Clean or replace nozzle

DETERGENT SYSTEM MALFUNCTION

PROBLEM	POSSIBLE CAUSE	SOLUTION
Washer fails to draw detergent	1. Suction tube not below liquid surface 2. Clogged or damaged suction strainer 3. Clogged metering valve	1. Completely submerge suction tube and strainer in detergent solution 2. Clean or replace strainer 3. Clean or replace metering valve
Detergent solution too weak	1. Clogged detergent strainer or metering valve 2. Air leak in detergent suction tube or inlet plumbing	1. Clean or replace 2. Find air leak and tighten or replace parts as necessary
Detergent solution too concentrated	1. Original detergent product too concentrated	1. Dilute product 2:1 and recalibrate the metering valve suction
Detergent appearing in the the rinse cycle	1. Detergent control valve open 2. Leaking (defective) detergent control valve	1. Close valve completely 2. Replace with new control valve
Solution of detergent concentrate during shut down	1. Detergent at lower level than water supply plumbing and natural siphon drains water into detergent container	1. Shut off detergent control valve and/or water valve when shutting down
Detergent siphons out during shutdown	1. Washer is shut down, detergent valve left open and gun is laid on ground (below the level of the detergent container) creating a natural siphon of detergent supply 2. Valve defective	1. Close detergent valve when shut down. Store hose properly instead of leaving on ground 2. Replace valve

M. KARCHER – PREFERRED VENDOR RECOMMENDATION:

1. **Objective:** The intent of this document is to provide a national service provider for repair and maintenance of your GEN1 and GEN2 Units.

This is a decentralized program where each Franchise is required to set up payment directly with Karcher. Below are the options and both Credit Card authorization and Credit Application are provided below:

- Option #1: Completing a credit application for NET 30 terms
- Option #2: Placing a credit card on file which will be charged whenerver a service call is completed.

2. **Service calls can be submitted as follows:**

6. Phone: 877-KARCHER (877) 527-2437
7. Email: service.us@karcher.com
8. Fax: (888) 565-3665
9. Customer Web Portal: **http://karcher-services.com** (Registration Code will be provided once you complete credit application)
10. iOS/Android App

3. **Standard Hours: 8:00 AM to 5:00 PM Monday - Friday**

    3. Overtime Hours: Before 8:00 AM and after 5:00 PM Monday - Friday and all-day Saturday
    4. Double Time Hours: Sundays and Holiday

4. **To expedite your call, Karcher requests you provide the following:**

    11. Location Name / Location Number / Complete Address
    12. Contact Name / Contact Phone Number
    13. Email address (so we can provide you updates throughout call)
    14. Machine Type (include Make, Model and Serial Number)
    15. Detailed problem description
    16. PO# / Work Order #

5. **In the event there is an issue that needs to be escalated you may contact:**

    5. **Southeast Region**- Dylan Martin (Regional Service Director)
        - (856) 649-9351 / dylan.martin@karcher.com
    6. **Northeast Region**- Justin Deshazo (Regional Service Director)
        - (609) 313-7253 / justin.deshazo@karcher.com

- **West Region-** Joe Tobias (Regional Service Director)
    - (713) 878-0303 / jose.tobias@karcher.com
- **Central Region-** Glen Waytashek (Regional Service Director)
    - (720) 982-9858 / glen.waytashek@karcher.com

6. **Please contact Simone Sherman for any mechanical issues. He will support you with troubleshooting and tracking repairs, ssherman@enviro-master.com and mobile (864) 386-6185.**

7. **Rates and Services**

17. Preventative Maintenance Plan starting at $195 based upon your needs.
18. Hourly rate with routine Preventative Maintenance program - $109/hour.
19. Hourly rate without routine Preventative Maintenance program $129/hour.
20. Each service visit will require a $90 trip costs.
21. The below locaitons are outside the maximum 120 mile radius travel and will require $109 or $129 per hour travel rate (based on if your opt for preventitive maintenance program or not).

- Wichita KS
- Grand Rapids MI
- Reno NV
- Las Vegas NV
- Albuquerque TX

8. Credit Application

KÄRCHER

Business Unit / Brand - LIST BELOW:

CREDIT APPLICATION

☐ New ☐ Existing

This application for credit will not be evaluated unless all requested information is provided to Kärcher North America Financial Services. All accounts are subject to evaluation and approval by Kärcher North America Financial Services. All information submitted on this application will be held as confidential between applicant and Kärcher North America companies.

Date: _____ **Credit line requested:** _____

Business Name: _____ **Dun & Bradstreet Number:** _____

(include d/b/a)

Parent Company: _____ **Location:** _____ **Own or Lease** _____

Year Established: _____ **Number of Employees:** _____

Billing Address: _____

Street **City** **State** **Zip**

Shipping Address: _____

Street **City** **State** **Zip**

Main Phone Number: _____ **Accounts Payable Contact:** _____

Main Fax Number: _____ **Accounts Payable Telephone Number:** _____

Website information: _____ **Please provide an accounts payable email address(es).** _____

Invoices will only be emailed to the address(es) given.

Business Structure: ☐ Individual ☐ Partnership ☐ Corporation ☐ LLC/LLP **Annual Sales Last Year:** _____ **Estimated Sales This Year:** _____

Federal Tax ID Number _____ **Has either the business or owners/officers been involved in, or are currently operating under, bankruptcy protection?**

Please explain: _____

**** If applicant is a partnership or individual, please provide information on principal owners:***

Name/Title	Address	Cell Phone	% Ownership

Bank Information:

Primary Bank Name: _____ **Checking Balance:** _____ **Date opened:** _____

Address: _____ **Savings Balance:** _____ **Date opened:**

Contact Name: _____ **Phone Number:** _____ **Fax Number:** _____

Trade References (3 required)

Name	City / State /Zip	Phone	Fax
1			
2			
3			

*****SALES TAX***** ***Please provide a copy of your current sales tax exemption certificate with this application. Failure to do so will result in sales tax charged on all invoices. (Note: W-9 does "not" constitute tax exemption)***

Terms and Conditions

Accounts not paid within terms are subject to a 1.5% monthly late payment charge (18% annual percentage rate). If default occurs and we refer your account to an attorney, the applicant shall pay all attorney fees, court fees, and any judgment in favor of Karcher North America or its assignee.

In consideration of the extension of credit by Karcher North America to the applicant and other good and valuable consideration, I/we hereby unconditionally personally guarantee to Karcher North America the payment of any obligation of the above applicant and I/we bind myself (ourselves) to pay Karcher North America on demand any sum which may become due to Karcher North America by the applicant whenever the applicant shall fail to pay the same. It is understood that this guarantee shall be a continuing and irrevocable guarantee and indemnify for such indebtedness of the applicant. This guarantee shall be binding upon the undersigned, his (her) legal representatives and successors and assigns and shall inure to your benefit and the benefit of your successors and assigns.

In the event of any dispute between Karcher North America and applicant, Colorado law shall control and the Denver District Court shall be the jurisdiction and venue for any litigation. Authorization is hereby given for you to investigate and confirm our credit worthiness. We have a continuing obligation to notify you if any material change should occur to our business. If a credit decision cannot be made with information provided, further documentation may be requested and required. Further, I grant permission to Karcher North America to send business communications by fax, email and other forms of communication and delivery as deemed appropriate by Karcher North America.

Authorized Signatures: _____ _____

_____ _____

Print Name Date Print Name

rev. Sept. 2016

Email: tracy.dymond@karcher.com

9. Credit Cart Authorization Form.

Please mark box if you would like to make changes to the Credit Card profile

☐ Update current card on file ☐ Add card to file ☐ Remove card from file

KÄRCHER

Please complete the form below and send to this email: Service.billing@karcherna.com

AUTHORIZATION TO CHARGE CREDIT CARD ACCOUNT

Company Name			
Customer Number			
Phone		**Email**	

DAR Payment Reason:	☐ Prepayments	☐ Deductions	☐ Multiple Accounts
Purchase Order:	Order Number:		(if applicable)
Card Type:	☐ Visa	☐ MasterCard	☐ American Express
CC Account No:			
Expiration Date:			
Name on Credit Card:			
CVV Code:			

I, _____, of _____ authorize Kärcher North America Inc. this date_____, to charge the total amount of $_____

To the above listed credit card account and to be applied to invoices listed below.

Date: _____Authorized Signature/Title:

Account Number	Invoice Number	Invoice amount	Deduction Reason
		$	
		$	
		$	
		$	
		$	
		$	
		$	
		$	
		$	

Updated 01/19/2024

N. **AALADIN WARRANTY INFORMATION – Next page**

AaLadin Industries Incorporated warrants each new machine manufactured by AaLadin Cleaning Systems to the original purchaser to be free from manufacturing defects in materials and workmanship for the periods specified below. Said warranty is in effect from the date of original purchase and applies to the original components only.

Seven (7) Years Parts and One (1) Year Labor:

- Belt Driven Pumps

Five (5) Years Parts and One (1) Year Labor:

- Belt Guards
- Coil Wrapper
- Fuel Tank
- Frame
- Pump Drive Assembly

Three (3) Years Parts and One (1) Year Labor:

- Burner Fuel Pump
- Burner Motor
- Burner Solenoid
- Heating Coil

Two (2) Years Parts and One (1) Year Labor:

- Gasoline Engine
- Plumbing

One (1) Year Parts and One (1) Year Labor:

- Burner Transformer
- Float Valve
- Chemical Valve
- Safety/Control Switches
- Pulleys
- Thermostat

Ninety (90) Days Parts:

- Trigger Gun
- Unloader Valve
- Wand

This Warranty does not apply to quick couplers, wearable pump parts, hard-water damage, clogged heating coils, hoses, O-rings, failures due to contaminated oil or fuel, the use of incompatible oil or fuel, clogged filters, drive belts, nozzle wear, gauges or improper chemical use.

AaLadin Cleaning Systems' obligation under this Warranty is expressly limited at our option, to the replacement or repair at a service facility designated by us, of such part or parts, as inspection shall disclose to have been defective. This Warranty does not apply to defects caused by damage, neglect or unreasonable use including failure to provide reasonable and necessary maintenance. Labor covered under this Warranty is at a rate determined and set by us, any additional labor cost will be the responsibility of the owner. Any parts replaced under this Warranty will assume the remainder of the original parts warranty.

Any implied or statutory warranties, including any warranty of merchantability or fitness for a particular purpose, are expressly limited to the duration of this written Warranty. We make no other expressed Warranty, nor is anyone authorized to make any on our behalf. We make no Warranty with respect to trade accessories; they are subject to the warranties of their manufacturers.

O. **RESULTS/BENEFITS:**

√ No unsightly dumpster
√ Reduction of breeding ground of flies
√ Reduced flies entering facility.
√ Non greasy surface reducing slip and falls of employees.
√ Reduction of bacteria and germs

P. **VIDEO(S): Clean Freak has some videos under resources as well these videos have been added to EMU – Enviro-Master University:**

https://www.cleanfreak.com/collections/enviro-master

Q. **BILLING CODE(S) AND PRICING:**

1. RSO Codes:

825 FOH RPS	Refresh Power Scrub FOH
835 BOH RPS	Refresh Power Scrub BOH
855 RPS Other	Refresh Power Scrub
859 RPS Reclaim Water	Hauling & Disposal of Reclaimed RPS Water
860 RPS Dumpster	Refresh Power Scrub Dumpster
870 RPS Patio	Refresh Power Scrub Patio
880 RPS Walkway	Refresh Power Scrub Walkway

2. Suggested Pricing:

   a. ***If quoting hourly*** instead of square foot, ReFresh should be billed at a minimum of $125.00 per hour to ensure profitability.

b. ***Outside of scope work*** (i.e. moving things on wheels, tables, and chairs) should be discussed at time of sale and confirmed when scheduling work. This pricing agreement for work performed above scope should be agreed upon and noted on the service agreement and signed off by decision maker.

c. ***One-Time*** - $0.40 and up per square foot depending on size of area to be serviced and detail of work. (More grout would increase price) No minimum.

d. ***Initial Service on any Quarterly/Every 8 Week/Every 4 Week Jobs*** - $0.30 and up per square foot. No minimum.

1. *Quarterly* - $0.30 and up per square foot - No minimum
2. *Every 8 Weeks* - $0.25 and up per square foot - No minimum.
3. *Every 4 Weeks* - $0.20 and up per square foot - No minimum

h. ***Any Refresh job over 10,000 square feet*** discounted 10% -15%

i. ***Any Refresh job done at night*** increase 10% - 25%.

j. ***Dumpster Pads (per dumpster)*** - $200 (E4W), $250 (E8W), $300 (Quarterly).

k. Trip Charge - $25.

3. Recommended Frequency: Every 4 to 8 weeks

R. ROUTING AND COMPENSATION RECOMMENDATIONS:

1. **Routing:** This service is encouraged to be schedulde as a typical scrub route as the service frequency is Monthly, Every 4 Weeks, Quarterly or as the customer has requested.

2. Compensation: It is recommended to compensate the “lead” technician 15% and the “helper” 10%

S. SDS Sheet(s): Located on Enviro-Master’s website – https://enviro-master.com/

T. SALES PITCH SAMPLE: REFRESH Scrub Service

REFRESH Scrub Solution
(Multiple areas)

Good morning, _____.

Is _____ here or available, my name is _____ and I am the _____ with Enviro-Master Services, we sanitize, disinfect, and protect your restrooms!

Hello _____, I stopped in to perform a Quality Control check and see how our technician is doing:

- Do you know the day service is performed?
- Do you know your technicians name?
- How is the service going for you?

While performing the Quality Control check, I noticed that there are darkened discolorations of buildup of grease, dirt, grime on the _____ (pick one or more from list below of areas to identify a need) that customers can track into your facility or in and around your facility.

- Entryway
- Patio
- Dumpster pad areas
- Walkways – sidewalks and walkways from the backdoor
- Front of House Scrub
- Back of House Scrub

Do you have someone currently providing service to the _____? (Pick one or more from list above)

Is/are this/these area(s) of concern?

Part of my job and what Enviro-Master does is partner with our customers; helping them improve the appearance inside and outside of the facility by combating; grease, germs, bacteria, and odors, all while saving you time and money.

Were you aware:

- Three million workers are injured every year due to slip, trip, falls in restaurants*
- Are you aware one million customers, per year, are injured due to the same? *
- Slips, trips, and falls, in restaurants account for 27% of all Workers' Comp claims*
- And 39% of all General Liability claims*
- The average cost of one of these claims is approximately $3,500*
- Single largest cause of Emergency room visits*

*Web, May 12, 2020, neffinjurylaw.com/articles/slips-trips-and-falls-in-restaurants

We want to protect you, by protecting your employees, customers, and your business all while providing a clean, sanitary experience for your customers and employees as well our REFRESH Technician is professionally trained.

1. Our REFRESH Service uses specialized equipment with commercial grade extractors, high water pressure with adjustable heat that is specifically designed to remove buildup on all types of surfaces.
2. We will use the product best suited for the tile in your facility and outside your facility safely removing buildup and eliminate breeding ground for germs, reduce the spread of disease, and keep your patio, walkways, dumpster area, tile floors looking fresh, clean, and safe in the process.
3. By removing this buildup, we not only remove hazardous grease but also reduce odors you may not realize are coming from your floors and outside surfaces.

Our REFRESH Service does the things independent providers cannot do.

- Reliable
- Scheduled Visits – no need to wonder when we will be back
- Quality service
- Insured

Do you see any reason you would not want to schedule the REFRESH service?

U. MARKETING MATERIALS:

1. The "Re Fresh Dumpster Treatment Service" flyer is available on the Enviro Store.
2. You will be able to input your local franchise contact information to be printed on the flyer when ordering.
3. **ENVIRO STORE VENDOR: AUSTIN PRINT** - **REFRESH Everywhere Flyer**

Front of Flyer:

Back of Flyer:

V. EQUIPMENT MAINTENANCE: (Please see EMU Refresh resource for schematics, recommended parts lists and frequently asked questions.)

1. **WARNING:** Do not clean or wash down the machine with its own spray. The machine is water protected, but not waterproof. Operating or cleaning the machine in this manner will increase the hazard of electrical shock and/or damage to the machine. We recommend cleaning your equipment daily as part of the end of the day duties by spraying with a garden hose.

2. Equipment schedule checklist: (This can be found in “Resources” on the New EMU)

REFRESH Scrub Equipment
Maintenance Schedule Checklist

Service & Maintenance Schedule Preventative maintenance is the easiest and least expensive type of maintenance. The life of any machine depends on the care that it is given. Regular inspections of the machine's systems and critical components are the key to preventative maintenance. To prevent machine down time and prolong the life of your unit, follow these simple routines.

Daily

____ Check the cold-water supply before starting
____ Check and fill the burner and engine fuel supply
____ Check and maintain good clean quality fuel
____ Check the detergent supply
____ Check the wash nozzle for clogging or damage
____ Check the pump oil level
____ Check for leaks
____ Check the engine oil level

Weekly

____ Check the pressure hose for wear or damage
____ Check and/or clean fuel filters as required (This will depend on the quality of fuel used.)
____ Perform the required 25- or 50-hour engine maintenance (See the engine manufacturer's operation manual).

Monthly

____ Inspect the burner and engine exhaust ventilation system
____ Check the belt pulley set screws for tightness
____ Check the quick coupler for leakage
____ Check the pump drive belt condition and tension
____ Check the condition and tension of all drive belts
____ Perform required engine maintenance (see the engine manufacturer's operation manual)
____ Change the pump oil (see Pump Lubrication)
____ Check the generator output voltage
____ Check the battery electrolyte level
____ Check the condition of the engine and pump mount plate rubber isolators

Annually

____ Tune up the fuel burner (A qualified Service Technician should do this, please consult your local AaLadin Distributor)
____ Replace worn wash gun nozzle and quick couplers
____ Change the pump oil (See Pump Lubrication)
____ Check the detergent pick-up hose for damage or plugging
____ Replace all filter elements
____ Run a back pressure test to determine the amount of scale formation in the heating coil (See an authorized Service representative.)
____ Perform all required engine maintenance (see the engine manufacturer's operation manual)
____ Check and clean the battery cables and terminals
____ Check the generator brushes for wear and replace as necessary

3.

Trigger Gun Wand Assembly Maintenance Checklist

Trigger gun and wand assembly

____ Inspect the trigger gun for damage or wear and check for complete trigger shut off daily
____ The gun must be able to completely shut off flow in the event of accidental or operational trigger release. Repair or replace if defective
____ Inspect the wand and couplings for wear, damage, or leaks daily. Replace a damaged wand, DO NOT attempt repairs!

Cleaning Coils

With certain water conditions, mineral deposits can accumulate rapidly inside the coil pipes. This accumulation is increased by the extreme heat build-up in the coil. The best prevention for coil build-up is to use high quality cleaning detergents. In areas where water is an extreme problem, periodically use AaLadin Coil Cleaner (Part No. 27-163030) to clean the coil.

____ IMPORTANT: It is necessary to run soap through the pressure washer at least once per week to inhibit rusting of the coil.

NOTE: This aids in preventing premature scale buildup and possible damage to the coil, hoses, guns, and tips. If you do not run soaps once per week the coil warranty can be voided. Removing Soot from the Coil Inefficiency in oil burner operation, due to poor quality fuel or insufficient air for proper combustion will result in the accumulation of soot on the heating coil. These deposits cause poor heating efficiency and further restrict air flow. To minimize the possibility of soot buildup, use good quality fuel and keep the burner air properly adjusted. Periodically use a commercial anti-soot fuel additive with your normal fuel supply. Follow the directions supplied with the product for use. An extremely sooted coil may require that the coil be removed and washed down with a suitable cleaning agent and high-pressure spray. Contact a dealer or authorized service representative for this service.

Hoses and Electrical Cords

Daily

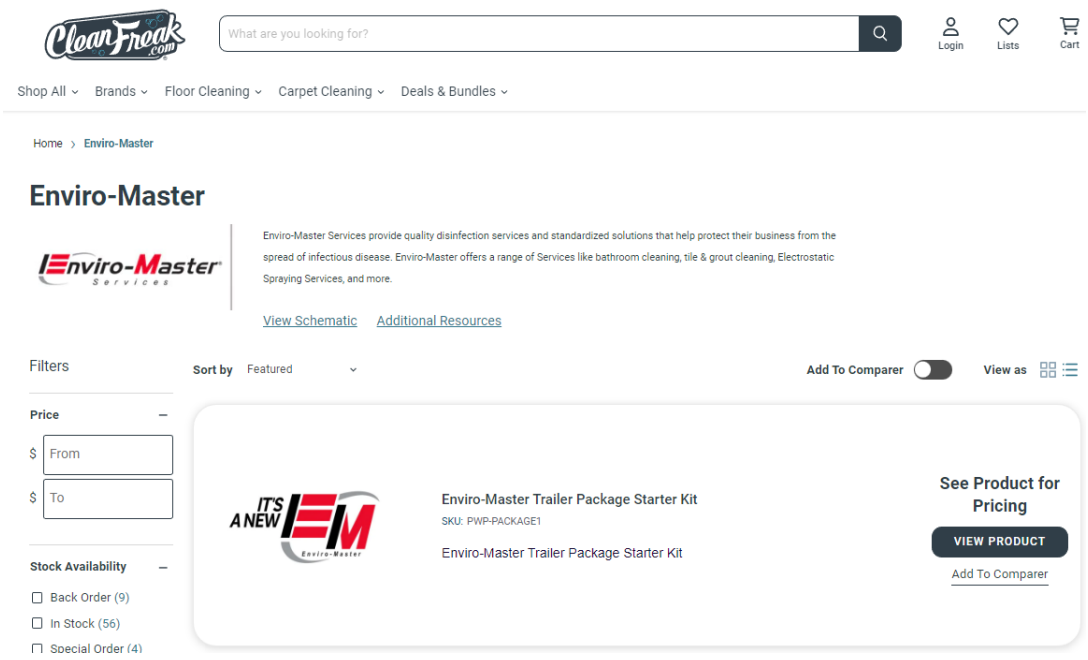
____ Check all hoses (Water Reclaim Vacuum Hose(s), Water Reclaim Drain Hose (s), Fresh Water Hose(s), and Pressure Hose(s) for leaks, cracks, etc.
____ Check the hoses on the Flat Surface Cleaner heads
____ Check all electrical cords for any defects

NOTE: It is important that all hoses and electrical cords are monitored daily to be sure hoses are in operational condition and would not create any electrical hazards or equipment issues.

"Clean Freak" is a website provided by Kelsan to order parts as well as Raptor 1 and the Nature's Green APC chemicals:

a. https://www.cleanfreak.com/collections/enviro-master - snapshot of the website below.
b. Create a "Login" and save to your favorites.
c. This website provides schematics and additional resources for the Refresh Power Scrub equipment.

W.



REFRESH PERSONAL PROTECTIVE EQUIPMENT FORM

(In the "Resources" section of the New EMU)

Refresh Scrub Equipment Personal Protection Equipment & Right to Know

I, _____, acknowledge training in the company's policy on care, maintenance, and use of personal protective equipment and also the handling of cleaning chemicals and the use of the Refresh Scrub Equipment.

I further acknowledge the company has provided me with the personal protective equipment listed below and has trained me on the proper use of each. I further acknowledge it is my responsibility as the employee, to properly use these items:

1. Safety Goggles
2. Leather or Heat Resistance Work Gloves
3. Rubber Boots
4. Ear Protection
5. SDS Binder
6. Office Emergency Contact Phone Number

I understand the OSHA and CDC requirements and agree to wear personal protective equipment when needed. I understand that violations of using personal protective equipment when needed will result in disciplinary action taken by the company. I agree to care and maintain the equipment assigned to me. If I should need replacement or have any questions or problems with my personal protective equipment, I agree to notify my supervisor or Franchise owner immediately.

Date: _____

Employee Name: _____

Signature: _____

Franchisee Name: _____

X. REFRESH POWER SCRUB SAMPLE JOB DESCRIPTION - (In the "Resources" section of the New EMU)

Refresh Scrub Tank Operator
salary + commissions + bonuses

ABOUT ENVIRO-MASTER

Enviro-Master of Services is the #1 trusted partner in health and safety, specializing in disease prevention, disinfection, and odor control services. We protect public health, improve our customers' lives, safeguard the health of their employees and their families, and improve the appearance and environment in their businesses.

POSITION – Enviro-Master is seeking a "Tank Operator" to perform all pressure washing duties, equipment maintenance, troubleshooting and mechanical acumen.

RESPONSIBILITIES & DUTIES

- Perform power washing operations at a variety of customer sites.
- Perform new account power washing installations.
- Develop route schedule.
- Manage, plan, schedule, and execute large projects.
- Manage supplies and equipment.
- Maintain supplies and equipment.
- Conduct Quality Control visits to existing power washing customers.

QUALIFICATIONS & SKILLS

If you have worked in Facility Maintenance, Janitorial or Custodial Service, Lawn Care Industries, Pest Control, this position could be ideal for you!

- Impeccable driving record
- Experience pulling and towing trailers, or similar equipment.
- Experience maneuvering and redirecting trailers, or similar equipment.
- Proficient in attaching and connecting trailers to truck.
- Mechanically sound – ability to maintain and service power washing equipment.
- Eye for detail
- Handy with tools
- Strong Communication / People Skills
- Excellent work history
- Ambitious
- Great Organizational Skills
- Proven Time Management Skills
- Ability to work independently or in a team environment.
- Trustworthy and Accountable
- Must have valid driver's license.
- Mobile phone

THE ENVIRO-MASTER ADVANTAGE!

- Proven business model – the best tools and chemicals…all company provided.
- Great working hours: typically, from 5 am-1 pm M-F
- Perform a variety of services for different types of businesses.
- Company truck provided.
- Enviro-Master's proven training program ensures quality job performance & increased employee morale.
- Grow your customers and grow your income!
- Unlimited earning potential!!

COMPENSATION: Starting salary $35,000-$40,000 + commissions + bonuses

CHAPTER 36 THE FIELD OPERATIONS MANAGER

An Operations Manager plays a pivotal role and a crucial figure within your franchise ensuring the efficient functioning of the business, balancing strategic planning with overseeing the day-to-day operations. Their duties encompass recruiting, hiring, termination, and supervision of technicians. **It is pivotal to select someone adept at managing these functions, allowing the franchise owner to focus on driving sales and expanding the business.** Moreover, the Operations Manager will undertake initial field tasks such as installations, Sani-Services, Scrub Services, Sani-Guard Services, Foaming Drain Line Services, and product sales. Initially, they should manage approximately $6,000 - $8,000 of monthly business before hiring the first Health and Safety Technician. As your revenue grows, aim to bring in an additional Technician for every $12,000 increase in monthly revenue, ensuring a team of 2-3 individuals on standby to accommodate future growth.

Important: It is strongly advised to include extra Technicians in your team to cover gaps, offer support, when necessary, aid in training, conduct installations and services while routes are being established, and grant flexibility to the Operations Manager in case of Technician absences due to no-shows, illness, or vacations. Having these extra team members enables the Operations Manager to refrain from running routes, enabling them to concentrate on the business's retention and growth.

A. Profile of the Field Operations Manager.

An Operations Manager typically possesses a diverse skill set that allows them to effectively oversee the day-to-day activities of a business. Here is a profile outlining key qualities and responsibilities:

1. **Qualifications and Skills:**
   a. ***Leadership Skills:*** Able to lead and motivate teams, providing direction and guidance.
   b. ***Organizations Skills:*** Proficient in managing multiple tasks, schedules, and resources efficiently.
   c. ***Communication:*** Excellent verbal and written communication skills to interact with staff, clients, and stakeholders.
   d. ***Problem-Solving:*** Capable of identifying issues and implementing effective solutions.
   e. ***Decision-making:*** Comfortable making critical decisions swiftly and under pressure.
   f. ***Analytical Skills:*** Can analyze data and trends to optimize operational processes.
   g. ***Technical Competence:*** Familiarity with industry-specific tools, software, and operational systems.

2. **Responsibilities:**

   a. ***Managing Operations:*** Overseeing day-to-day activities, ensuring smooth operations and adherence to standards.

b. ***Team Supervision:*** Recruiting, training, managing, and evaluating staff performance.
c. ***Resource Allocation:*** Optimizing resources including personnel, equipment, and budget.
d. ***Process Improvement:*** Identifying areas for efficiency enhancement and implementing streamlined procedures.
e. ***Client Relations:*** Maintaining client satisfaction through effective service delivery and problem resolution.
f. ***Strategic Planning:*** Contributing to long-term business strategies and goals.
g. ***Compliance:*** Ensuring adherence to industry regulations, safety standards, and company policies.

3. **Characteristics:**

a. ***Adaptability:*** Able to thrive in a dynamic and changing environment.
b. ***Result-Driven:*** Focused on achieving goals and objectives.
c. ***Collaborative:*** Works well in a team and fosters a collaborative work environment.
d. ***Responsible:*** Takes ownership of tasks and ensures accountability.
e. ***Detail-Oriented:*** Pays attention to details while also maintaining a broader strategic view.
f. ***Resilience:*** Handles challenges and setbacks with resilience and determination.

4. **Experience:**
   a. Previous experience in a similar managerial role, often with a background in the industry or relevant field.
   b. Experience with training others.
   c. Experience and who enjoys field work, as well as limited office work.
   d. Strong employment history and references, displaying sustained tenure in prior roles.
   e. Physically fit.
   f. Bilingual.

B. Field Operations Manager Sample Search Model.

(This chart can be found on EMU in Resources.)

Operations Manager

Candidate Name:
Date/Time:

SCORING: 0 = non-existent; 1 = OK; 2 = Excellent

Primary Job Functions	S - Skills	E - Experience	A - Attitude	R - Results	C - Cognitive Skills	H - Habits
Supervising	*Strong Oral and listening communication skills.*	Previous management or supervisor level postion	I can motivate anyone to get results, looks for the good in people.	Developed and managed a top performing team.	Knows how to lay the ground work for recruiting, hiring and training	Communicates with team on a daily basis
Time Management	*Strong ability to prioritize the importance of tasks and activities*	Has executed multiple tasks in short time periods	There's plenty of time in the day if you know how to manage it	Developed plans to prioritize activities	Knows how to track activites throughout the day	Rigid with important items and flexible to accomadate on Urgent items
Goal Setting	*Can articulate personal and company goals/can align others goals*	Has achieved goals he/she and others have set for him/her	Knows where he/she wants to go and how he's/she's going to get there	Can set and get goals	Understands the importance of setting goals and knows how to create	Check themselves and others against goals reguarly
Executing for Results	*Drives performance through expert management*	Has demonstrated the ability to obtain results	Failure is not an option	Can demonstrate the implementation of an effective plan that had positive results	Understands the importance of executing on strategy and how to accomplish	Checks in on results to maintain positive momentum
Business Acumen	*Applies business knowledge to optimize results*	Understands what rescources are important to invest in and when	The goal of a business is to make money	Demonstrated how to manage labor and inventory effectively	Understands basic business metrics and the importance of managing them	Manages the windshield by looking in the rear view mirror
Adaptability	*Can deal with unexpected challenges or circumstances*	Has achieved results while juggling multiple items	Stuff happens everyday, make the most of it	Shown the ability to get multiple tasks accomplished with positive outcomes	Understands strengths of team memebers for task completion	Delegates tasks to others for achievement
Stress Tollerance	*Reacts to duress in a balanced manor to sustain performance levels*	Demonstrated positive outcomes while under pressure	It's Toilets and Sinks…Not Brain Surgery, but it's business and we need to execute	Goals are accomplished without the outward appearance of a stressful situation	Understands how to prioritize a situation	Delegates tasks to others for achievement
Collaberation	*Values a work environment that through teamwork achieves results*	Has demonstrated how to effectively build, lead,manage and motivate teams	It's all a bout the team	Gauge success based on the morale of the team	Understands people are different and motivated by different things	Meets with team members regularly to keep them motivated
Accountability	*Follows up with self and others to verify completion of assigned work*	Can discuss the posititve and negative outcomes of when being held responsible	Everyone has to answer for their actions	Celebrates success and bounces back quickly from setbacks	Can make smart decisions	Holds him/herself and others accountable

C. Recruiting "A Players." (SMARTtools – WHO Method)

This valuable resource for leaders aiming to apply the Power Score and WHO techniques, offering in-depth steps, illustrations, and best practices to bolster effective leadership and decision-making. Tailor and refine the content to align with your organization's unique context and requirements. SMARTtools represent strategic methodologies crafted to elevate decision-making process and foster efficient team management. These tools empower leaders to make well-informed decisions while optimizing available resources. Synergies between the Power Score and WHO techniques are noteworthy, highlighting how they complement each other in strategic planning and decision-making. Emphasizing their combined strength, these methodologies aid in identifying priorities and understanding stakeholder impact in a unified approach. Providing guidelines for utilizing both techniques collectively ensures a comprehensive analysis, blending priority assessment and stakeholder engagement for superior decision-making outcomes. Summarizing the fundamental methodologies of the Power Score and WHO techniques underscores their inherent advantages in leadership and decision-making. Encouraging leaders to embed these methodologies into strategic planning processes emphasizes the significance of their continual use and enhancement. (*NOTE: Books can be purchased or register online and download tools for free*)

1. Four (4) Key Steps.

   a. *Using a "scorecard."* Define the mission, outcomes, and competencies for the specific role. A benefit of creating a scorecard is it helps a company standardize its hiring

processes to treat each qualified candidate the same. It also helps ensure that hiring managers judge candidates based on how well they fit the job description.

1. Mission – a job mission describes what you want the person who fills the position to accomplish.

2. Competencies - create a list of the competencies a candidate should have that can help them complete the job's mission.

3. Outcomes - you can specifically define what you want the employee to accomplish in the role by setting three to seven quantifiable and attainable outcomes for the job.

NOTE: Using the scorecard and asking the same questions of all candidates allows you to compare qualifications and skills by grading using an A, B, or C to determine which candidate most closely matches the mission, competencies, and outcomes of the position. *Also, to learn more regarding this method you can order the books or join online.*

b. *Recruitment Sources*. Source candidates from various platforms and screen based on the "scorecard" for the position which can assist with finding talented employees who have a genuine interest in working for Enviro-Master.

1. Referrals. Offering current employees an incentive program can assist with finding talented candidates.

2. Recruiters. External recruiters can assist with finding talented candidates. (i.e., Woot Recruit, Indeed, etc.)

3. Niche Job Sites. Posting on niche job sites can assist with communicating with candidates that were not reachable through referrals and recruiters.

c. *Conduct structured interviews*. Assess their fit with the "scorecard" to select the candidate. As well there are five (5) types of interviews, and it is especially important to ask all the candidates the same set of questions in all rounds of your interview process.

1. Phone Interviews. Assist with ruling out candidates that do not fit the positions job mission.

2. In-Person Interviews. In-person interviews to learn more about the candidates' work experience.

a. Creating and using the scorecard helps develop interview questions that assist you whether the candidate meets the mission, competencies, and outcomes outlined.
b. Asking questions such as, “Why” or “Tell me more,” learning more about the candidate’s knowledge and skills.

c. Creating interview scripts ensures the candidates are asked the same set of questions and assist with preventing distractions in the interview process.

d. Sample Completed Scorecard:

Scorecard for the role: VP of Sales

Candidate: Karen Tan
Date: 8/1/2016
Rating and Comments (A,B,C): A

Interviewer: Jay Simms
Recommendation: Proceed

MISSION: The mission for this role is to convert existing consulting clients into software customers, to achieve $100m in sales by 2020.

OUTCOMES:

	OUTCOMES	RATING and COMMENTS
1	SALES: Grow software sales from $12.5m in 2016 to $100m by 12/31/2020.	A. Karen started her career as a marketing manager and built a $50m software brand for Softcorp. Most recently Director of Sales at TLY Consulting Group, and grew their software division from $72m to $200m within 4 years.
2	CUSTOMER SATISFACTION: Achieve 90% customer satisfaction by selling appropriately-scoped software, and by providing excellent training and support.	A+. Won “Top Customer Ratings” by Gartner two years ago; cleared 90% customer satisfaction ratings in 2 of last 3 jobs.
3	MARGIN: Increase gross margin from software sales from 18% to 25% through pricing, by focusing on high-value clients, facing high-value problems, at high-value moments in time.	B+. Tends to “give away the store” to make first-time buyers happy, but increases price later.
4	HIRING: Build an inside sales team from 5 account managers with 60% A Players (3 As, 1 B, and 1 C) today, to 10 account managers with 90% A Players within 12 months.	A. Karen won the “Recruiting Maniac” award at her previous job, and has built three excellent teams.
5	STRATEGY: Contribute to the new 2017 strategic plan; create the sales part of the plan, which syncs with marketing and finance, by 12/31/2016.	B+. Karen describes herself as more of a “do-er” than a navel-gazer, but her instincts about strategy are excellent, focused, and pragmatic. She just doesn’t spend much time on data collection and analysis vs. using intuition and hard work to be successful.

COMPETENCIES:

PRIORITIES	WHO	RELATIONSHIPS	TECHNICAL
Brainpower/learns quickly, B	Hires A players, A	Organization and planning, A-	Finance, B
Analysis skills, C+	Develops people, A	Integrity/honesty, A+	HR, A-
Strategic thinking/visioning, B+	Removes underperformers, A	Calm under pressure, A-	Legal, B+
Creative/innovative, B+	Network of talented people, A	Aggressive, A	Information Technology, B+
Sets high standards and goals, A		Moves fast, A	Other Role-Specific Skills Direct sales, A+ Digital marketing, B PR, B
		Follows through on commitments, A-	
		Attention to detail, B	
		Enthusiasm/ability to motivate others, A	
		Persistent, A	
		Proactivity/takes initiative, A	
		Work ethic, A	
		Treats people with respect, A-	
		Flexible/adaptable, B+	
		Listening skills, A-	
		Open to criticism and others' ideas, A-	
		Written communications, B+	
		Oral communication, A-	
		Teamwork, A-	
		Persuasion. A+	
		Holds people accountable, A	

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3. Skill Interviews. These interviews help to determine whether the candidate meets the skills that align with the position and company needs.

4. Compatibility Interviews. Introduce the candidate to the team where they can ask interview questions of the candidate which can gauge the compatibility with the team.

5. Reference Interviews. Call on references provided by the candidate and ask about work history and performance.

d. *Sell the job to the candidate*. Highlighting benefits and opportunities of working for the company.

1. Culture. Emphasizing aspects of your culture that make you unique. (i.e., company fun events, family environment, etc.)

2. Work-life balance. Offering paid holidays, remote work, working with candidate due to childcare, etc.

3. Pay. Discuss compensation range for the position helping to sell the job to the talented candidate.

4. Benefits. 401k matching, Healthcare Insurance, assists with showing value beyond the job's salary.
5.

D. Recruiting "A Players." - "Hire Success" Process and Best Personality Type for This Position.

1. **Hire Success – (requires signing up and a yearly fee).**

   Hire Success is a tool for users to comprehend and proficiently employ at every stage of the hiring journey, spanning from setting up job postings to selecting candidates and overseeing their onboarding. Customize the instructions and specifics to align seamlessly with your organization's unique needs and preferences.

   Hire Success stands as an inventive recruitment platform meticulously crafted to streamline and enhance the recruitment and selection processes for businesses of diverse scales. It presents a comprehensive array of tools and functionalities aimed at simplifying candidate management, conducting assessments, and facilitating a seamless hiring experience.

   A. **Account Setup and Configuration**.

      1. Creating an Account.
      2. Customization of Job Role Templates and Criteria Customization.
      3. User Permissions – Admin access and limited access level.

   B. **Job Setup**.

      1. Creating a New Job – Develop custom job templates to align with specific job descriptions.
      2. Job Template – Use existing job templates from library of templates for various roles.
      3 Setting Criteria – Define skills and competencies required for each job role and educational qualifications, experience level and other job-specific criteria.

   C. **Candidate Evaluation and Assessments**.

      1. Assessment Creation – Select assessment types relevant to job role and create assessment questions or tests from library or customize.
      2. Scoring and Evaluation – Define scoring system and/or use automated evaluation tools.
      3. Assessment Reports – generate reports and compare candidates' assessment results.

D. **Candidate Management**.

1. Application Tracking – Track Candidates progress and manage candidate resumes.
2. Communication – Set up automated response, schedule and manage interview appointments.
3. Notes and Feedback – Team member feedback with centralized system for recording and feedback.

E. **Interview and Selection Process**:

1. Scheduling Interviews – Directly through platform and send automated reminders to candidates and interviewers.
2. Collaborative Selection – Team collaboration, compile, analyze collective feedback.
3. Final Selection and Offers – Narrow candidates, extend job offers.

F. **Onboarding and Integration**:

1. Transition to Onboarding – transition information.

G. **Support and Troubleshooting**:

1. User Support – Help Center access and support assistance.
2. Troubleshooting – List of FAQ's.

H. **Best Practices and Tips**.

1. Optimizing Hiring Process – Keep job postings and criteria and maintain active communication with candidates.
2. Ensuring Compliance – Legal adherence and data security.

2. **EXECUTIVES/C-SUITE Personality Type– (Operations Manager)**

The ideal candidate for this position level should have wide bands for situational scenarios. They should be easily adaptable to change, able to create a path from chaos, and a forward-thinking problem solver. This candidate should be at ease holding themselves accountable instead of "passing blame," and should lead by example in all areas of their position. It is highly recommended to obtain a Myers-Briggs assessment to use in conjunction with this assessment for this level of candidates, which will dive deeper into their traits for dealing with stress levels.

As there are generally two types of C-Suite leaders, it will be imperative that you decide which type you are seeking: dictator or diplomat leadership. Each has a hugely different background of traits that will prevail for the leadership type sought.

The best fit for this position is a primary personality type A ("The Builder") and a secondary type of D ("Supporter"), with the Overall Confidence Rating of Fair to Very High.

a. The ideal candidate ***should have*** high scores (6 -9) in the following categories:
   1. Extroverted
   2. Organized
   3. Decisive
   4. Adaptable
   5. Analytic
   6. Compassionate
   7. Goal Oriented
   8. Detailed
   9. Self-Confident
   10. Tolerant
   11. Promoter
   12. Aggressive

b. *The ideal candidate should **not have** low scores of (1-5) in any of the categories*.
c. *The ideal candidate **should have** situational bands for the following*:
   1. Team player/Works independently
   2. Cautious/Risk taker
   3. Spontaneous/Deliberate
   4. Avoids Change/Likes Change
   5. Reactive/Proactive
   6. Skeptic/Promoter
   7. Persuasive/Unpersuasive

E. Job Description Sample and Accountabilities of a Field Operations Manager. (Document can be found on EMU in Resources)

1. ***Sample Job Description:***

Enviro-Master	**Job title**	*Operations Manager*
	Reports to	*Franchisee/Owner*

Job purpose

The operations manager's position is to implement processes and practices across the organization including improving performance, procuring material and resources, and securing compliance. The ability to mentor a team, find ways to increase quality of customer service, build customer relationships, and implement best practices across all levels. This ideal candidate is organized, punctual, flexible, and able to manage one's time efficiently. This position will also be able to perform all company services that are provided to multiple industries such as restaurants, schools, gyms, healthcare, manufacturing, and childcare facilities.

Duties and responsibilities

- Ensure all operations are conducted in an appropriate, cost-effective way.
- Improve operational management systems, processes, and best practices.
- Purchase materials, plan inventory and oversee warehouse efficiency.
- Help the organization's processes remain legally compliant.
- Formulate strategic and operational objectives.
- Examine financial data and use to improve profitability.
- Manage budgets and forecasts, if required.
- Perform quality controls and monitor production KPIs (key performance indicators).
- Recruit, train and supervise staff.
- Find ways to increase the quality of customer service.

Qualifications and Skills

- Interpersonal skills – an operations Manager must communicate with both executives and staff employees to create and administer policy.
- Strong personal and professional judgment - which are invaluable skills for hiring decisions and in finding the best solution to organizational dilemmas.
- Adaptability - enabling the Operations Manager to respond quickly to a shifting reality and adjust initiatives and priorities accordingly.
- Organizational skills and the flexibility to jump from priority to priority, which are essential to a role that juggles a variety of functions and projects.
- The ability to develop strong, long-lasting customer relationships.

Requirements

- Proven work experience as Operations Manager or similar role.
- Knowledge of organizational effectiveness and operations management.
- Excellent communication skills.
- Leadership ability.
- Outstanding organizational skills.
- Degree in Business, Operations Management, or related field.

Physical requirements

The job requires sitting, physical lifting, bending, standing, and moving equipment and products regularly.

Direct reports

Field Personnel.

2. ***Non-Compete:***
   1. All employees are required to sign a non-compete agreement. This language should be incorporated into their Employment Agreements (See the Resources section of EMU for Operations Manager Employment Agreement).

   2. This provides critical protection for your business from employees who have had access to company data, products, practices, and other proprietary information which could be used to open a competing business.

3. ***Accountabilities:***
   a. Recruiting, hiring, and managing all Technicians.

      1. Years of operational experience have shown that Franchisees will be adding Technicians from growth ("gain") and employee turnover.

      2. The Operation's Manager should *ALWAYS be actively recruiting* individuals.

   b. Manage and Coordinate all Enviro-Master Field Services.

      1. This includes ensuring that all Company services (Sani, Scrub, Drain Line Program, Refresh, RPM, Microfiber Floor, new account installations, and product sales) are being properly completed each week.

   c. Efficiently Routing Technicians.

      1. The Operations Manager must ensure that route schedules are efficiently organized to maximize daily revenues and minimize drive time for Technicians.

         a. For example, no accounts should be so distant from a technician's daily route that travel time causes the account to be unprofitable for the Technician.

      2. Routing a technician's daily service accounts is a bit of both a science, and art. Our software now allows for assistance in routing Technicians service stops.

      3. Other elements must be considered such as: day and time when customer requests service, amount of time required to provide a specific service, time-sensitive customers, and Technicians who may more easily access, and service a given customer.

      4. At least monthly, Operations Manager should meet with each Technician to review his/her route and move accounts (and account types) among days, times and other Technicians as is needed to maximize revenues for the Franchised Business.

5. Proper routing dovetails into proper workload balancing. The two work together to maximize earnings for both the Franchised Business and Technicians.

d. Training New Technician in all Aspects of their Work.

1. This includes, but not limited to, proper handheld usage, preparation of daily paperwork, provisions of Sani-Services and Scrub Services, dispenser repairs, proper handling and safety of all chemicals used in performed services, personal protective equipment, product training, building relationships with customers, etc.

2. It is especially important to train Technicians "how to effectively up sell" products in the field. These additional sales will make up a generous portion of your revenue and profits.

3. Finally, Technicians are required to be enrolled in Enviro-Master's LMS (Learning Management System) upon hiring. The "Health and Safety Technician Training Manual" and Course(s) are a requirement of the position and upon taking the "Sani-Service Course and passing the Certificate will automatically populate with technician's name and date of passing. This certificate can be downloaded, printed, and signed by management and placed in plaque to hang on wall.

a. Certificate

e. Assist in Checking-in Technicians on Friday Afternoons.

1. Primarily, this involves receiving and checking in all unused inventory from Technicians back into their lockers.

2. Restocking lockers for the upcoming week.

3. Checking "Service Kits." Making sure all bottles are appropriately labelled and kit is neat, clean and contains all necessary tools for service.

4. Virus Vaporizers (Victory Sprayer) are flushed and operational.

5. Foaming Drain line equipment is operational, clean, and in good operational condition.

6. Kaivac machines are clean and in good operational condition.

f. Tracking, Counting and Managing Warehouse Inventory.

1. This task includes:

   a. Comparing and tying out individual route inventory sheets to the Weekly Revenue Summary Report, making sure all items sold to customers were billed and there are no discrepancies, at Friday Check-in.

   b. This also entails collaborating with the Owner/Manager in determining weekly Purchase Orders for products and supplies.

   c. This includes distributing inventory to Technicians and stocking lockers for the next weeks route services. (Lockers are usually loaded two (2) to three (3) times a week depending on the route and the volume of products being sold to customers.)

2. Locker inventory sheet is located on Enviro-Master's learning site.

3. Monthly Inventory Count Sheets can be printed via QuickBooks.

g. Balancing Workload among Technicians – a Critical Skill.

1. Given that Sani-Services may vary from $25/week to $100+/week and product sales can vary greatly from customer "class" (or type), it is extremely important that the Operations Manager balance the Franchised Business's workload proportionally among Technicians to provide them all with an opportunity to earn equitable compensation.

   a. For example, if one Technician is assigned all low dollar Sani-Accounts at small restaurants and gas stations, they may earn substantially less than a technician assigned higher dollar Sani-Service accounts at light manufacturing companies that purchase large quantities of paper.

   b. Insufficient earnings will create frequent turnover/attrition among Technicians and is costly in time, money, and your business image to the customer.

2. At least monthly, a good Operations Manager will study the Franchised Business's workload, each Technician's route, and allocate earnings opportunities efficiently among Technicians. Therefore, it is best to attempt to allocate account values as

evenly as possible, but also to constantly collaborate with Technicians to improve their ability to sell products to their customers.

a. The sale of paper products into an existing Sani-account can easily double its weekly revenues.

b. So, it is important to make the effort to provide each Technician similar earnings opportunities (regarding Sani-Service values and customer types which are known to purchase larger paper quantities) to promote employee retention and loyalty, as well as maintain service quality and minimize customer cancellations.

h. Managing Missed Accounts or Other Account Issues.

1. The Operations Manager must resolve any service issues which may arise daily. This includes arranging for another Technician to cover a "missed account," resolving service issues in the field, meeting with customers to prevent cancellations and personally addressing their service issues and/or complaints.

i. Holiday Scheduling.

1. At the Monday Morning Meeting, 2-4 weeks before the holiday, it is especially important that Technicians are reminded there is an upcoming "holiday." This provides Technicians with time to talk to customers to see who will be open and/or closed.

2. Sample ways of scheduling routes for holiday weeks.

Salina 1	MON	TUE	WED	THU	FRI/MON	W	H	TUE	WED	THU	FRI	W	Option: Service Monday accounts on the Friday before a holiday
Salina 2	MON	TUE	WED	THU	FRI	E	O	MON/TUE	WED	THU	FRI	E	Option: Service Monday and Tuesday stops on Tuesday
Salina 3	MON	TUE	WED	THU	FRI	E	L	MON	TUE/WED	THU	FRI	E	Option: Service Tuesday and Wednesday stops on Wednesday
Salina 4	MON	TUE	WED	THU	FRI	K	I	MON	TUE	WED/THU	FRI	K	Option: Service Wednesday and Thursday stops on Thursday
Salina 5	MON	TUE	WED	THU	FRI	E	D	MON	TUE	WED	THU/FRI	E	Option: Service Thursday and Friday stops on Friday
Salina 6	MON	TUE	WED	THU	FRI	MON	A	MON/TUE	WED	THU	FRI	N	Option: Service some Monday stops on Saturday, finish unopened stops on Monday along with Tuesdays stops
Salina 7	MON	TUE	WED	THU	FRI	E	MON	MON/TUE	WED	THU	FRI	D	Option: Service some Monday stops early Monday and finish customers on Monday along with Tuesdays stops
Salina 8	MON	TUE	WED	THU	FRI	D	Y	MON/TUE	TUE/WED	WED/THU	THU/FRI		Option: Spread the servicing of accounts over the 4 days, doubling up each day
		TUE	WED	THU	FRI			MON	TUE	WED	THU	FRI	Option: Service Friday customers on Saturday
***	Double Up												

3. Other Recommended Steps:

a. **Pull ahead the scrubs** that are due during the holiday weeks, so you have a manageable number to complete during this time.

b. **Complete as many installs** as possible before the Holiday weeks.

c. **Have a plan for each one on how and when their routes are going to be completed.** Meet with each technician individually on their routes, communicate with them daily to make sure they are on schedule.

d. **Communicate with your customers** on when they will be serviced during the holiday weeks if it is going to change. For example, "Dear valued customer, due to the holiday schedule, your account will be serviced on _____. We will resume our regular schedule the week of_____. If you run short on supplies and need to contact us, please call _____. ***Thank You, and Happy Holiday!"***

e. **Do not run out of supplies,** keep your technician's lockers stocked!

j. Oversee the Monday Morning Team Meeting.

This is also the ONLY time of the week when the Operations Manager can meet with all Technicians together to celebrate successes or discuss issues as a team. (Enviro-Master's learning site contains agenda template for the Monday morning meeting.)

1. Weekly invoices, route schedules, new customer accounts, and new installations are distributed to technician.

2. It is also a fun time to celebrate any or all Technicians that have "upsold" customers from the prior week, as well as provide updates to any contests or promotions that the Franchise is running.

3. Additionally, customer service issues, missed accounts, cancellations, quality control issues, new policies and procedures and other general field issues are addressed in a timely manner. This is also the ONLY time of the week when the Operations Manager can meet with all Technicians together to discuss issues as a team.

4. It is highly recommended that the Franchise Owner and Sales Representative(s) attend these Monday morning meetings as well.

k. Create a "Culture" of Customer Retention Through Weekly Practice.

1. All Technicians must learn **"Who We Are and What We Do."**

2. We recommend practicing in Monday Morning Meetings, as this will ensure that when they encounter a new manager/owner of a business they can adequately describe what it is the company does to prevent confusion by the customers, and ultimately prevent a customer cancellation.

a. All Technicians must learn their customers' **names**, and again this should be practiced weekly. This is a tool that ensures relationships are being built between the Technician and customer – **"Name That Customer."**

b. Failure to work on these two areas weekly will result in unnecessary customer cancellations.

l. Manage All Daily Operations Allowing the Franchise Owner the Freedom to Build the Revenue Base of The Business – "GAIN."

The franchise owner as the sales leader of the organization should never be involved with field service. This is the job of your Operations Manager and will result in lack of sales revenue and the failure of your business. If your Operations Manager fails to recruit or keep qualified people, they should be replaced.

m. Compensation suggestion of the Operations Manager.

The Operations Manager compensation will vary based on Market and experience. The following is an example of the recommended compensation structure.

1. **Base Salary.** A base salary of a minimum between $60,000 to $75,000, depending on experience and market. This could also vary based on prior experience if the candidate has run a service operation and could bring additional value to your organization such as former employees and customers.

2. **Labor Cost Control.** The Operations Manager is responsible for managing the cost of all Technician labor. The goal of your operation should be a technician labor cost of 23% or less of the Franchised Business's gross revenue. If the Operations Manager achieves this goal, then for each period that the goal is met, a bonus of $400.00 per period is recommended. (Key to achieving 23% is running product promotional contests, collaborating with technicians to build product penetration per route and work towards route revenues being a 70/30 or 75/25 mix of services and products. Note: big revenue dollars coming from non-labor items)

3. **Technician Sales.** The Operations Manager is responsible for the training and motivation of all Technicians regarding upsells; therefore, an incentive commission to the Operations Manager is recommended. A 3% override commission on total upsells for all Technicians on services recommended.

   a. For example, if the Technician upsells a scrub service for a $100.00 per period, $100 x 13 = $1,300 x 3% = $39.00 commission to the Operations Manager.

4. The recommended override to the Operations Manager would be 15% on any product sold by the Technicians per period.

    a. For Example, if the Technician upsells a new paper customer a case of paper, $50.00 cs x 15% = $7.50 override commission to the Operations Manager.

F. Staffing, Structure, and Accountabilities by Revenue model.

(Accountabilities worksheet and listing are in Resources in EMU)

1. Staffing accordingly, constantly, and consistently is key.
    a. Executing strategy is always understanding your role in the business and the role of the employees that work for you.
    b. The larger the business becomes, the more it will want to pull you into doing jobs that are urgent instead of important. ***Your role in this business is to always be a leader for the service team.***
    c. The Operations Manager is to run the service side of the business through all its stages.

2. **VERY IMPORTANT** - **ALWAYS BE RECRUITING** - *Operationally, as the business grows in annual revenue, a general rule for hiring service technicians is - every $1,800 - $2,000 in weekly revenue hire a new Health & Safety Technician (HST). With sales reaching their goal of $150 per week in reoccurring revenue, every 12 – 13 weeks an additional technician should be hired. (Example: $150 X 12 = $1,800) Continue following this general rule to add HST's.*
   Note: *Partnering with Sales, coordinate for the Sales Representatives and/or Customer Grow Rep to work on the routes that need additional accounts to fill-in for efficiencies and to help grow the route to $3,000 per week.*
3. **Sample Organization Charts based off revenue volume with a list of suggested accountabilities by positions as the business grows**:
    a. *Organization Chart and Accountabilities for $0 - $500k*.

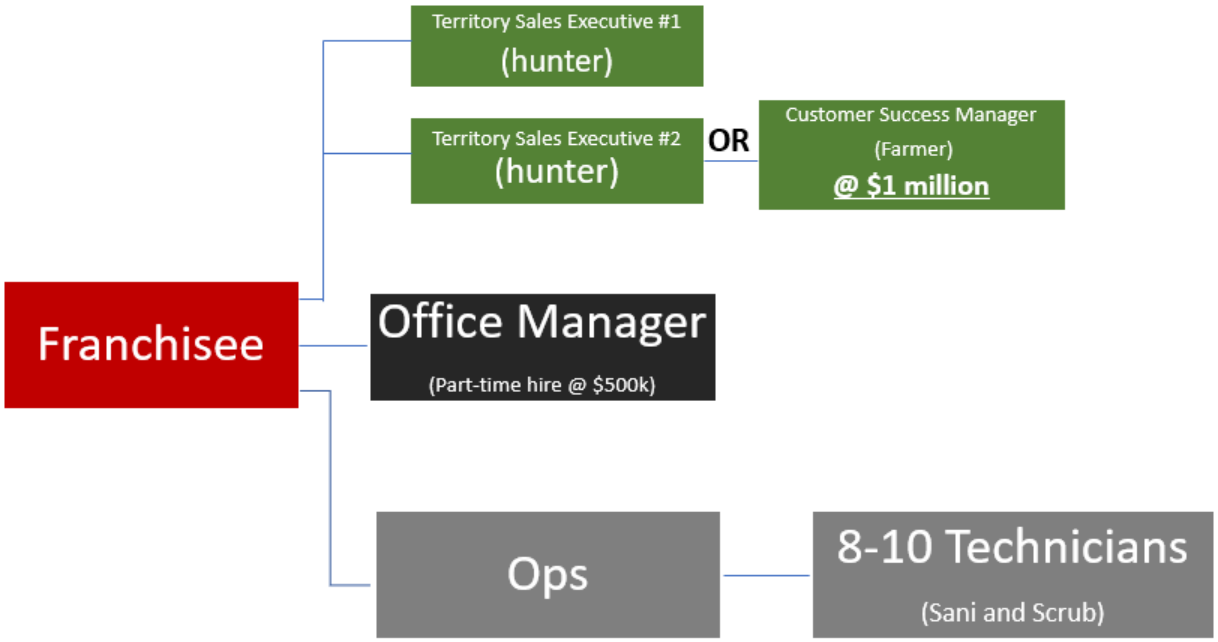
b.

Franchisee
Company Vision
Run Monday Mangament Meeting
Manage the overall business
Manage Scorecard
Drive business growth
Payroll
Invoice Reconciliation
New Account Set ups
A/R Meetings
Onboarding
Inventory Reconciliation/Receiving
Ensure All Tickets are Closed in Route Star Each Week
Manage COD's
Create Scorecard data
Check In Bunzl- Tues
Vehicle Maint Program
New Hire Advertising
Task Manager
HR & Employee Manual
Quality Control

Territory Sales Executive
Attend weekly sales meeting
Complete QC's
Selling Business - New Rooftops
Upsells

Operations Manager
Monday Tech Mtg
New Hire Interviews
New Hire Payroll Set Up
Inventory Mangement (PAR Levels) and Ordering, (Counts)
Tech Certification Classes- as scheduled
Organize Routes for Coming Week
Equipment Maint Program- monthly VVP
Manage Call In Emergencies
Install/Scrub Routing
Manage Scrub Tech's
Manage all Installs/Complete as necessary
Kaivac Maint Program
Soap Mixing - (Tank Cleaning, Transport Jug Cleaning)
Equip Maint Scrub/Install Monthly
New Hire Interviews- Scrub/Install
Refurbishing Old Equipment
Stripping Canceled Accounts
Warehouse Organization
Put away shipments
Tech Schedules/Routing
New Tech Training -backup
Assist in Hiring Process
Fill Lockers
Field Disp Maintenance-Sani Techs
New Account Assignments
Missed Stops
Safety & Health Program (OSHA)
Friday Check-In (Inventory, kits, Victory, SDS Books)
Management Meeting
Product Training
Task Manager
Quality Control
RSO - HH Training

Organization Chart and Accountabilities for $500k - $1 million.



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HR & Employee Manual
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Quality Control

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Customer Success Manager
Weekly Sales Meeting
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Google Reviews/Referrals
AR Collection
Selling Business

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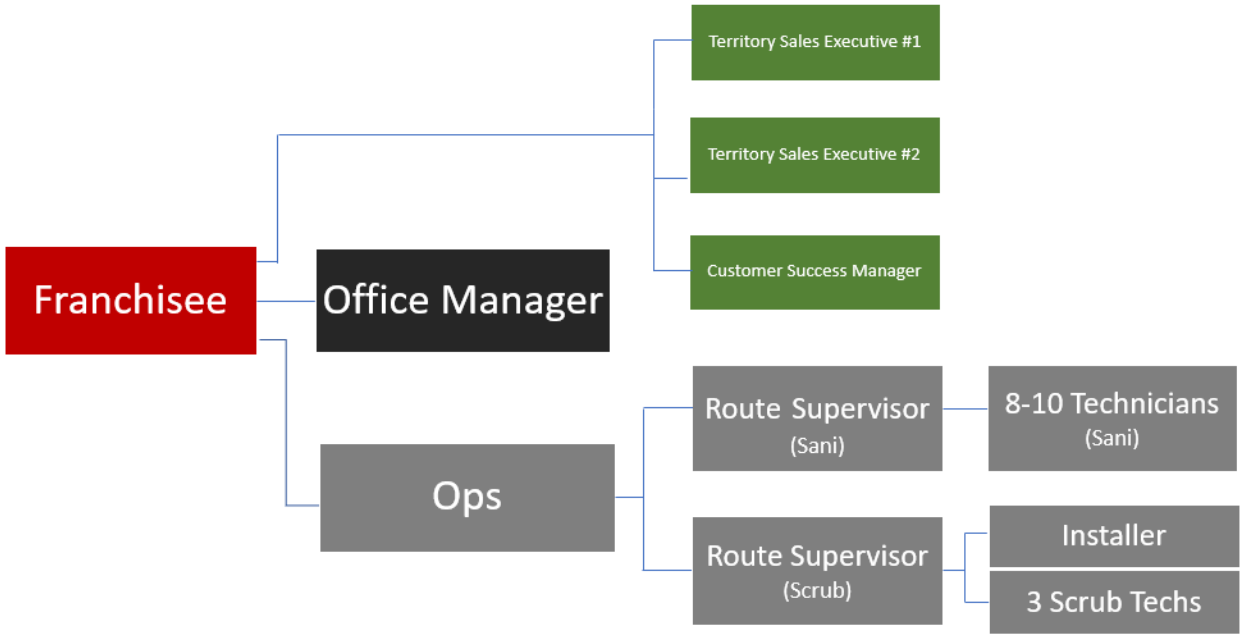
A/R Meetings
Onboarding
Inventory Reconciliation/Receiving
Insure All Tickets are Closed in Route Star Each Week
Manage COD's
Create Scorecard data
Generate Tickets
Chart Tracking Goal
Customer Files
Employee Files
Task Manager

c.

Organization Chart and Accountabilities for $1 - $2 million.

Approximately $1 - $1.2 million, the Operations Manager should be looking to add Route Supervisors, whether promoting member(s) from the team or hiring from the outside. This allows the Operations Manager to delegate, coordinate, and lead the team by making sure all customers are being serviced, retained, and grown. Operationally, it is recommended to always be recruiting and applying the formula for when to hire additional technicians as well they should also be riding with technicians to assist with training and growing customers with additional product(s) and service(s) and to make sure the service provided is as trained and "the result" is as expected. Meanwhile this allows the Franchisee/Owner's focus kept **on** the business and focused on sales that will grow the business.



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Manage Scorecard
Drive business growth

Operations Manager
Monday Tech Mtg
Vehicle Maint Program
Check In Bunzl- Tues
New Hire Interviews
New Hire Payroll Set Up
Inventory Mangement and Ordering, Counts
Assign New Accts w/ Rt Supervisors
Tech Certification Classes- as scheduled/WWA|WWD
10 Customer Visits per Week
Organize Routes for Coming Week with Rt Supervisors
Equipment Maint Program- monthly WP
Manage Call In Emergencies
Safety & Health Program
Re-Routing Efficiencies (Work with RS's and Scrub Mgr's)
Friday Check-In (Route Inventory, kits, Victory Sprayer Flushing, SDS Books) Back up
Employee 1:1's - Goals (Growth), Reviews, etc.
Contests & Promotions

Office Manager
Payroll
Invoice Reconciliation
New Account Set ups
A/R Meetings
Onboarding
Inventory Reconciliation/Receiving
Insure All Tickets are Closed in Route Star Each Week
Manage COD's
Create Scorecard data
Generate Tickets
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Customer Files
Employee Files
Task Manager

Territory Sales Executive
Attend weekly sales meeting
Complete QC's
Selling Business - New Rooftops
Upsells

Customer Success Manager
Weekly Sales Meeting
QC's - Saving Business
Google Reviews/Referrals
AR Collection
Selling Business

Route Supervisor Sani
Tech Schedules/Routing
New Tech Training -backup
Assist in Hiring Process
Assist with Weekly Accounts as Needed
Help w/ Lockers as Needed
Field Disp Maintenance-Sani Techs
Locker Fulfillment (team)
New Account Assignments

Scrub/Install Manager
Install/Scrub Routing
Manage Scrub Tech's
Manage all Installs
Kaivac Maint Program
Soap Mixing (Cleaning/Transport Jug Cleaning)
Equip Maint Scrub/Install Monthly
New Hire Interviews- Scrub/Install
Refurbishing Old Equipment
Stripping Canceled Accounts
Warehouse Organization
Put away shipments
Fleet Mangement
Friday Check-In (Inventory), KV Maint, SDS Books)
Quality Control
HH Training

Route Supervisors: *As the business grows and additional technicians are hired this position is added to help manage and oversee the field personnel assisting the Operations Manager with making sure all work is being performed and completed efficiently and per the frequency.*

1. Job Description Sample: (Found in "resources" on EMU).

	Job title	*Route Supervisor*
	Reports to	*Operations Manager*

Job purpose

The ideal candidate will be a competent individual who can guide and train employees. The individual will be well-versed in processes under the role's responsibility and will be results-driven and focused. The ability to mentor a team, find ways to increase quality of customer service, build customer relationships, and implement best practices across all levels. This ideal candidate is organized, punctual, flexible, and able to manage one's time efficiently. This position will also be able to perform all company services that are provided to multiple industries such as restaurants, schools, gyms, healthcare, manufacturing, and childcare facilities.

Duties and responsibilities

- Manage and supervise the daily activities of employees.
- Ensure routes run efficiently and on time.
- Monitor the maintenance and upkeep of vehicles and equipment.
- Oversee the loading and unloading of vehicles.
- Communicate with customers regarding delivery schedules and issues.
- Train and develop employees.
- Ensure compliance with safety regulations and company policies.
- Resolve conflicts and address concerns from employees.
- Setting goals for performance and deadlines, with Operations Manager, in ways that comply with company's plans and vision.
- Organizing workflow and ensuring that employees understand their duties or delegated tasks.
- Monitoring employee productivity and providing constructive feedback and coaching.

Requirements and Skills

- Proven experience as supervisor or relevant role.
- Familiarity with company processes and procedures.
- Ability to learn a variety of job descriptions.
- Excellent communication and interpersonal skills.
- Outstanding organizational and leadership skills.
- Good knowledge of MS Office.
- High school diploma: BS/BA in management or relevant discipline will be considered an advantage.

Physical requirements

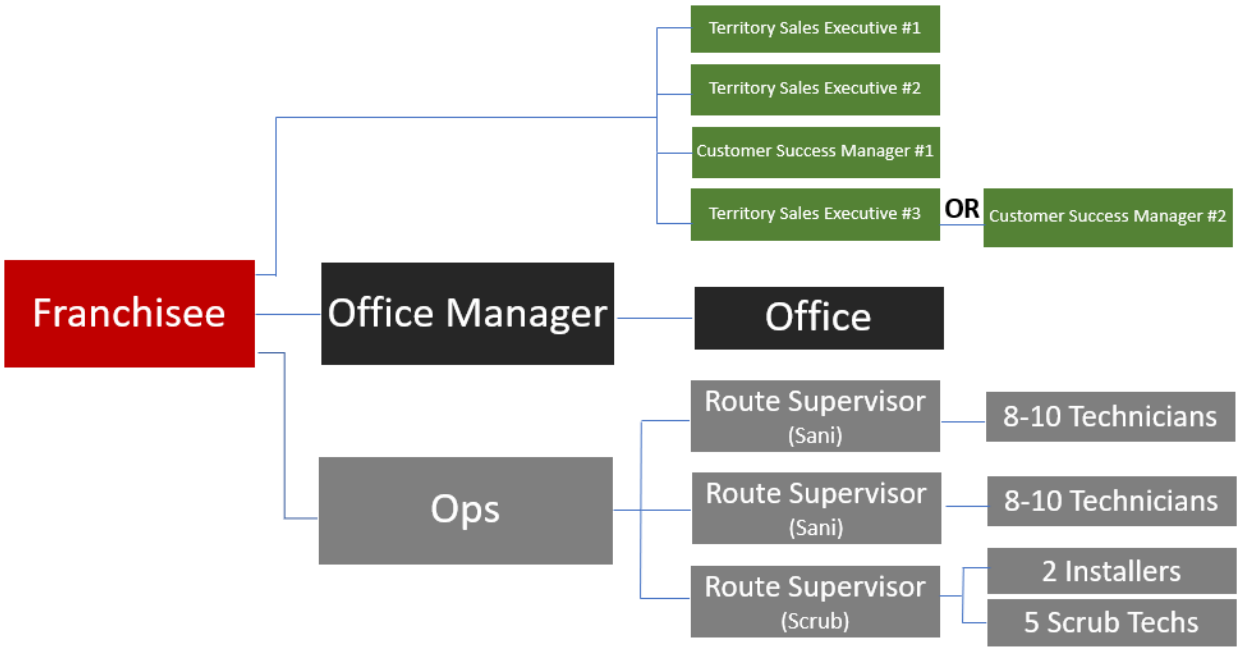
The job requires physical lifting, bending, standing, and moving equipment and products regularly.

Direct reports

Health and Safety Technicians, RPM (Restore, Protect and Maintain) Technicians and/or Scrub, Install, Refresh Technicians.

d. *Organization Chart and Accountabilities for $2 - $3+ million.*

As the business revenue grows, it becomes more important these processes and procedures are being maintained – do not stray - **FOLLOW THE MODEL.** Stay focused on the goal. The strategy of the business is, and always will be, Retain-Grow-Gain.



e.

Accountability Task Listing Used in the Matrix's above – described in more detail.

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Google Reviews/Referrals
AR Collection
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Scrub/Install Manager
Install/Scrub Routing
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Manage all Installs
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Assist in Hiring Process
Assist with Weekly Accounts as Needed
Help w/ Lockers as Needed
Field Disp Maintenance-Sani Techs
Locker Fulfillment (team)
New Account Assignments
Quality Control
HH Training
Growth (Upsell) Training
Friday Check-In (Inventory, kits, Victory, SDS Books)

Route Supervisor 2
Tech Schedules/Routing
Assist in Hiring Process
New Tech Training- backup
New Account Assignments
Assist with Weekly Accounts as Needed
Locker Fulfillment (team)
Micro Fiber washing
New Account Assignments
Quality Control
HH Training
Growth (Upsell) Training
Friday Check-In (Inventory, kits, Victory, SDS Books)

1. **Company Vision**

    a. Created or established by Franchisee.
        1. The management team should be included in the development.
    b. Establish core values.
        1. The management team should be included in the development.
    c. Post Vision and Core Values in the office/warehouse.

2. **Manage the Overall Business**

    a. Implement Standard Operating Processes (SOP) as established per the Operations Manual.
    b. Implement the culture of "Retain, Grow, Gain."
    c. Communicate the Goal of the Organization.
    d. Lead Operations, Office, and Sales via goals and SOP.
    e. Monitor Executive Summary Report (ESR) – Week over Week Review towards goal.
    f. Manage Inventory.
    g. Manage the collection of Accounts Receivable (AR).
    h. Manage Route Star Online (RSO) and QuickBooks.
    i. Human Resources - Recruitment, Interviewing, Hiring, Termination, Reviews, Counseling processes.
        1. Adopt/Create Employee Handbook.
        2. Create On-Boarding Document package.
        3. Process Payroll.

3. **Establish and Manage Scorecard**

    a. Use developed Scorecard (Executive Summary) for monitoring business results, Sales Representatives, Customer Grow Reps, and Operations Managers.
        1. The Scorecard helps assist with managing towards the goal(s) and should be used in the Monday Management Meeting.

4. **Drive Business Growth**
    a. Communicate the goal.
        1. Establish goal for Operations and the team positions.
    b. Promote additional services and/or products.
        1. Use Contests.
        2. Train on product and/or service.
        3. Establish goal.
        4. Chart track for visibility towards the goal.
    c. Coach and Mentor via riding together with Ops and Sales.

5. **Payroll**

    a. Establish Pay Periods.
    b. Set Calendar Reminder to process payroll.
    c. Establish Commission Percentages being paid.
    d. QuickBooks.
        1. Make sure all tickets have been closed.
        2. Pull the Weekly Revenue Summary Report by Route.
    e. Use Excel Spreadsheet.
        1. Enter data to calculate commission.
    f. Send information to Payroll for processing.

6. **Invoice Reconciliation**

    a. Establish and communicate process for paperwork to be turned into office.
    b. Invoices should be closed in the system "daily," if possible.
        1. If paperless, review invoices daily and close at the end of each day.
    c. All invoices should be closed by Friday close of business.
        1. Except, if work is completed on the weekend.
        2. Or there is an outlying route.
    d. All invoices should be posted no later than Monday, noon eastern time.

7. **New Account Set Up**

    a. Service Agreement should be completed for all customers.
        1. Turn Agreement into office via.
            a. Email.
            b. Physical document.
    b. Enter information into RSO.
        1. Follow the Customer Setup Best Practice on EMU, under Information Technology.
            c. Communicate all new accounts to Operations.

8. **A/R Meetings**
    a. Coordinate with Corporate Accounts Receivable Representative.
        1. Get AR Rep Name.
        2. Phone Number.
        3. Email.
    b. Establish day and time with AR Representative.
    c. Create Calendar Reminder for calls.
        1. Bi-weekly.
        2. Weekly.
    d. Communicate regularly regarding unusual circumstances or situation.
    e. Communicate closed businesses, etc.

9. On-Boarding

a. On-boarding checklist on Enviro-Master University.

10. Ensure all Tickets Closed in Route Star

a. Tickets should be closed continuously throughout the week.
b. All tickets should be closed by Friday close of business, or latest Monday by noon Eastern Time.
c. Follow the “Best Practices-Invoicing Process” under Information Technology on EMU.

11. Manage COD’s

a. Manage as paperwork is received by route.
    1. Any COD invoice not collected by technician; reason should be on invoice as to why?
    2. Print statement and/or invoice.
    3. Provide to technician to collect following week.
    4. If uncollected, follow process established to charge back tech for not collecting.
b. Pull AR Report, filtered by COD’s.
c. Review by any COD Customer that still owes money and act.

12. New Hire Advertising

a. Always be recruiting for technicians.
    1. Place Ad for position: post on social media, use job fairs, local work force agencies, etc.
    2. Interview candidates.
    3. Determine candidate that best fits culture.
        a. Provide offer.

13. HR & Employee Manual

a. Human Resources.
    1. Employee files (locked environment).
        a. On-boarding paperwork.
        b. Payroll Information.
        c. Counseling and Mentoring documentation.
b. Establish Employee Manual.
    1. Template is available on EMU.
    2. Develop per your location.
    3. Get legal advice before fully implementing.

14. **Monday Morning Technician Meeting**

    a. Run Operations agenda for the Monday meeting (use Monday Morning Meeting agenda form for meeting, have all information for each topic before Monday morning).
    b. Attendance should include: all technicians, Scrub Technicians, Sales Rep(s), and owners.

15. **Management Meeting Attendance**

16. **Recruit and interview**

    a. **Health & Safety Technicians**
        1. Always be recruiting and have a bench of two candidates, if possible.
        2. Discuss with Franchisee when next Health &Safety Technicians should be brought on for training.
        3. Place Ad for position.
        4. Interview candidates.
        5. Determine candidate that best fits culture.

    b. **Scrub/Install Technicians**
        1. Recruit or promote from internal personnel.
        2. Discuss with Franchisee for next Scrub/Install Tech.
        3. Place Ad for position.
        4. Interview candidates.
        5. Determine candidate that best fits culture.

17. **New Hire On-Boarding**

    a. Use on-boarding and training checklist.
    b. Collect necessary documents (I9, W4, DL, Insurance, PPE Form, payroll setup document, etc.)
    c. Health & Safety technician trained on service job, following on-boarding document.
        1. Field Dispenser Training.
            a. Impact, Sanjamar, EM Proprietary dispenser filter check and replacement.
            b. Air Freshener battery and fan check and replacement.
            c. Paper dispenser check and changing batteries if electronic, unjamming, etc.

18. **Route Star Training – Phone Link**

    a. Load link on cell phone of employee.
    b. Provide log-in information.

c. Train new employee.
    1. How to log-in.
    2. Access tickets.
    3. Access notes.
    4. Update quantities.
    5. Have customer sign.
    6. Close tickets.
    7. Receive payments, if applicable.
    8. Checking **Task Manager.**
        a. Open Ticket.
        b. Insert comments for completion of task.
        c. Closing Ticket.

19. Technician Certification classes

a. Enroll Employee(s) in the new Enviro-Master University LMS by submitting new user form.
b. Training Manuals are contained within the courses as well in the Resources section of EMU.
c. Upon completion and passing the test for each course the “certificate” will appear. It will automatically fille technicians name and the date completed.
    1. This certificate can be downloaded and printed, then signed.
d. Make sure all can say “Who We Are and What We Do.”
e. Place certification form in frame, present during weekly meeting then hang plaque.

20. Warehouse

a. **Inventory**

1. Lockers

    a. Load lockers on Friday’s and Wednesday’s.
    b. Use inventory sheets for lockers for each route.
        1. Record all inventory placed in locker and what product was brought back by each tech on Friday Check-In.
        2. Tie out individual route sheets to Weekly Revenue Summary Report by route.

2. Monthly counts

    a. Use QuickBooks count sheet.
    b. Count entire warehouse including lockers.
    c. Turn in count to office/owner.

3. Ordering

    a. Work with Franchisee to determine PAR levels for inventory re-order and how often to order.
        1. Pay special attention to items that have longer ship time.
        2. Pay close attention to ordering amounts by Vendor, for reduction or no shipping charge.
            b. Use order sheet and determine order.
            c. Turn in order sheet to Franchisee.

b. **Receive delivery of orders**

1. Be sure to check product delivered against what was ordered.
2. List anything that is not delivered or other issues.
3. Provide Purchase Order's and all information to Franchisee.

c. **Warehouse**

1. Make sure warehouse is organized, swept and clean.
2. Soap.
    a. Soap mixer is cleaned monthly.
    b. Transport jug cleaning occurs regularly.
    c. Blue Planet Hiox (Canada: HP-OXI), Sani-Shield, Visclean (Canada: HD Calcium Lime & Rust Remover), HABC (Canada: Toilet Scrubber) is available and refilled by Friday.
3. Make sure Microfiber Towels and Mop Heads are washed and dried.

21. Route Schedule Organization

a. **Health & Safety Technicians**

1. Organize Health & Safety routes for the upcoming week by day and order of service.
2. Review all new accounts with technician before servicing.

b. **Scrub Technicians**

1. Franchisees provide Scrub schedule for the upcoming 2 weeks by Monday.
2. Review scrub schedule and coordinate Scrubs for following week.
3. Provide schedule to Franchisee, each week, by COB Wednesday.

c. **Installs/New Stops**

1. Franchisee and Sales provides new Agreements for installation upcoming.

2. Call and schedule installations with customer.
3. All new accounts should be installed within 5 days.
4. Provide schedule to Franchisee, each week, by COB Wednesday, before routes are generated.

d. **Reroute, as necessary.**

1. Continual review routes for efficiencies.
2. Work towards $3K or more per route.
3. Review product penetration (70/30 mix).

22. Managing Scrub and Health & Safety Technician Route Stop Accountability

a. **Missed Stops**

1. Health & Safety Technicians
   a. Check Route Star or Route Star Online each morning.
      1. Make sure stops are being serviced and tickets closed.
         a. If not, contact technician to be sure they are working.
         b. If responds:
            1. Reason for not closing servicing/closing stops.
            2. If personal issue, have they called customers?
               a. If yes, when is stop rescheduled?
               b. If not, put together a plan to get stops serviced.
         c. If no response within an hour, determine a plan to service accounts.
      2. Create a "group" text to communicate.

2. Scrub Technicians
   a. Check Route Star or Route Star Online each morning.
      1. Make sure stops are being serviced and tickets closed.
         a. If not, contact technician to be sure they are working.
         b. If responds:
            1. Reason for not closing servicing/closing stops.
            2. If personal issue, have they called customers?
               a. If yes, when is stop rescheduled?
               b. If not, put together a plan to get stops serviced.
         c. If no response within an hour, determine a plan to service accounts.

23. Manage Management Issues with Service Team.

a. Address issues and communicate service issues with team.

b. Coach team on service issue and request they fix.
c. Always exhibit Core Values when coaching the team or individual team member.

24. Manage Customer Service Issues/Emergencies

a. Directly answer call or call customer back within 2 hours.
b. Determine issue and coordinate solution with customer – day & time.
    1. Create a task.
    2. Assign to field member or yourself.
    3. Close out Task.

25. Friday Driver check-in's

a. Health & Safety Technician

1. Record unsold inventory on route inventory sheet.
    a. Turn route inventory sheet into Franchisee.
        1. Franchisee will compare to weekly revenue report by route.
        2. If discrepancies:
            a. Converse with technician regarding the discrepancies.
            b. Recount product if necessary.
            c. Determine reason for discrepancy.
            d. Provide answers to Franchisee.
2. Perform kit-checks.
    a. Make sure all chemical bottles are properly labelled, have appropriate tools, etc.
3. Check Sprayers to be sure they are functional.
    a. Flush sprayer.
4. Make sure all invoices have been turned in and filled out correctly.
5. All Deposits and "Deposit/Drive Check-In Form" is completed.
6. Any additional time sheet, mileage or expense form or app is completed.
7. NOTE: TECHNICIAN DOES NOT LEAVE TILL ALL PAPERWORK IS VERIFIED AND INVENTORY IS RECONCILED.

b. Scrub Technician

1. If Scrub Tech has inventory, record unsold inventory on route inventory sheet.
    a. Turn route inventory sheet into Franchisee.
        1. Franchisee will compare to weekly revenue report by route.
        2. If discrepancies:
            a. Converse with technician regarding the discrepancies.
            b. Recount product if necessary.

c. Determine reason for discrepancy.
d. Provide answers to Franchisee.

2. Perform kit-checks.
   a. Make sure all chemical bottles are properly labelled, have appropriate tools, etc.
3. Check Sprayers to be sure they are functional.
   a. Flush sprayer
4. Make sure all invoices have been turned in and filled out correctly.
5. All Deposits and "Deposit/Drive Check-In Form" is completed.
6. Any additional time sheet, mileage or expense form or app is completed.
7. NOTE: TECHNICIAN DOES NOT LEAVE TILL ALL PAPERWORK IS VERIFIED AND INVENTORY IS RECONCILED.

26. Kaivac, Electrostatic Sprayers and other equipment maintenance

a. **Electrostatic Sprayers**

1. Flushed, at Friday Check-In, weekly if using only in the Sani-Service.
2. If spraying is occurring for larger jobs or more sprays, it is recommended to flush sprayer daily.

b. **Kaivac**

1. After each scrub.
   a. The clean water tank should be sucked into the dirty water tank and then emptied.
   b. This will assist with keeping the tanks clean between scrubs.
2. Create a Weekly, Monthly and Quarterly maintenance schedule.
   a. Enviro-Master University has Kaivac's scheduled maintenance videos.
   b. Or go to kaivac.com and view videos.
      1. Weekly – flush thoroughly, check all hoses, electrical cords, filters, etc.

NOTE: Always beneficial to have a black box on hand or an additional machine.

c. **All other equipment**
   1. Check Weekly at Friday Check-In.

c. **Refresh**

1. Follow guidance and recommendations for care as provided in the equipment's manuals and information posted on Enviro-Master Learning site (EMU).

27. Uninstalls

a. Need to be done within 1 week of last service.
b. Can be delegated to Health & Safety Technician's or other team members whenever possible.
c. Create a task for equipment removal.
    1. Remove all branded dispensers.
    2. Be sure to remove all “Serviced by Stickers.”
    3. All used equipment should be returned to warehouse.
d. Close out task in route star.

28. Refurbishing Old/Used Equipment

a. Place all “used” equipment in one area of the warehouse.
b. All Air Fresheners, Soap and Paper Dispensers should be cleaned and wiped down.
    1. Once dispensers are cleaned.
    2. Place in box.
    3. Write “used” on the box.
    4. Use these dispensers with technicians replacing broken dispensers.
    5. Upon cleaning, if dispenser(s) has broken parts, keep parts that are good, such as, covers, dispenser backs, fans, etc. (parts are great to have on hand)

29. Implement the Safety & Health Program

a. Print program from Enviro-Master University.
b. Review all topics in program, **once a year** with technicians.
c. Check local state guideline as to all topics that need training once a year.
d. Coordinate topics and create training schedule.
    1. Schedule individually or do a topic during Monday Meeting.
    2. Use sign-in sheet when holding the training meeting on these topics.
    3. All employees attended must sign in.
    4. All sign-in sheets need to be kept in the event of a complaint.

30. Quality Control Visits

a. Minimum ten (10) per week.
b. Take pictures, as necessary.
c. Record information on Quality Control form.
d. Forms should be turned in to verify recommended number were completed.

31. Product Training

a. Product Choice.
    1. Schedule product topic for training.
    2. Use the weekly meeting.
    3. Set up additional training.
        a. Use “4 What’s.”
        b. Role play.
b. Run a promotion.
    1. Determine goal.
    2. Determine time length of promotion.
        a. 4-6 weeks.
    3. Incentive payouts.
c. Track Success.
    1. Use chart to display success.
        a. Update weekly.
    2. Turn in “upsell” form or “addendum” agreement.
    3. Have technicians share their success.
    4. Have fun!
d. Ride with Technicians.
    1. Assist techs with closing promotion item with customer.
    2. Turn in “upsell” form or “addendum” agreement.
    3. Have technicians share their success.
    4. Have fun!

Other items:

32. Receipts and Expense Report

a. If assigned a company credit or gas card.
    1. Turn in expense report with all applicable receipts.
    2. Provide form to Franchisee.

33. Using Company Owned vehicle

a. Keep company vehicle clean.
    1. Oil changes.
    2. Maintenance appointments.

CHAPTER 37 THE HEALTH AND SAFETY TECHNICIAN, AND ADDITIONAL FIELD POSITIONS

The Health and Safety Technician plays a critical role in the Enviro-Master business model. Their primary responsibility is to maintain the service level after installation of a customer. It also includes maintaining, troubleshooting, and repairing air freshener, soap, and paper dispensers. The role demands critical thinking skills, attention to detail and the ability to work independently or as part of a team.

A. Profile of the Health and Safety Technician.

The Enviro-Master Health and Safety Technician ("Technician") should possess the following characteristics:

1. Good work History.
2. Inspected reliable and insured work vehicle.
3. Safe driving record.
4. Cell phone.
5. Physical fitness.
6. Good written and verbal communication skills.
7. Pleasant and outgoing personality.
8. Aptitude to learn basic technology.
9. Bilingual.

B. Key Areas of Responsibilities.

1. **Route Service and Maintenance**: Follow route schedule and service customers weekly, Monday customers on Monday, Tuesdays on Tuesday, etc., and provide service expectation as trained.
2. **Maintenance**: Regular sanitizing and disinfection of fixtures (bowls, urinals, sinks) as trained and perform routine inspections of dispensers, cleaning, and part replacement as needed.
3. **Troubleshooting**: When equipment malfunctions or issues are encountered, diagnose, and identify cause.

4. **Repairs**: make necessary repairs or adjustments may involve replacing parts.
5. **Installation**: Have the ability to install dispenses, if needed.
6. **Customer Service**: Interact directly with customers and provide service and offer recommendations for additional products and/or services.
7. **Documentation**: Invoice customer appropriately and be sure billing is accurate for products and/or services
8. **Continuous Learning**: Use EMU for learning and certifications to enhance skills and knowledge.

C. Health and Safety Technician Search Model. (This chart can be found in "Resources" on EMU)

Enviro-Master	**Candidate Name:**					
Service Technician	**Date/Time: 11-5-2019**					
				SCORING: 0 = non-existent; 1 = OK; 2 = Excellent		
Primary Job Functions	**S - Skills**	**E - Experience**	**A - Attitude**	**R - Results**	**C - Cognitive Skills**	**H - Habits**
communication skills	written and oral	presenting information, talking in front of others	friendly, outgoing, conversational, know how to hold a conversation and end it	relationship building, minimal customer issues	active listening, observing warning signs of cancellations, articulate resolutions clearly	check in and out with customer and supervisors, who we are and what we do?
problem solving	ability to observe and identify an issue, executing solutions	handling difficult situations, managing expectation, overcoming objections	eagerness to minimize customer issues, problems are opportunities - let's figure it out	problems are solved before major issues escalate	ability to assess the problem, make a decision and present to execute	regularly addresses issues while working with both the customer and the team
time awareness & allocation	organization, ability to plan, prioritize and schedule	handling and prioritizing tasks, daily schedule, accountability, resource management	time is valuable, goal driven, prepared daily for the position, willingness to learn	customer satisfaction, maintain and reach goal, successful appointment management, record keeping, effective teamwork	defining important vs urgent, ability to estimate time, strategic planning, multi-tasking, stress management and coping, decision-making	relationship building, follow the process, problem solving, meeting deadlines, documentation
professionalism	presents themselves well, retain information,	excelled in customer service	confidence, I am professional in what I do, I am perceived expert	develop lasting professional relationships, solution driven	I can think on my feet to fix problems, proactive vs reactive.	punctual, dependable, reliable
dependability & reliability	honest, able to accept coaching, willing to change, coachable	learning from past mistakes	accountable, takes responsibility	able to change, grow and advance	knowledge of what you are being held accountable for	honesty, self reflection
Admin skills	Smart Phone Navigation, Organization, Math	Dealt with Invoicing/money, Made bank deposits, Responsible for reports/paperwork	Pride in lack of errors, Willingness to fix errors	Paperwork organized, Turned in on time, No Mistakes.	Basic Math, Identify errors and corrects them.	Follows Processes and Procedures for Paperwork
technology proficient	Word Processing, Digital Camera, technical literacy, read and write English, Basic Math	Web Navigation, E-Mail Management, Analytical and problem solving	Flexibility and adaptability, attention to detail, continual improvement	Communicate our message and brand effectively to customers and supervisors from invoices to speak point	Auditory and Visual Processing, Short and Long-Term Memory retention, Applying process	Perform tasks quickly and accurately, who we are and what we do expert, customer service
physical ability	Ability to Bend/Kneel repetitively. Ability to Stand/walk for long periods. Ability to lift 30+ lbs repetitively.	Stockings, Delivering, Carrying loads, Physical type jobs	Not afraid to get Physical, Hands on approach	All cleaning processes done properly, Products delivered and stocked	Awareness of limitations and physical strengths/weaknesses	Uses safe lifting/bending techniques, Keeps self in good physical condition

D. Job Description Sample. (Found in "resources" on EMU).

	Job title	*Health & Safety Technician*
	Reports to	*Operations Manager or Route Supervisor*

Job purpose

This position entails building customer relationships, an eye for detail and the ability to work with specialized equipment and products. The individual needs to be organized, punctual and able to manage one's time efficiently. This position provides all company services as required to multiple industries such as restaurants, schools, gyms, healthcare, manufacturing, and childcare facilities.

Duties and responsibilities

- Perform unique restroom sanitizing and disinfecting services.
- Building great relationships with your customers by connecting with them and providing great service.
- Maintenance of all equipment provided to perform job.
- Repairing soap dispensers, paper towel dispensers.
- Delivering hand towel, toilet tissue, and other restroom and kitchen supplies.
- Maintenance of assigned route: service, paperwork, invoicing, collection of money.
- You can also make additional money providing product solutions to our customers.

Qualifications

- The ability to speak English (bilingual is a plus!).
- Ability to work independently after training.
- A clean driving record and vehicle.
- A smartphone that is in good working order with a data plan that works.
- The ability to lift 45+ pounds.
- A desire to work hard and make good money keeping things sanitized and tidy!

Working conditions

Job duties include hands on cleaning of restrooms and repairing dispensers at customer locations. Good knowledge of hand tools, drills and basic machinery needed. Working hours are generally Mon-Fri.

Physical requirements

The job requires physical lifting, bending, standing, and moving equipment on a regular basis.

Direct reports

Not applicable.

E. Recruiting Techniques.

1. **Word of mouth or referrals** from existing employees are an excellent way to find quality employees. Enviro-Master recommends providing a modest referral fee to an existing employee who provides an employee referral which leads to an actual hire that remains after a 90-day trial period.

2. **Placing an advertisement** on the internet can be remarkably effective. Sites like Craig's List are free and can generate dozens of leads daily for a week or two until the advertisement becomes "cold." After two or three weeks, you can delete the old advertisement and re-enter another advertisement, which will be viewed by job seekers as new and solicit a good response again.

3. **Direct Recruiting** from locations such as civic organizations and other establishments where you would expect to find people of good character is also an excellent source.

4. Place an ad on LinkedIn, Indeed, Zip Recruiter and Facebook.

5. **Recruiting agencies** are another way to find and hire Technicians, i.e., Woot Recruit.

6. It is recommended each applicant should take the Social Styles Questionnaire which can be found on Enviro-Master's learning site. It is highly encouraged to include this questionnaire as part of the on-boarding package.

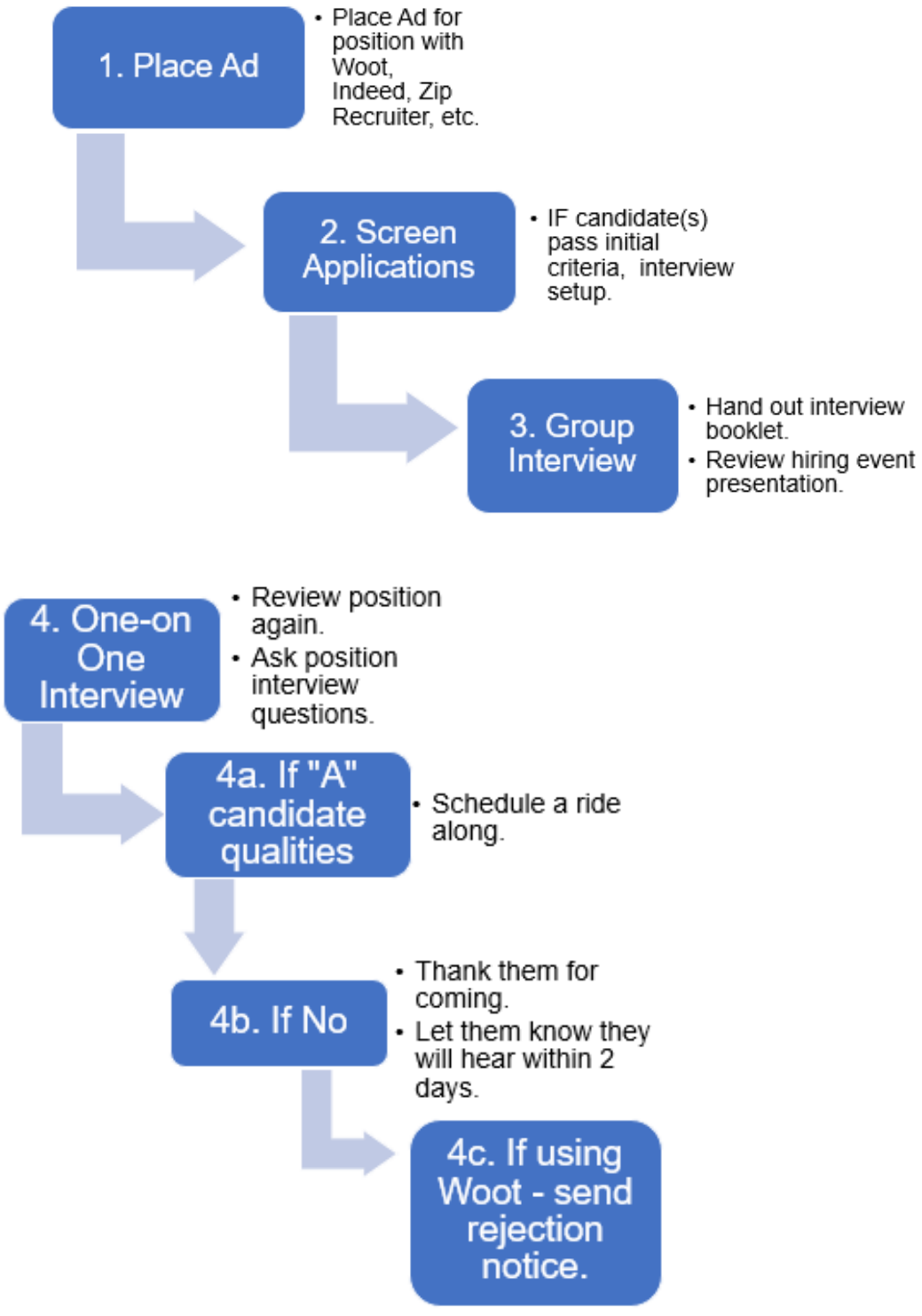
    a. This questionnaire helps to identify that a technician has the Social Style of "Amiable," as from years of experience Enviro-Master recommends hiring service personnel with this Social Style.

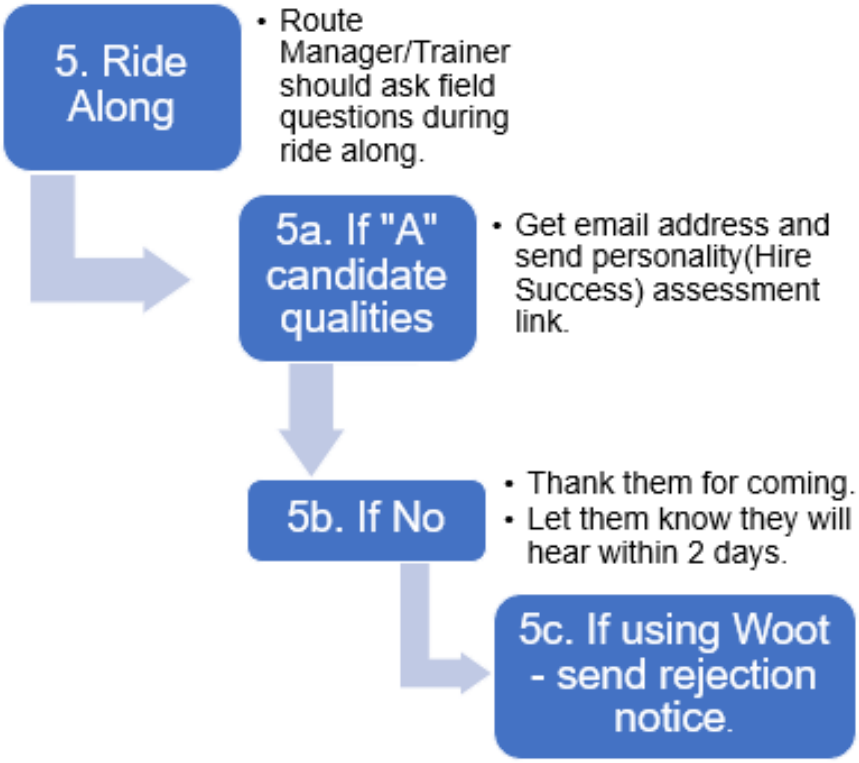
    b. These types of personalities work well in a service position and help the Technician build long term relationships with your customer.

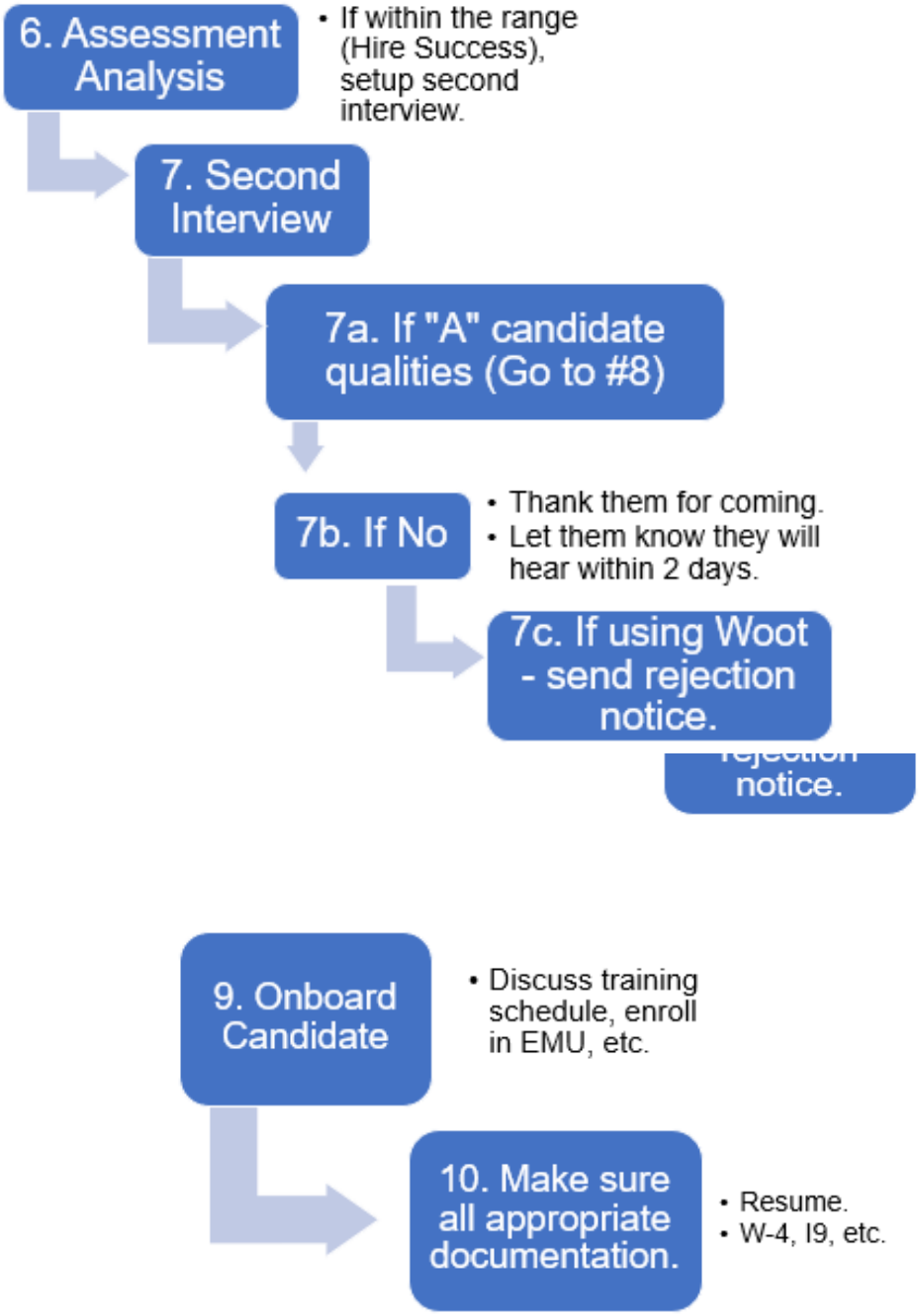
7. You should always keep a personnel file with at least three *"active contacts"* for people you have interviewed or are strong leads who are available for hire if a technician quits or is terminated. This personnel file should be updated regularly by calling the applicants, inquiring if they are still available for hire, and, if not, seeking a replacement for future hiring.

F. Recruiting "A Players" – Process and "Hire Success" – Best Personality Type for This Position. (Hire Success is a platform that has a yearly fee).

1. **Recruiting Process.**




5. Ride Along
• Route Manager/Trainer should ask field questions during ride along.
5a. If "A" candidate qualities
• Get email address and send personality(Hire Success) assessment link.
5b. If No
• Thank them for coming.
• Let them know they will hear within 2 days.
5c. If using Woot - send rejection notice.



2. **Best Personality Type for this Technician Position – "Hire Success."**
   The overall objective of the below guide is to find the ideal candidate that is detailed, outgoing (extroverted), organized, decisive, goal oriented, and a forward thinker (initiative-taking). These main traits will allow the training to be successful in creating A players.

The best fit for this position is a primary personality type D (and preferably "The Stabilizer") with the Overall Confidence Rating of Fair to Very High.

a. The ideal candidate should have high scores (6 -9) in the following categories:
   13. Extroverted
   14. Organized
   15. Decisive
   16. Adaptable
   17. Compassionate
   18. Goal Oriented
   19. Proactive
   20. Detailed
   21. Self-Confident
   22. Tolerant
   23. Promoter

b. The ideal candidate should have low scores of (1-5) in the following categories:
   1. Cautious.
   2. Deliberate.
   3. Avoids change.

c. The ideal candidate should have situational bands for the following:
   8. Team player/works independently.
   9. Unpersuasive/persuasive.
   10. Avoids stress/thrives on stress.

Should any of these areas have a wide band, ask the sample questions to find out more about the candidates' traits and if they are a fit for your organization. Keep in mind, the assessment is only a guide for the traits that will produce the desired A player results from the training provided. Without the foundational base of the desired traits, the training will fail to produce an A player.

3. **Group Interview Process.**

a. Place Hiring Event pamphlets in the conference room and invite all candidates who appear for an interview to the conference room.

b. Inform candidates others will be joining and encourage them to look over brochures.

c. When all candidates arrive for that interview slot, the Operations Manager will hold a group interview.

d. The position duties, pay structure, training schedule, core values, use of their own vehicle, and the hiring process will be explained in detail for the group.

e. Who is NOT a good fit for the company will be explicitly outlined for the group.

f. Candidates will be taken one at a time into Operations Manager office for a personal interview.

g. During the personal interview, the candidates past work history will be discussed.

h. Pay structure will be detailed once again.

i. Open route area will be discussed.

j. Use of their own vehicle, time constraints, and the fact they will have their hands in a toilet will be discussed.

k. If the Operations Manager determines the candidate should move forward, a ride a long will be explained in detail, and an invitation for a ride along will be given and set up.

l. Verify the candidates' email and phone number. Inform them of the clothing they should wear, to bring their DL, and they will need to sign a legal form.

m. Inform Route Manger/Trainer of upcoming ride along.

n. If it is determined the candidate is not a good fit, inform them your decision will be made later that afternoon or the next day, for any candidates we are choosing to move forward. Inform them to monitor their email.

o. If the candidate is not moving forward, then complete Woot for a NO decision and an auto rejection will be sent via email in 4 hours.

4. **Helpful Tips.**

a. Always conduct your interview in person. This allows you the opportunity to assess the candidate and determine such intangibles as appearance, attitude, fitness, dress, speech, etc.

    1. Using Teams, Outlook, Google Calendar, etc., place appointments on your calendar.
    2. Confirm the appointment the day before with the applicant.
    3. It is recommended to schedule a specific day and time, every week, to perform interviewing potential candidates.

b. Require a copy of the applicant's driver license, green card if applicable, and proof of insurance.

c. Candidates must possess insurance with a minimum coverage as required by Franchisee's insurance agent. It is important that your insurance carrier research the candidate's driving record to ensure that the candidate has a good driving record ***before*** hiring.

d. If the candidate has a poor driving record (e.g., numerous moving violations, a DUI, etc.), it is highly recommended that you ***do not*** hire the candidate. Doing so may result in significant liability for your Franchised Business.

e. Failure to do the above research regarding Technicians who may spend eight hours/day driving the roads and representing your Franchised Business may result in tremendous liability and risk to your reputation.

An example of documentation Day 1/Week 1, that the new employee will need to either supply or fill out before starting. (Document is on Resources – Human Resources Section of the Enviro-Master learning site)

____ **On-Boarding paperwork**

____ Application and/or resume
____ Applicant Acknowledgement Form (May be part of application)
____ Department of Homeland Security I-9
____ Employee's Withholding Allowance Certificate - W-4 (Federal and State)
____ Copy of Driver's License
____ Copy of Vehicle Insurance (Monthly, Bi-Annual, Yearly)
____ Copy of Social Security Card and/or Green Card Visa
____ Drug Screening and/or Background Check (If applicable)
____ Employment Agreement Signed
____ Payroll & Bookkeeping Service Form
____ Employee Emergency Contact Information
____ Company Provided Equipment and Acknowledgement Form
(Victory Sprayer, Drill, Tools, Service Kit, etc.)
____ Personal Protective Equipment & Right-To-Know Form

f. Telephone references. This ensures that the candidate left former employers on good terms.
   1. Ask references if the candidate had a good overall work history and if the former employee would rehire the person.

   2. Use "open ended" questions to get to know the candidate. Let the candidate speak about themselves and listen.

   3. If, for any reason, the candidate does not have good references, hiring is not recommended.

g. Personal Vehicle. Because the candidate will be using his/her personal vehicle in providing Franchised Business services, it is recommended that his/her vehicle be large (e.g., a minivan, large SUV, pick-up with a covered bed, etc.).
    1. Larger vehicles enable Technicians to carry large quantities of paper – an especially important source of their income.

    2. Additionally, it is recommended that you find a mechanic who will inspect the candidate's vehicle for a modest fee. Hiring a technician with frequent vehicle breakdowns and malfunctions can create significant problems in timely servicing of your customers.

    3. Finally, require the Technician add your company as an additional insured to their vehicle insurance policy.

h. You should always conduct a drug test which complies with the rules of your state prior to hiring anyone.

    1. Additionally, Enviro-Master recommends random drug testing be done on all technicians from time to time, consistent with what may be legally permissible in your state or the state in which the Technician is working.

i. Of course, please comply with all State and Federal interview regulations with every interview. There are many government websites available to assist employers in testing and hiring practices, such as eeoc.gov, dhs.gov, ada.gov, etc.
    (*Note: Sample interview questions are provided EMU.)*

G. Training.

It is recommended that training is performed both in the classroom and in the field.

Classroom Training.

(*Operations Manager Should Provide First Workday*)

1. Practice in efficient operation and use of the handheld device.

2. Products and services offered by Enviro-Master, as well as presentations regarding Who We Are and What We Do.

3. Product/Service sales training. This becomes a key part of your business, given that Technicians have daily opportunities to sell customers additional products and/or services as they make their service stops.

4. Review Field Operations Policies and require Technician to sign and date. (Found in the Resources Section of the Enviro-Master's learning site)

5. Fill out “Add/Remove User Form” on EMU for new employee enrollment to begin training on LMS. LMS is used in conjunction with infield training to reenforce proper process procedures as well as additional knowledge of services and products.

Hygiene Field Training.

(Two Weeks Training by Operations Manager or Service Manager/Route Supervisor)

1. Technician should be provided with the “Health and Safety Technician Training Manual. The manual is contained within the Sani-Service course as well as in the Resources section of the Enviro-Master’s learning site. Technicians should be instructed to study both training sources carefully.

2. Proper Techniques for installing dispensers, servicing dispensers, and cleaning/sanitizing new accounts. (See Section IV, Services of the Operations Manual)

3. Proper application of Enviro-Master services and products, including scrubs. (See Section III, Products and Section IV, Services of the Operational Manual)

4. Interacting with customers, developing rapport, and establishing long-term client relationships. (See Section IV, Services of the Operations Manual)

Scheduling and time management.

1. Upon completion of field training, Operations Manager should require the new employee to use the new EMU Learning Management System to become certified as a Health and Safety Technician’s. The passing grade of the test is ninety or better. The technician(s) will have three (3) attempts at passing the test. The EMU Learning Management System, infield training are to work in conjunction for training and assisting the new technician(s) with performing services and products to Enviro-Master customers.

2. Upon the competition of field training the technician should be certified that they know “**Who We Are and What We Do**.” The continual practice of “Who We Are and What We Do” in the Monday morning meeting allows the technician(s) to state the value of the job they perform when asked by an owner/manager or if the owner/manager is trying to stop service and assists with preventing the stopping of service.

3. If existing accounts are to be given to the Technician, then the Technician should also be evaluated to see that they know the customer’s name – **“Name that Customer.”** Asking the technician(s) at a Monday morning meeting, 5 – 10 customers, whom the owner/manager or key contact is reinforces customer relationship building and strengthens the relationship helping to prevent customers asking to stop service.

H. Insurance.

1. *Worker's Compensation*:

    a. Please talk to your Owner/Manager or payroll provider for details regarding the type and amount of worker's compensation coverage which you are required to carry in your state to ensure you meet that state requirement.

2. *Liability Insurance*:

    Please refer to Chapter 2 of this Manual for more detailed insurance requirements as your franchise company is required to provide:

    a. One million dollars in automobile liability insurance coverage per occurrence.

    b. Two million dollars in aggregate coverage, including non-owned vehicles/any auto.

    c. Additionally, you are required to maintain two million dollars in umbrella insurance and name Enviro-Master International Franchise, LLC as a certificate holder and an additional insured party on all coverages.

I. Non-Compete.

3. All employees are required to sign a non-compete agreement. This language should be incorporated into their Employment Agreements (See the Resources section of EMU for Sample Health and Safety Technician Employment Agreement).

4. This provides critical protection for your business from employees who have had access to company data, products, practices, and other proprietary information which could be used to open a competing business.

J. Suggested Compensation – Revenue Share Pay Plan.

1. The following compensation package for Technicians is based on the compilation of the average compensation packages used in a number of successful Enviro-Master franchisees. The agreement contains the following:

    Disclaimer. The content in this section and the sample employment agreements is provided for general information purposes only and does not constitute legal or other professional advice or an opinion of any kind. Users of this agreement or the suggested compensation below, in part or in whole, are advised to seek specific legal advice by contacting your attorney regarding any specific legal issues, including compliance with Federal or State laws. Salaries and bonuses

used in this Manual are informational only. The salaries and bonuses used in your franchise should be competitive with salaries and bonuses in your market area.

a. Technician will also receive a percentage or up to one hundred percent (100%) of service delivery charge up to a maximum average of $3.00 per stop invoiced.

    1. Note – take into consideration routes that are outliers you may wish to compensate higher if using their vehicle *OR* provide a company vehicle.

b. A thirty percent (30%) commission pertaining to properly completed and invoiced Sani-Scrub services.

    1. Note – if providing company vehicle, you may pay 27% - 28% commission on service and no reimbursement for service delivery charge.

c. A fifty percent (50%) one-time commission pertaining to products (paper, chemicals, can liners, etc.) which technicians "upsell" directly to customers while in the field.

d. An eight percent (5% to 8%) one-time commission pertaining to the annualized value of services "upsold" to customers in the field (Sani, Scrub or Drain Line Program).

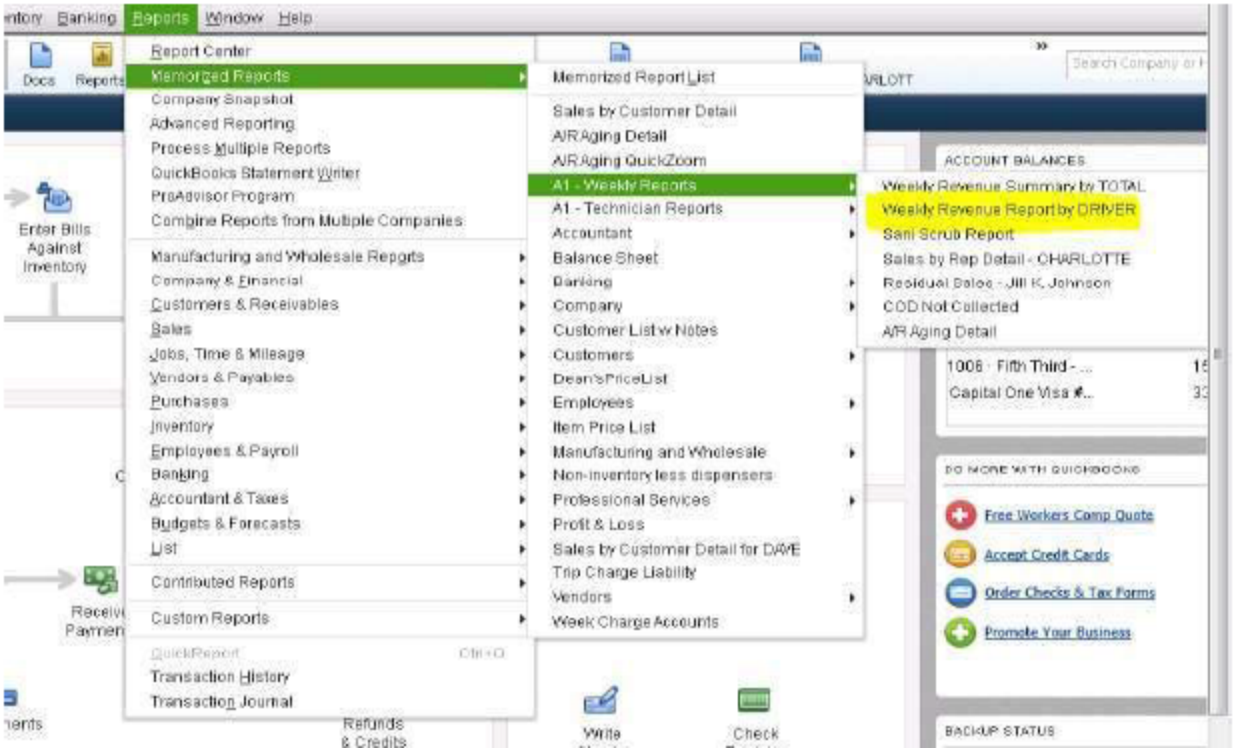
    1. For example, if a technician "upsells" a ten-dollar ($10) weekly service while in the field, its annualized value equals $10 x fifty-two (52) weeks, or $520. The Technician's commission would equal eight percent (8%) of the $520 or $41.60.

    2. When building a new route (less than $1,500 in service(s) invoiced weekly), Technician is paid market hourly rate for hours worked, ten percent (10%) commission on products invoiced and one hundred ($100) dollars weekly gas allowance. When the route reaches a weekly service value of $1,500 the Technicians' pay plan should be changed to the Revenue Share Pay Plan.

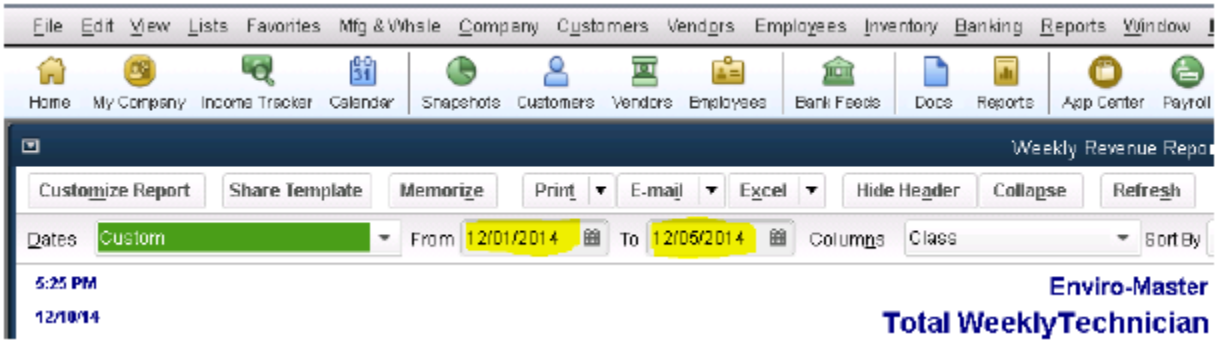
2. When you are ready to pay your technicians on the Revenue Share Pay plan, you will need to fill in the payroll template every two weeks with the appropriate data and send to T2B Payroll. (See Appendix)
    a. Retrieve the Weekly Revenue Summary Report to obtain the data.

        1. Click Reports.

        2. Click Memorized Reports to Find – Weekly Revenue Summaries by Route



3. Next, fill in the appropriate date range to access the numbers. Suggestion: treat each week individually, so you will need to do this twice; once for week one and once for week two.



4. From there, you can transfer each technician's data to the Excel spreadsheet template.

	A	B	C	D	E	F	G	H	I
2	Technician Name:	John Smith							
3		MON.	TUES.	WED.	THURS.	FRI.	TOTAL	PERCENTAGES	Totals
4	SANI WEEK ONE						$ 1,341.00	30%	$ 402.30
5	SANI WEEK TWO						$ 1,289.00	30%	$ 386.70
6								SUBTOTAL	$ 789.00
7									
8	PRODUCT SALES #1						$ 1,878.75	10%	$ 187.88
9	PRODUCT SALES #2						$ 1,198.00	10%	$ 119.80
10								SUBTOTAL	$ 307.68
11									
12	SCRUBS WEEK ONE						$ 75.00	50%	$ 37.50
13	SCRUBS WEEK ONE					$ 300.00	$ 225.00	35%	$ 78.75
14	SCRUBS WEEK TWO						$ 50.00	50%	$ 25.00
15	SCRUBS WEEK TWO					$ 150.00	$ 100.00	35%	$ 35.00
16								SUBTOTAL	$ 176.25
17	INSTALLS WEEK ONE						$ 38.50	200%	$ 77.00
18	INSTALLS WEEK TWO						$ 38.50	200%	$ 77.00
19						Total 1	$ 3,558.25	SUBTOTAL	$ 154.00
20						Total 2	$ 2,675.50	Total Service Pay	$ 1,426.93

5. The bottom portion of the template is used for tracking other miscellaneous items such as:

    a. Bonuses for Perfect Route
    b. Trip Charges
    c. Mileage

K. When to Hire.

1. New Technicians will need to be hired when existing Technicians are approaching their maximum potential routes. This is generally in the vicinity of $12,000 per monthly revenues, if properly routed.

2. It is recommended to pay newly hired Technicians a market hourly rate for hours worked, ten percent (10%) commission on products invoiced and one hundred ($100) dollars weekly gas allowance for an eight-week period, OR until their commissions exceed five hundred ($500) dollars in a given week, whichever comes first.

L. Earnings Goals.

1. To attract and maintain quality Technicians, a base earnings goal of six hundred fifty dollars to seven hundred fifty dollars ($650 - $750) in weekly commissions or one thousand three hundred dollars to one thousand five hundred dollars ($1,300 - $1,500) per bi-weekly payroll is recommended.
    a. Note – please avoid terminology “guarantee.”

2. Teaching Technicians to upsell products and services to customers is the KEY to maximizing earnings for them, as well as for the Franchised Business.

3. At today’s gas prices, the gas allowance is a reimbursement for out-of-pocket gas expenditures. A Technician will drive approximately one hundred miles per day.

4. A bi-weekly commission of $1,300 equates to $33,800 annually, a reasonable wage for work of this nature. Of course, this is an average earning goal and will be surpassed by some and not met by others.

5. Technicians who are unable to earn approximately $34,000 annually or greater will not likely remain as long-term employees. This creates turnover, new employees to train, and disruption of service to your customers.

M. Suggested Policies for Technicians.

(See EMU for the Health and Safety Technician Employment Agreement and Field Operations Policies)

N. End-of-Week Check In.

1. Technicians must organize all their invoices in order with their Route Schedules prior to coming to Friday Check-in, unless franchise is paperless.

2. Technicians must also be instructed to ***always ask customers to sign hard copies of invoices as well as handheld invoices***. *This is proof of service* and legal right to invoice.

3. Technicians must always write the check numbers and amounts or "cash" across all COD (Cash on Delivery) invoices to flag them for check-in. (Note: If Franchise is paperless and using the payment feature in the handheld, be sure all appropriate information is filled in on the handheld invoice before closing invoice via handheld).

4. Technician should complete, "daily," the "Deposit Summary Sheet," where technician records all monies collected (Cash, Check), with their invoices and bank deposit slip for that day's monies collected. (See Resources section of Enviro-Master's learning site for the Deposit Summary Sheet).

O. Objectives.

Health and Safety Technicians and Scrub Technicians:

1. To ensure that all service stops on Route Schedule were completed.

2. To ensure that all service stops are invoiced for billing and collection purposes.

3. To ensure that all COD accounts are appropriately accounted for on the Deposit Summary Sheets and slips.

The Utility / Install Technician:

1. Due to the specialized nature of the installation process where a technician is installing and mounting soap, hand sanitizer, air freshener, towel and toilet tissue dispensers, Foaming Drain Line Service IN ADDITION to providing the first-time Sani-Service, many franchisees elect to utilize one Technician for all new customer installations.

2. The installation is done more efficiently by utilizing one experienced Technician.

3. Further, the route schedules of Technicians are not disrupted by having to spend 1 – 2 + hours at a new customer installation rather than 30 minutes providing hygiene service. An installation can completely disrupt a route schedule.

4. It is recommended you pay Installers 200% of the Sani-Service fee and 33% of a Sani-Scrub fee for their new customer installations.

5. Job Description Sample: (Found in “resources” on EMU).

	Job title	*Utility /Installation Technician*
	Reports to	*Operations Manager*

Job purpose

This position entails building customer relationships, an eye for detail and the ability to work with specialized equipment. The individual needs to be organized, punctual and able to manage one's time efficiently. This position provides all company services as required to multiple industries such as restaurants, schools, gyms, healthcare, manufacturing, and childcare facilities.

Duties and responsibilities

- Perform unique restroom sanitizing and disinfecting services.
- Building great relationships with customers by connecting with them and providing great service.
- Installing new customer accounts as per agreement.
- Repairing soap dispensers, paper towel dispensers on various substrates.
- Delivering hand towel, toilet tissue, and other restroom and kitchen supplies.
- Scrubbing and pressure washing restrooms, other areas as well as running equipment.
- Perform the Restore, Protect, Maintain window and Foaming Drain service.
- You can also make additional money providing product solutions to our customers.

Qualifications

- The ability to speak English (bilingual is a plus!).
- Ability to work independently after training.
- A clean driving record.
- A smartphone that is in good working order with a data plan that works.
- The ability to lift 45+ pounds.
- A desire to work hard and make good money keeping things sanitized and tidy!

Working conditions

Job duties include hands on cleaning of restrooms, scrubbing and pressure washing the walls and floors as well as running tile cleaning equipment, window service, fix, install, repair dispensers at customer locations. Good knowledge of hand tools, drills and basic machinery needed. Working hours are Mon-Fri, with some variation or ability, at times, to work some evening or weekend jobs.

Physical requirements

The job requires physical lifting, bending, standing, and moving equipment on a regular basis.

Direct reports

Not applicable.

1. ***Scrub Technician:***

   Because of the specialized handling required for pressure washer equipment during the Scrub Service, many franchisees opt to establish designated Scrub routes for Technicians. These services generate significant revenue for franchisees, and assigning specific individuals to perform these tasks ensures consistent completion for customers, facilitating accurate billing.

2. Utilizing a solitary skilled Technician enhances the consistency of Scrub service on a weekly and a monthly basis, ensuring the completion of all scheduled Scrubs and improving overall scheduling efficiency.

3. Moreover, adding a Scrub to a technician's Sani-Service route, which typically takes 1-2 hours compared to the 30 minutes for hygiene service, can significantly disrupt the schedule of their assigned routes. This avoids any disturbance in the Technicians' route schedule.

4. It is advisable to compensate the Scrub Technicians with a revenue share of 33% from the Sani-Scrub or Scrub service fee.

5. Job Description Sample: (Found in “resources” on EMU).

	Job title	*Scrub Technician*
	Reports to	*Operations Manager*

Job purpose

This position entails building customer relationships, an eye for detail and the ability to work with specialized equipment. The individual needs to be organized, punctual and able to manage one's time efficiently. This position provides a deep clean service and at times the Sani-Service to multiple industries such as restaurants, schools, gyms, healthcare, manufacturing, and childcare facilities.

Duties and responsibilities

- Perform unique restroom sanitizing and disinfecting services.
- Building great relationships with customers by connecting with them and providing great service.
- Scrubbing and pressure washing restrooms, other areas as well as running equipment.
- Installing and repairing soap dispensers, paper towel dispensers on various substrates.
- Delivering hand towel, toilet tissue, and other restroom and kitchen supplies.
- You can also make additional money providing product solutions to our customers.

Qualifications

- The ability to speak English (bilingual is a plus!).
- Ability to work independently after training.
- A clean driving record.
- A smartphone that is in good working order with a data plan that works.
- The ability to lift 45+ pounds.
- A desire to work hard and make good money keeping things sanitized and tidy!

Working conditions

You will be running the services in a company vehicle so you must have a valid and clean driving record. Job duties include hands-on cleaning of restrooms, scrubbing and pressure washing the walls and floors, and running tile cleaning equipment at customer locations. Good knowledge of hand tools, drills and basic machinery needed. The hours are generally early morning, Mon-Fri 5:00 a.m. to 1 pm, with some variation or ability, at times, to work some evening or weekend jobs.

Physical requirements

The job requires physical lifting, bending, standing, and moving equipment on a regular basis.

Direct reports

Not applicable.

CHAPTER 38 INVENTORY CONTROL (WEEKLY USAGE)

As in any business, it is especially important to control your inventory and minimize any possible theft or other loss. Because the Enviro-Master business system runs on a weekly cycle, it is vital that inventory is accounted for on a weekly basis. As such, following the below procedures is highly recommended.

A. Counting Deliveries.

1. As in any business, it is especially important to control your inventory and minimize any possible theft or other loss. Because the Enviro-Master business system runs on a weekly cycle, it is vital that inventory is accounted for on a weekly basis. As such, the following procedures is highly recommended:

    a. Orders are placed using Enviro-Master's Enviro Store site.

    b. Upon submitting/placing an order, an email will be sent to the owner with all items that were ordered from a vendor.

    c. Print this email confirmation of order, place on a clip board or designate an area for copies of orders awaiting delivery.

    d. Upon delivery, take packing slip(s) from driver, count all product items, and check each item that it has been delivered.

    e. If there are any discrepancies; quantity discrepancies, shortages, or back orders (item not received - "0"), make sure they are notated and marked on the packing slip before the driver leaves.

    f. Sign slips for driver.

2. Comparing to Purchase Order.

    a. The Packing Slip and Order Confirmation Email should be provided to the Owner/Manager (Purchase Agent) or Office Manager to match with the Purchase Order in QuickBooks.

        1. Since most Franchisee orders are pre-paid with a Credit Card, pull up that Credit Card charge, which should originally have been coded to "Pre-Paid Inventory" and you should have received a Purchase Order (PO) number.

    b. *Select the correct PO* and proceed to receive the items into inventory.

c. In QuickBooks go to "*Receive Item with Bill*."

d. *Click on the items which have been received*, Purchase Agent must change the quantity to the amount physically received.

   1. If any discrepancies happened at the time of delivery, they should all be marked on the packing slip, signifying a "Back Order" item(s).

   2. The Purchase Order will remain OPEN until the "Back Order" items are physically received.

e. If you do not receive a back order within five (5) days, contact Purchasing at Corporate. "Overages may be returned or accepted and paid for – this is the Franchise management's decision.

B. COD Deliveries.

COD deliveries will rarely occur given that Franchisees will usually purchase product through Franchisor's online ordering system. On the rare occasion they do occur, the Packing Slip must be compared to the Purchas Order **immediately** prior to payment, noting any discrepancies, and making out payment ONLY for what was received.

C. Friday Check-In.

1. Before Technicians return to warehouse on Friday, product in the warehouse should be counted.

ROUTE #:	TECH NAME:					WEEK ENDING:			
INVENTORY SHEET									
PAPER	Beg Inv	MON (+)	TUES (+)	WED (+)	THUR (+)	FRI (+)	(=) TOTAL TAKEN	TOTAL RET	(TT - TR) TOTAL SOLD	QB SOLD
20253 JRT - Reg (Cs 12)										
20251 HW Brown (Cs 6)										
20250 HW White (Cs 6)										
20252 Center Pull Towel (Cs 6)										
MK520A Tork Multifold Brown (Pk 16)										
MB540A Tork Multifold White (Pk 16)										
290088 Torkmatic Natural Towel (Cs 6)										
290089 Torkmatic White Towel (Cs 6)										

Note: Inventory Usage Sheet Form can be found on Enviro-Master's learning site: (This Excel document can be adapted to the products in your Franchise location)

Locker Inventory: A suggested way to determine how much to load in lockers; pull the "Weekly Revenue Summary Report" for four (4) weeks by route, then divide each product line by four (4) to get a four (4) week average of what products to load by route.

2. Beginning Inventory (Beg Inv). Product and supplies loaded into the lockers for the week.

    a. Note: Locker loading will depend on the size of the route, how much product is sold on that route, as well as the ability of the Technician's vehicle to be able to carry product.

    b. If Technicians use a car, they may come back to the warehouse every afternoon to load for the next day. If they drive an SUV or Minivan the Technician will be able to carry more product and only need to refill on Wednesdays.

    c. It is recommended that Technicians be required to be at warehouse for Monday Morning Meetings, Wednesday for paperwork drop off and refill, and Friday for paperwork and Friday Check-In/Inventory.

3. Anytime a technician requests more inventory, during the week, the product is loaded in their locker and recorded on the day (Mon, Tues, Wed, Thurs, Fri) on the Inventory Usage Sheet Form.

4. Add up "Beginning Inventory" and "Mon, Tue, Wed, Thurs, Fri" and place count in the "Total Taken" column.

    a. Always remember when counting inventory if you are selling in "each," inventory needs to be counted in each. (e.g., One case of toilet tissue is twelve rolls, you would record 12)

    b. If counting by case, then a case of tissue would be one.

5. Friday.

    a. Each Technician returns to the warehouse all products issued, but not sold, during the week, to their lockers.

    b. Operations Manager counts the Technicians locker and records on the Inventory Usage Sheet Form, for each route under the "Total Ret" column.

    c. Then subtract: "Total Taken" – "Total Returned" to calculate the total weekly product usage for each Technician, hence "Total Sold."

    d. Once the entire route(s) are posted in QuickBooks, the "Weekly Revenue Summary Report" can be pulled for each route, from QuickBooks.

e. The Operations Manager then compares the Inventory Usage Sheet Form, for each route, the – "Total Sold" column - to the "Weekly Revenue Summary Report" for each Technician, comparing each product line to make sure Technician invoiced for all products sold and note any variance.

f. Shortages, in which the Technician returns fewer products to the warehouse than QuickBooks indicates he/she should have, needs to be addressed with Technician to determine – why?

    1. In the event "shortages" cannot be determined, the Technician should be charged back at full retail price.

g. Overages can only be attributed to human error and should also be researched with the appropriate Technician.

D. Monday Morning Inventory Adjustments.

1. Prior to issuing inventory to the Technicians, the Operations Manager meets with any Technician who worked over the weekend to determine if weekend inventory usage should be accounted for in the previous week's Inventory Usage Form sheet.

2. Any outstanding "route inventory" discrepancy issues need to be resolved.

3. Take the "warehouse" inventory count and add each route Inventory Usage Form sheet "Total Returned" column to the warehouse inventory sheet.

4. Provide the warehouse inventory sheet to the Office personnel to record in QuickBooks.

5. Office personnel must post all adjustments to the inventory from prior week in the "Adjust Quantity/Value on Hand" section of QuickBooks BEFORE any invoices are posted from Route Star to QuickBooks for the current week.

The above steps should ensure that your franchise pays ONLY for what is received and that you have an accurate inventory count each week or re-sale products issued to and returned by your technicians.

E. Inventory Forecasting.

Required Quarterly Inventory Forecast Procedure:

To ensure we provide accurate information to our vendors to help avoid backorders, it is required that each quarter you email an inventory forecast to purchasingsupport@enviro-master.com. It is also encouraged to build a relationship with your Bunzl Rep. This relationship can assist with questions on misdelivered items, products ordered, lead times, back orders, and damaged product.

From your QuickBooks data, pull "Weekly Revenue Summary Report" for all routes, for four (4) weeks of product usage.

1. Divide the total number of each product sold by four (4), then add ten percent (10%.) this will provide an average par, which can be used for ordering weekly to replace stock.

2. It is always recommended to keep a week and a half of inventory on hand.

3. Keep in mind some vendors (e.g., WizKid, Air Scent) may take 1 – 2 weeks to ship an order, so always plan ahead. Also, if you are selling a slow-moving item, best practice is to always have a case in stock.

4. Any items that have been ordered and placed on backorder should be noted on the printed original order document, for tracking purposes.

("Sample Warehouse Inventory Order Sheet" on Enviro-Master's learning site)

CHAPTER 39 INVENTORY CONTROL (Monthly Reconciliation)

To be performed on the Last Day of Each Four Week Accounting Period (see "13 Week Periods" in Appendix IV)

A. Ensuring QuickBooks Entries.

1. Ensure that all deliveries received for the previous four-week period have been entered into QuickBooks.

B. Physical Count of Resale Products.

1. The Operations Manager should take a physical count of all re-sale products contained in your warehouse, noting quantities on hand using the "Physical Inventory Worksheet" found in QuickBooks.

   a. Office Manager/Owner can print the "Physical Inventory Worksheet, from QuickBooks."

   b. Be sure to include in your count ALL inventory that is in the lockers and Technician vehicles. (Note, some Technicians could store extra product at their homes, this product needs to be counted as well.)

   c. ALSO, if you have an offsite storage unit, these items will need to be included as well, in your count.

9:27 AM
06/12/13

Enviro-Master Services
Physical Inventory Worksheet
June 12, 2013

FOUR WEEK INVENTORY COUNT

Item	Description	Preferred Vendor	Physical Count
A-Paper Products			
A-Paper Products:L1036-GEN 600HB-HW	GEN 600HB - 8' BLEACHED HARDWOUND 12ROLLS/CASE	LaGasse Sweet	
A-Paper Products:1003 - Enviro Roll10' White	Enviro Roll Towel 10' White 6/case	Carolina Paper Converters, Inc.	
A-Paper Products:1013 - Sanitary Wax Liners	1101 Sanitary Wax Liners - 250 liners	Impact	
A-Paper Products:L1001 - JJTP1000'	GEN JRT1000 - 1000' 2 PLY JRT 12/CASE	LaGasse Sweet	
A-Paper Products:L1002 - CP Towel - 600	GEN 203 - 2 Ply Center Pull 600 - 6/cs	LaGasse Sweet	
A-Paper Products:L1003 - MOR C6600	MOR C6600 - Center Pull Towel - THICK	LaGasse Sweet	
A-Paper Products:L1004 - MOR 29 - JRT 9 in TT	MOR 29 - JRT 9 in Toilet Tissue	LaGasse Sweet	
A-Paper Products:L1005 - 8" HW Natural Towel	GEN 800HN-6 8 IN NATURAL HARDWOUND 6ROLLS/CASE	LaGasse Sweet	
A-Paper Products:L1006 - 8" HW White Towel	MOR W6800 WHITE HARDWOUND RL-TWL 800FT 1PLY 6 ROLLS/	LaGasse Sweet	
A-Paper Products:L1007 - MF Natural Towel	GEN MULTIFOLD-KRAFT MULTIFOLD-KRAFT-PACK12/334's	LaGasse Sweet	
A-Paper Products:L1008 - MF White Towel	GEN MULTIFOLD-WHITE - MULTIFOLD-WHITE-PACK12/334'S	LaGasse Sweet	
A-Paper Products:L1009 - WIX HW Natural Towel	MOR R6800 - HARD WOUND NATURAL TOWEL - 23LBS	LaGasse Sweet	
A-Paper Products:L1011 - HH Kitchen Roll Towe	GEN 1799 - 11X9 KITCHEN ROLL TOWEL 2 PLY 30/85 CT	LaGasse Sweet	

C. Compare Count to QuickBooks.

1. After completing the physical count, the Physical Count is then compared to the "Quantities on Hand" reported in QuickBooks.

D. Make QuickBooks Adjustments.

1. Any discrepancies between the physical count and the QuickBooks records require an "Inventory Adjustment" is made in QuickBooks in order that your Inventory in QuickBooks matches the physical count at the beginning of the new four (4) week accounting period.

2. **IMPORTANT**

    a. Open "Adjust/Value on Hand."

    b. Set the date as the last day of the period ending.

    c. In the "COGS Data Field," third field from the top left of the screen.

    d. MAKE SURE you select the appropriate cost category BEFORE you make your adjustments.

        1. Example – if you are adjusting a paper product, ensure you select "COGS Paper" prior to making your adjustments.

    e. Enter the quantities from your physical count.

    f. NOTE: WAREHOUSE SUPPLIES ARE NOT A PART OF INVENTORY ADJUSTMENTS AS THEY ARE EXPENSED WHEN PURCHASED.

E. Warehouse Supplies.

1. The same procedures "A through D" should be followed in accounting for adjusting your warehouse supplies or those items which are used in the provisions of service but not resold to customers.

    a. Example: air freshener, BP Hiox, free dispensers.

2. Because warehouse supplies received throughout the four (4) week cycle are added into your QuickBooks accounting system upon receipt, the difference between beginning physical count plus deliveries minus ending physical count is your cost of warehouse supplies for the applicable four (4) week accounting period.

CHAPTER 40 ON SITE FIELD ASSISTANCE

From time to time you may, at the Franchisor's opinion, or at your own, need operational or sales assistance for your franchise. The company's ability to offer individualized assistance is subject to the availability of our personnel and is also subject to costs associated with the travel when available. The franchisee will be responsible for all the travel related costs (transportation, lodging, meals) incurred by the company along with a $250 per day fee for each company individual that is on franchisee's site for assistance.

CHAPTER 41 WEEKLY OPERATIONAL PROCEDURES

A. The Weekly Cycle.

The Enviro-Master service business runs on a weekly cycle. Nearly all hygiene accounts are serviced weekly, while scrub services are generally performed monthly. However, given the large volume of services and billings performed weekly, it is critical to establish a routine of weekly checks and balances from Monday through Saturday. This ensures that you have provided all scheduled services, billed for all scheduled services, accounted for inventory purchased and re-sold, and accounted for any revenues which may have otherwise been lost. The weekly cycle is, essentially, a self-contained business cycle which, if accounted for properly, will neatly tie to your four (4) week financial reports and build into your annual financial reports.

B. Steps to Completing the Weekly Cycle.

1. Contact Operations Manager Regarding Rescheduling – Every Morning.

   To keep your revenues and cash flow on track, do your best to reschedule any missed services **WITHIN** the same week.

   a. By 10AM each day, the Operation Manager should have determined the rescheduling of missed hygiene and scrub accounts.

      1. Operations Managers have the capability of checking Route Star Online, first thing in the mornings, for each route to make sure Technicians are completing stops and working.

      2. If a technician has not completed any stops, immediately call Technician, find out why.

      3. Making this a best practice every day can assist with knowing immediately if a technician is not working and provides the ability to get accounts covered.

   b. Missed accounts should ***ALWAYS*** be rescheduled within ***SAME week*** (even if Saturday work is required).

   c. Sani-Service revenues, earned weekly, are simply lost if not rescheduled within the same week.

   d. Scrub revenues, due to the amount of time and labor involved in their provision, are often lost if not rescheduled within same week.

2. Soap Mixing Station Cleaning Process.

Making sure the foaming soap batch is mixed and ready for the technicians to refill transport containers as needed throughout the week. Most of all, making sure the soap mixer is properly maintained and cleaned before mixing each batch of soap.

1. Make sure the inside and outside of Soap Mixer is thoroughly cleaned and sanitized.
    a. Completely empty the mixer.
    b. Rinse with hot water and drain completely.
    c. Repeat multiple times until the water coming from the mixer is clear.
    d. Fill the mixer with fresh water, add fresh Chlorine (preferably Clorox 5.25 %) to achieve 50 PPM available chlorine.
    e. Blend at slow speed for 5 minutes.
    f. Drain chlorine solution into transfer bottles and buckets, rinse tank with fresh water.
    g. Use chlorine solution to wipe down tank cap, outside of tank and valves, then rinse with fresh water.
    h. Allow to air dry.
    i. ALSO, MAKE SURE TO WASH, WIPE AND SANITIZE THE MIXER IMPELLER SHAFT.
    j. HOSE NOZZLES NEED TO BE SOAKED IN THE BLEACH SOLUTION TO REMOVE CONTAMINATES.
2. Please make sure the soap mixer has a cover on it, after soap is mixed, to avoid contaminants from getting into the soap.
3. **NOTE:** If you are using the same mixer for foam and lotion soap, you must perform the above cleaning process before mixing either soap.

Transport Containers and Bladders Cleaning Process.

i. Soap transport containers should be *rinsed before every refill.*
ii. Empty containers of all foam or lotion soap.
iii. With constant flow of fresh water, rinse the outside and inside of each container till water is clear.
iv. **Monthly** the transport containers and caps should be sanitized with the chlorine solution from recommended for the mixing tank.
    1. Discard all stained caps or bottles.
v. Re-fill each container and securely tighten cap.
vi. All transport containers need lids and caps on them when they contain soap – prevents contaminants from getting into the soap.

Note: Failure to do the above will result in product that goes bad due to bacteria and will cause bad odors.

BLADDERS

Bladders can be reused, **quarterly** they should be cleaned and sanitized.

a. Completely empty bladders.
b. Rinse thoroughly or soak in a sink or TUB (SEE BELOW) in a chlorine solution 50 PPM or greater.
c. After using the chlorine solution be sure to rinse bladders thoroughly with a constant flow of fresh water OR use a tub with fresh water to dip bladders to rinse, changing water periodically.
d. Allow the bladders to air dry (use cardboard boxes to set bladders on, as the cardboard will absorb excess water – change cardboard when saturated).
e. Make sure to rinse off or soak the caps, nozzles, etc., of all bladders. (You can put these in the chlorine solution, just make sure to rinse and allow to air dry).
f. Make sure all bladders in dispensers, in the field have a clean, sanitary cap on them.

Note: Failure to do the above will result in product that goes bad due to bacteria and will cause bad odors.

Recommendation for cleaning and sanitizing bladders in the warehouse:

CHLORINE WATER TUB FOR BLADDERS

RINSE WATER TUB FOR BLADDERS

(See Enviro-Master learning site for chart)

3. Microfiber Towels Cleaning Process.

The dirty Microfiber towels should be monitored so they can consistently be laundered so technicians have towels for performing services.

SANI-SHIELD URINALS & BOWLS SINKS

a. Microfiber Towels Recommendation:
   b. One set of Microfiber Towels per customer.
   c. Reduces any chance of cross-contamination.
   d. Do not touch clean microfiber towels with used dirty microfiber towels.

4. Microfiber Dirty Towel Container:

   a. Provide technicians with a “5-gallon bucket” so the dirty towels can be placed in, after servicing customer(s)

      a. Please *do not* cover the container tightly as the towels should be provided ventilation to breathe to avoid combustion.

      b. If providing plastic trash bags, please do not tie closed, as ventilation is needed to avoid combustion.

c. Using a 5-gallon bucket allows the technician to dump dirty towels at warehouse without having to have to physically touch towels.

d. ***NOTE: please wash the "orange" microfiber window towel separately from the other "service" microfiber towels.***

2. Many technicians use their vehicles for work and home life, so having a process for dirty microfiber towels is imperative and allowing the towels to not touch surfaces of their vehicles is important. It is recommended that technicians drop off dirty towels at the end of each day, if possible.

3. This policy should apply to **ALL** vehicles and personnel performing all services.

5. Warehouse.

a. Establish within the warehouse an area where dirty microfiber towels are to be placed.

b. If using larger Rubbermaid containers, garbage cans, etc., please DO NOT cover the containers. Containers need ventilation to avoid a heat combustion event.

6. Washing Towels:

3. Wearing gloves, place dirty microfiber towels in washing machine.

a. Microfiber towels should be washed separately from other items.

4. Wash microfiber towels in "highest" possible water temperature.

5. Use can use Vital Oxide at 5:1 ratio.

6. Then dry using the "highest" temperature as possible.

Note: Locations that have their technicians washing their own Microfiber Towels, please educate that the towels need to be washed separately from other items. ***IT IS HIGHLY RECOMMENDED THAT THE TECHNICIAN DOES NOT WASH THEIR OWN MICROFIBER TOWELS, THAT EACH LOCATION HAS A WASHER AND DRYER, IF POSSIBLE, OR USES A LAUNDRY SERVICE OR MANAGER TAKES THEM TO A LAUNDRY FACILITY.***

4. Daily, Document and Resolve Customer Service Issues.
   Task Manager
5. Daily – End -Of-Day Reports.
   Ensure that each Technician completes invoices in his/her handheld device at the time of servicing a customer.

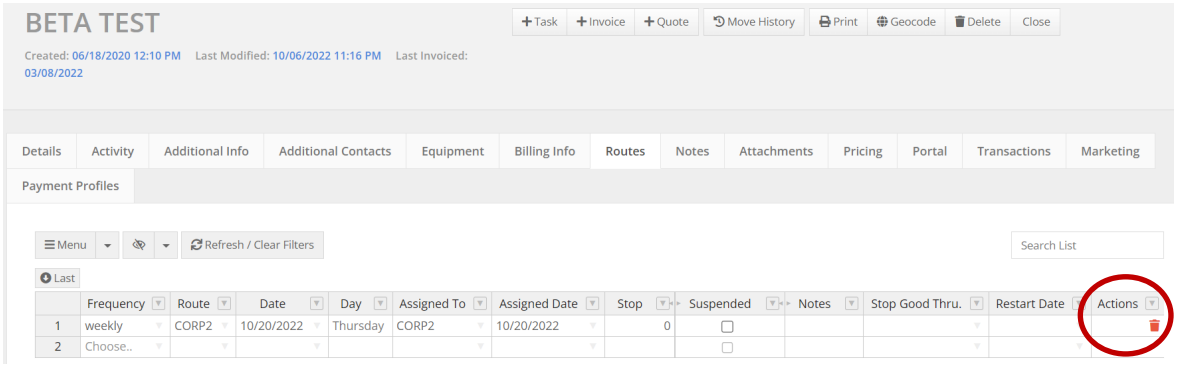
a. In RSO, go to “Invoicing-View Pending.”

b. Across the top of screen, select the following fields: “Date, Route,

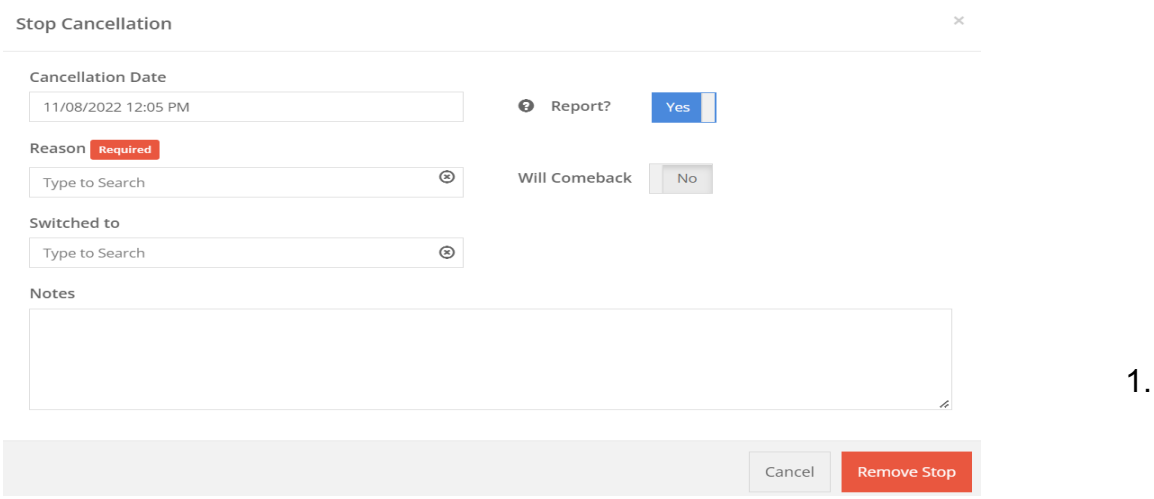
6. Cancellations Provided to Accounting-Daily or Whenever Occurring.
   a. All cancellations require dispenser and sticker removal.
   b. **RSO – Canceled Customer – Equipment Removal** – when a customer cancels, there are a few steps you need to go through:

      1. Remove the routing from the customer, so we stop generating invoices.

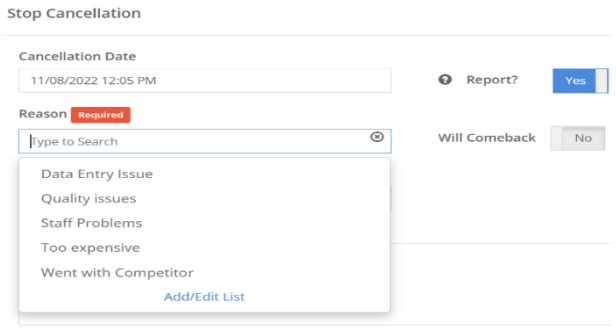
         a. Go to the “Customer” and then “routes,” tab.



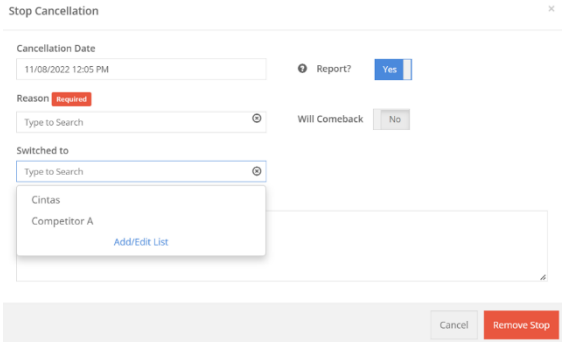
         b. Click on the under “Actions.” The below screen appears.



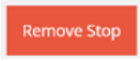
1. “Cancellation Date” - the current date appears, with time.
2. “Reason” - Select one or the abillity to “add” is available.

3. 

"Switched to" – Select the competitor if you know. You can "add," as this data is important to running the business to know whom customers are choosing.

4. 

"Notes" – add any additional information that is important.

5. "Report?" – should remain "Yes"
6. "Will come back" – if this customer will come back then switch the toggle to "yes," if you are unsure leave the toggle at "no."
7. Then click on " 

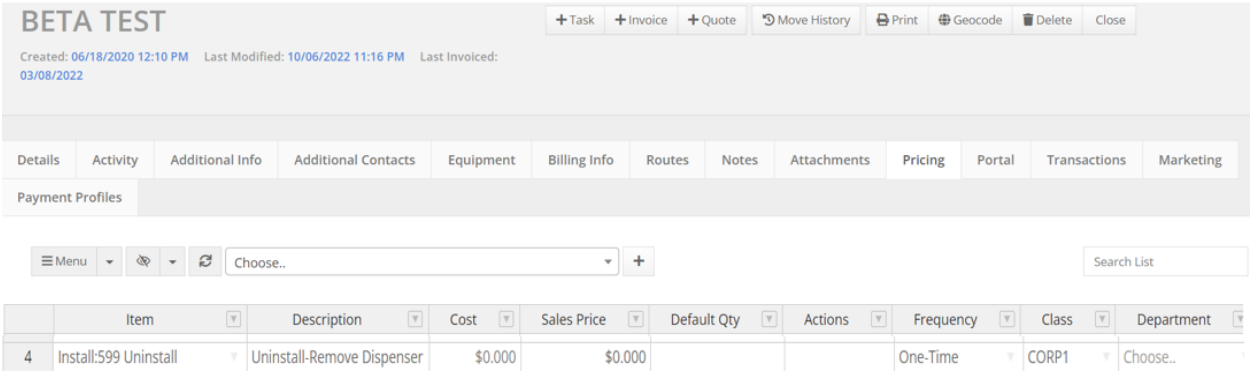
," lower right corner.
8. Once line is removed, add a "One-time frequency, with route, date, and notes, as below:

2	One-Time	CORP1	11/08/2022	Tuesday	CORP1	11/08/2022			REMOVE STICKERS AND EQUIPMENT

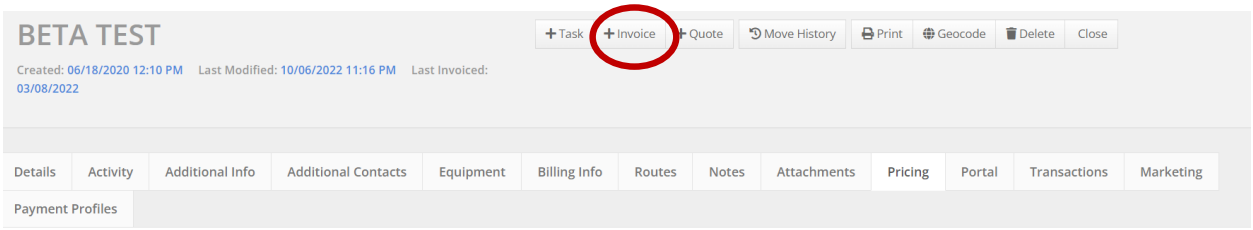
c. You will need to generate an uninstall invoice from RSO using item code 599 "Uninstall-Remove Dispenser."

1. Go to the "pricing" tab.

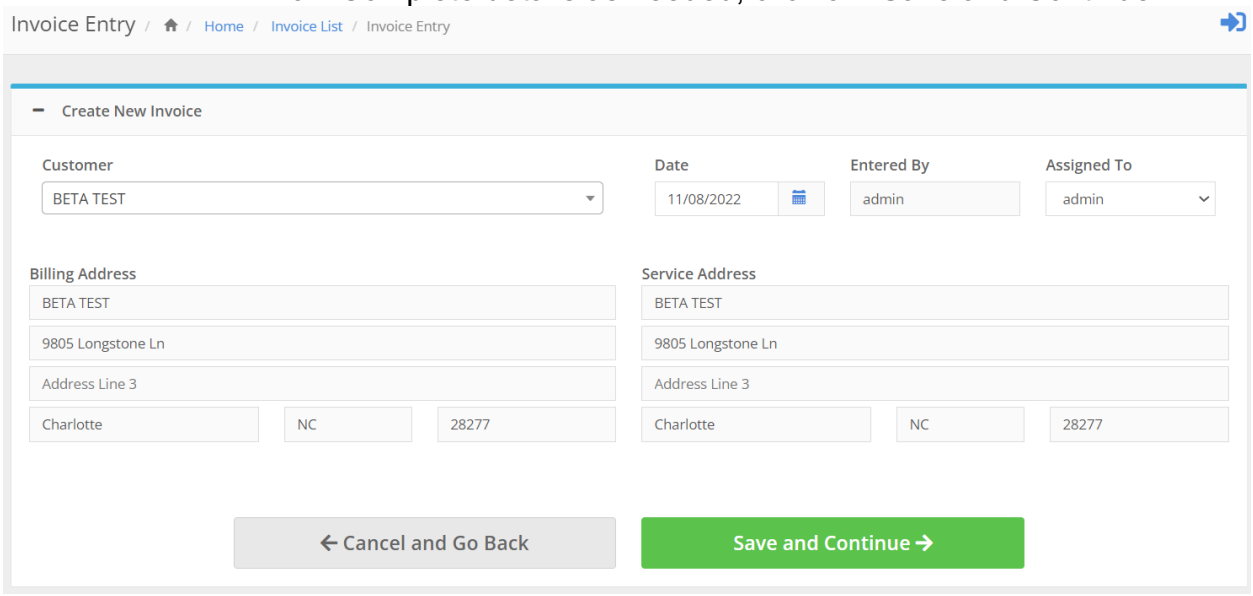
a. Enter the “599 Uninstall” code, hit “tab” and description will fill in.



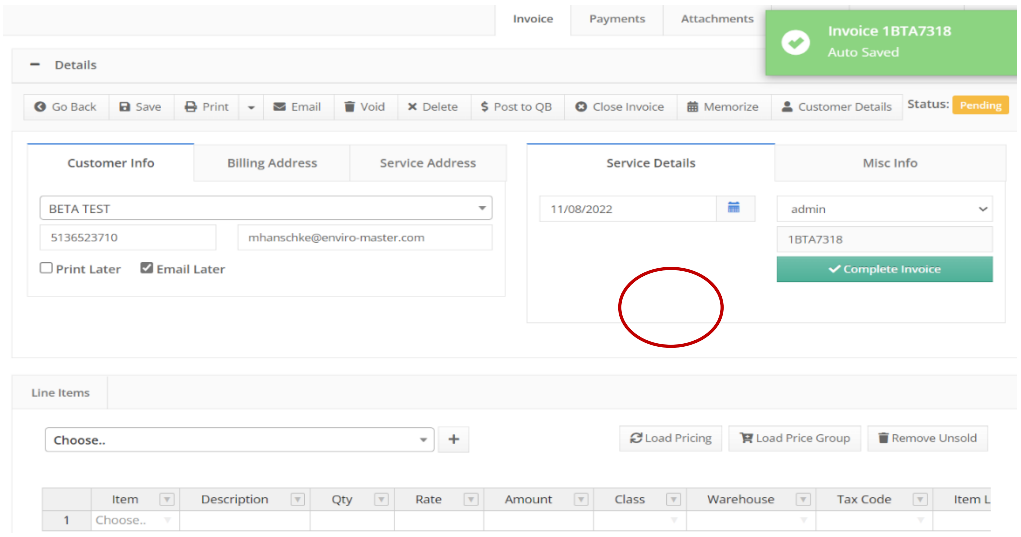
2. Generate an “Invoice,” go to the top of the screen, click on “invoice.”



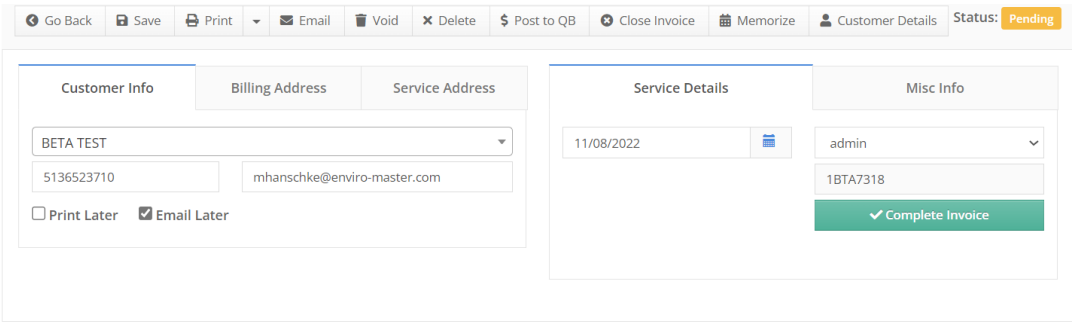
a. Complete details as needed, click on “Save and Continue.”

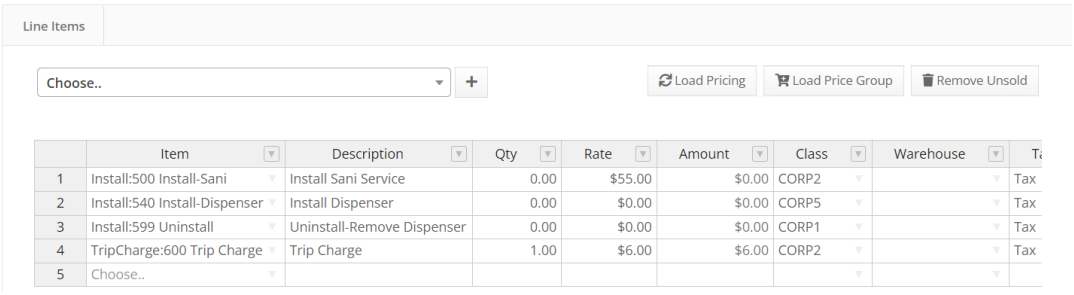


b. Load Pricing – Click on “Load Pricing”

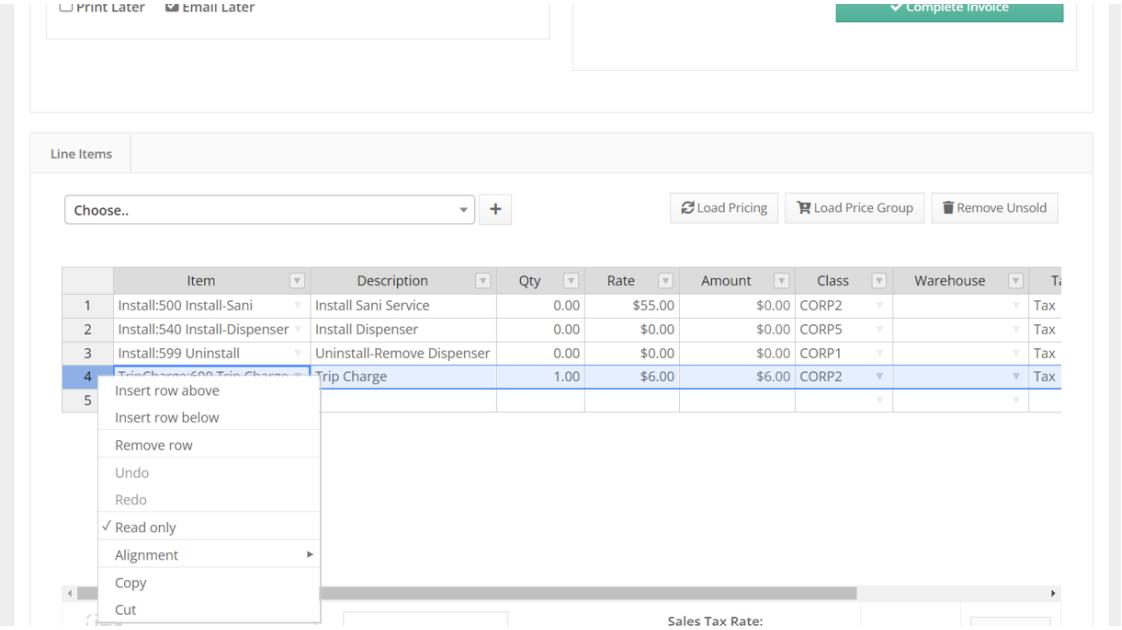


c. Not necessary but recommended to remove pricing that does not pertain to the uninstallation.



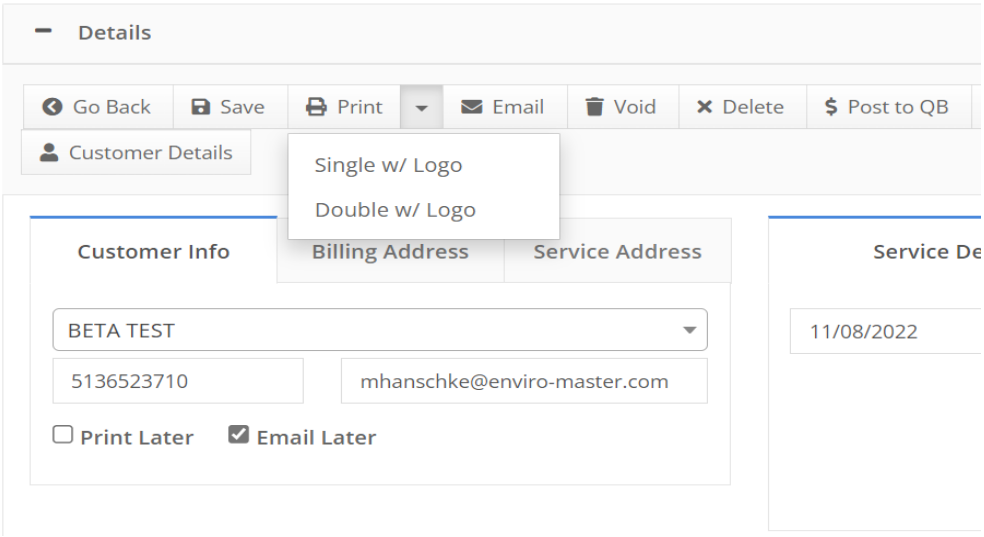


d. Click on row to highlight, then right click and drop-down menu will show options, click on “Remove Row.”

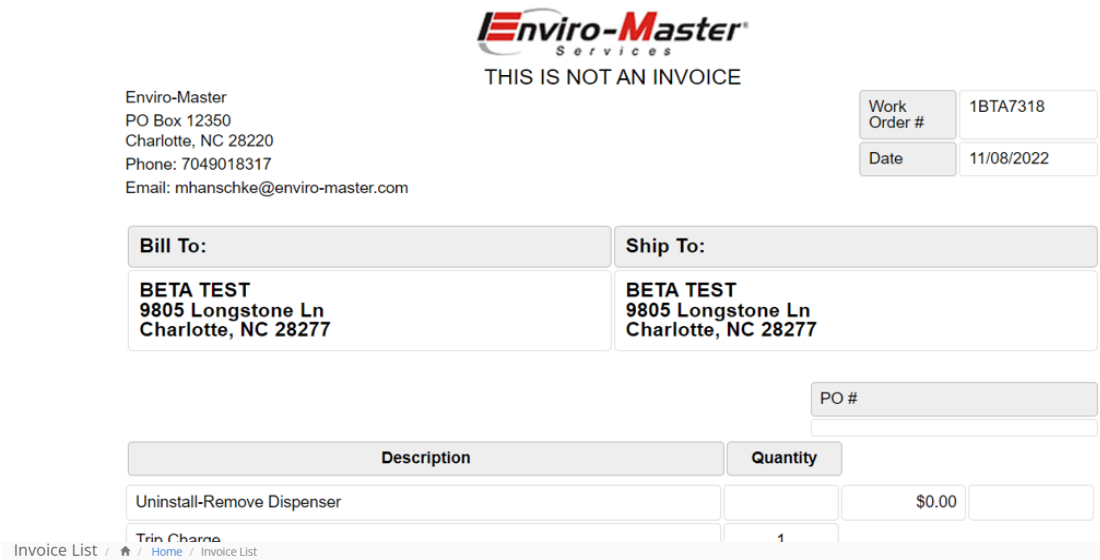


e. Print Uninstall invoice (It will already be on the technician's device)

1. Go to the top of screen and click on "Print," drop down will display. Click on "Single w/Logo."



2. Sample invoice.



Enviro-Master Services

THIS IS NOT AN INVOICE

Enviro-Master
PO Box 12350
Charlotte, NC 28220
Phone: 7049018317
Email: mhanschke@enviro-master.com

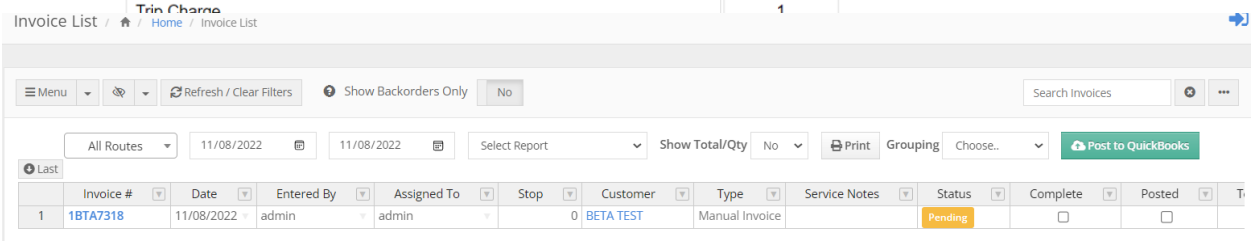
Work Order #	1BTA7318
Date	11/08/2022

Bill To:	Ship To:
BETA TEST 9805 Longstone Ln Charlotte, NC 28277	BETA TEST 9805 Longstone Ln Charlotte, NC 28277

PO #

Description	Quantity		
Uninstall-Remove Dispenser		$0.00	
Trip Charge	1		

3.

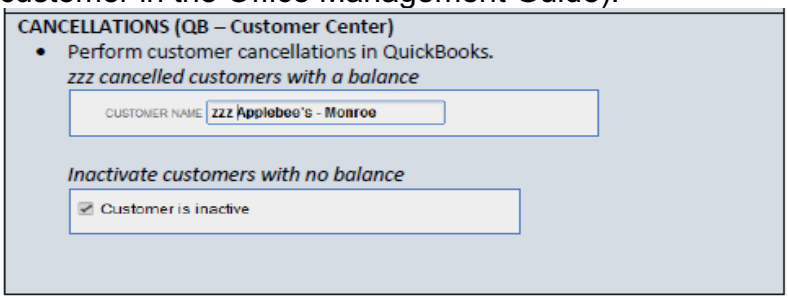


Shows on “Pending” Invoice list.

d. Once the uninstallation is completed and dispensing equipment is returned to the warehouse the Field Operations Manager must verify the equipment was returned.

e. You can now post the invoice to QuickBooks.

f. You now must cancel the customer in QuickBooks (see process to cancel customer in the Office Management Guide).



7. Technicians to Bring Paperwork to Office.

a. Preferably daily, or at least three times weekly, Technicians are to put invoices and deposit information in a plastic or Manila paper envelope and place in acrylic

bucket attached to the door of the Technician's assigned locker OR assigned location as specified by management for processing by Owner/Manager/Office Manager.

8. Early Monday Morning – Technician Weekly Staff Meeting.
   a. The Operations Manager completes the inventory count for Technicians who worked the weekend, if necessary.

      1. Outlying routes, farthest from the office, usually will do a Monday inventory close/tie-out.

      2. Also, any routes that may have provided service/products on a Saturday or Sunday.

   b. The Owner/Manager/Office Manager generates the Technician Revenue Summary for the previous week (including Saturday) and compare with the Operations Manager's inventory count, noting discrepancies and holding Technicians accountable for "lost" inventory.

   c. The Owner/Manager summarizes cancellations from the previous week and discusses with Technicians at the Monday morning meeting.

9. Provide Weekly Cancellations to Franchisor.
   a. Also, the weekly cancellations list should be provided to the Franchisor for collections.

10. Maintaining Inventory of Products and Supplies.
    a. Enviro-Master Services, as in any business which sell products and uses supplies in the course of their service, must always have adequate inventory on hand, at all times.

    b. Enviro-Master (Franchisor) requires that franchises maintain a stocking level of four (4) weeks' minimum for products and supplies based on demand to avoid stock out situations.

11. Ordering Products:
    a. It is suggested to use the "Total Weekly Technicians Revenue Summary Report" from QuickBooks to maintain a four-week supply of "products."

       1. Select a beginning date (Monday) two weeks prior to current week's Monday, refresh the report and print the report.

       2. Set the report aside as you will need it to place your product order.

    b. Now using the Health and Safety Technician Inventory Usage Report count all the products and dispensers (e.g., paper, urinal mats, super scented urinal screens,

dispensers) you sold or installed in customers currently on hand in your warehouse and record the quantity by item. NOTE: the inventory and dispensers allocated to the Technicians on Monday will need to be added to the overall count for accuracy.

c. Using both reports, subtract what you currently have on hand from the last two weeks' demand. This will be the order quantity by item for the week.

1. Example: Enviro-Master Proprietary Kraft Paper sold fifty cases in the last two weeks, currently in stock is 25 (including what has been issued to Technicians yet to be sold). Your team sold fifty over the last two weeks which means you have twenty-five available for the current week therefore you should order fifty cases to have two weeks' supply. By following this suggested process, should your demand increase or drop off, you will still have the minimum supply on hand to service your customers and avoid stockout situations.

C. Ordering Supplies:

Enviro-Master recommends a minimum of four (4) weeks' worth of inventory of all products and supplies on hand, at all times.

1. Monday Morning Management Meeting.

a. Monday Morning Management Meeting (excluding Sales Staff) with Owner/Manager, Operations Manager, and other staff, if any, should be held after the Monday Morning Meeting and Monday Morning Sales Meeting.

b. Start with Operations Manager (i.e., staffing, inventory need, missed accounts, missed scrubs, cancellations, uninstalls, to be installed current week), then continue with A/R, A/P, jeopardy customers, Executive Summary Report, Key Performance Indicators, Month to date revenue vs revenue goal for the month.

2. End of Week Closing Procedures.

a. Prior to beginning the check-in process, ensure you have the following documents in front of you:

1. Hard Copy Invoices or all tickets posted in RSO (organized in invoice order).
2. Route Schedule vs. Invoices Report.
3. Technician Deposit Check-In Sheet.

b. Highlight each amount on your Route Schedule vs. Invoice Report and the corresponding invoice to ensure that they match.

c. Customers with zero amounts are missed stops.

1. Highlight the Customer Name and call the Technician to discuss when the service stop will be serviced.

d. If a Customer's terms are COD, highlight amount on Deposit Sheet. Verify this amount matches total amount on invoice.

e. Staple each day's invoices to Route Schedule vs Invoice Report.

f. Add up the totals on Technician Deposit Check-In Sheet and ensure each match's total on Technicians' Bank Deposit Slip.

g. When all invoices have been checked off as completed, then POST to QuickBooks by:

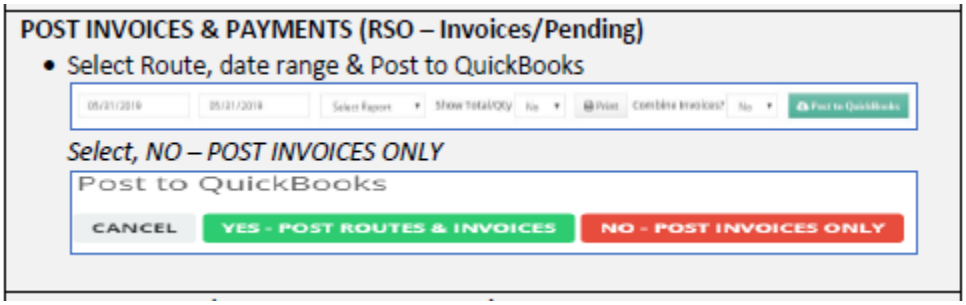
1. Go to "Invoices," "pending invoices."

2. Select "Route."

3. Select "Date Range."

4. NOTE: if Technician has an upsell be sure to add that item to RSO to ensure the item(s) will appear on future invoices.

5. Post to QuickBooks by selecting "NO – POST INVOICES ONLY."



(Note: Enviro-Master's learning site contains videos on this process)

6. Operations Manager then completes inventory check-in by Technician using the Inventory Usage Form and the Weekly Revenue Summary Report by Route (printed from QuickBooks).

a. If there is a discrepancy on recorded item(s) sold between the two reports, the Operations Manager must immediately research the discrepancy.

b. All shortages should be charged to the Technician at full retail selling price (cost x 2.)

c. Once completed, both reports should be stapled together and filed in a file marked Inventory.

h. Every Thursday Morning – Office Staff.

1. Route Schedules, Scrub Schedules, and ALL invoices should be printed and placed in file folders by Route to be given to the Technician on Friday prior to the Technician leaving for the weekend, unless paperless – print only COD customers needing an invoice and provide copy of route schedule.

2. **NOTE:** best practice is to have the Technician ensure all invoices have printed for the next week route. Missing invoices should be immediately brought to the Operations Manager/Office Manager's attention so they may be printed.

i. Total Weekly Revenue Report – Office Staff/Owner.

1. Print the Total Weekly Revenue Report for the week just closed.

2. Complete the Executive Summary Report (ESR) and print.

3. Print cancellation report.

4. Owner and Managers review each report during the Monday Management Meeting with his/her team.

a. Payroll Every other Week no later than Wednesday – Office Staff/Owner

1. Calculate product upsells per Technician.

2. Ensure all items have been entered into RSO ensuring items appear on future invoices.

j. Every Month – Owner/Manager.

1. Two weeks after each four (4) week accounting period, Owner/Manager reviews financial statements. Compare budget to actual and research variances.

Chapter 42 ACCOUNTS RECEIVABLE/COLLECTIONS

As provided in your franchise agreement, the franchisor emails, and mails monthly accounts receivable (AR) statements to your customers. We also process credit cards, electronic payments and post check payments made by your termed customers, which excludes COD customers (we do not collect past due COD money). However, there are certain procedures which the franchisee must perform to ensure timely collection of its revenue. Since the franchisee and the AR team both own pieces of the accounts receivable process, a healthy partnership is required for success.

Establishing payment expectations needs to be done at the time of the sale. In today's environment, customers prefer credit cards or ACH. Checks should be a last resort for payment. Extending credit to a customer should be the last option as this method adds time to the collections process.

A. Obtain Specific Payment Contact Data

1. At the time the service agreement is signed, your sales representative should discuss the payment method for services and products with the customer.Obtain billing data for the responsible payment party, should include:
   a. Billing Address
   b. Accounts Payable person's name, email, and telephone information
   c. Identify who the technician should provide invoice copies upon completion of weekly services
3. This information feeds into the handheld so the technician knows who signs and pays the invoice.
4. This assures that the information is in your accounting database to capture the correct billing data

B. Setup Customers in US Bank eBill

1. Customers can navigate to www.enviro-master.com and click Pay My Bill at the top of the page.
2. Due to the positive effect on your cash flow, your sales representatives must ask for weekly recurring eBill payments when obtaining a service agreement.
3. eBill payments can be setup with a credit card number or bank account number.
4. If eBill is not possible, we highly recommend the second alternative to be ACH payments initiated via normal payment processing by the customer.
5. Paper check payments should not be accepted. Due to 10 to 14 days of mail time plus any credit terms offered to the customer, this option has a negative impact on receipt of your funds and therefore your cash flow.
6. If the customer has any issues setting up recurring payments online, please direct them to the AR Department.
7. For customers to have the most up-to-date invoice data available for payment in the eBill online portal, invoices must be posted daily in Acumatica and RSO. Payment trends in eBill indicate customers like to pay balances in full when making eBill payments. Unposted invoices will not be included in the payments. Until

invoices are posted in Acumatica and RSO, they will not be available for payment in eBill, this can also create a perception of poor service to the customer.

C. Technicians Must email Invoices to Customers

1. It is required that a manager or decision-maker should sign the technician's handheld device upon completion of service.
2. Once signed, a copy of the invoice should be emailed to the customer.
3. The customer signature represents its legal obligation to pay for services rendered, obtaining a signed digital copy provides the franchisee with proof of the obligation.

If paperless:

1. It is critical to make sure the sales representative obtains the correct email address for Accounts Payable on the service agreement.
2. It is also critical that the technician has the manager or decision-maker sign the invoice on the handheld, as this customer signature represents its legal obligation to pay for services rendered.

D. Invoice Remittance and Contact Data

1. Because the franchisor issues monthly statements and collects payments on its behalf, it is important that your invoices reflect clear remittance data.
2. For the weekly invoices provided to customers upon service, the Enviro-Master logo and corporate remittance data must appear at the top of the invoices, while you may want to include local contact data on your invoices for service and sales related issues.
3. Changing the remittance address to which the customer is to mail payment is not permitted.

E. Ensure Timely Posting of Payments by Month's End

1. Ensure that all customer payments received locally are posted and/or adjusted within two business days of month’s end.
2. Unless notified in writing of any changes, the franchisor will send monthly statements to all customers.

F. Ensure Payment Data is Current

1. Instruct your technicians to provide management with any changes to their account billing information as they become aware of it.
2. Be certain to enter the changes into the ERP system at that time.
3. This is especially important because it ensures that the franchisor is invoicing the customer properly.

G. When Net 30 Payments Are Received by Franchisee

If a credit customer provides a check to your technician or mails a check directly to your business, please deposit and post within 24-hours. This ensures that the customer’s account is properly credited.

H. Handling Sensitive Third-Party Confidential Information

Customer credit card data is highly confidential and should be protected. Do not send unprotected credit card data via email or text. This includes pictures of written credit card data or pictures of the actual card. The data can be stolen and misused. Please use the credit card and ACH authorization forms provided by the AR team.

CHAPTER 43 FRANCHISEE PAYMENT POLICIES

The following are a list of Enviro-Master's payment policies. Please review them carefully.

A. **Payment at Time of Purchase.**

1. All Enviro-Master products are paid for at the time of purchase, via ACH or credit card.

2. The ACH payment option has no fee.

3. Purchases paid for with an American Express credit card will be charged a convenience fee of 3% which will be added during the check-out process.

B. **Product Refunds.**

Product refunds will be credited to Franchisee weekly upon the receipt of credit issued from the appropriate vendor.

C. **Franchise Fees Remitted Weekly.**

a. All franchise fees are paid weekly as follows:

1. **By 5PM EST on each Monday**, the Franchisee shall have completely entered all adjustments to its Weekly Sales Report from the previous week (Monday through Sunday).

2. **By 5PM EST each Tuesday**, the Franchisor will provide to Franchisee its Fee Statement, outlining the Royalties, Advertising, Administrative Service, and any other earned fees ("Franchisee Fees") to be calculated from Franchisee's weekly revenue generated.

a. As support, Franchisor will provide Franchisee with a Collections Report for the prior week.

b. This report will detail individual payments received and how they were applied to various customer accounts.

c. Franchisee shall have until Noon EST each Thursday to notify Franchisor in writing of any corrections to Franchisor's Fee Statement.

3. **On or before 5PM EST* each Friday, Franchisor shall initiate an electronic transfer to Franchisee in the amount of Franchisee's collections**

generated during the prior week, less Franchise fees due for the applicable period.

a. Should funds collected be insufficient to deduct fees due to Franchisor, it will deduct the unpaid balance from franchisee's account on Monday morning.

4. Insufficient fund checks collected by Franchisor on behalf of Franchisee shall be handled in the following manner:

   a. If credit has been previously applied against Franchisee Fees owed to the Franchisor, then the Franchisor shall pursue a good and valid collection along with Franchisee's collaboration, if desired, for a ten (10) day period subsequent to receipt of the insufficient funds check.

   b. If, after the ten (10) day period, the Franchisor has not collected valid payment applicable to the insufficient fund check, then a debit in that amount will be applied against Franchisee's Fee Statement for the following week.

   c. * DST in the summer months based on the current year's calendar.

C. **Franchise Inside Sales Policy.**

1. Inside Sales services to Franchisees (i.e. making telephone calls to solicit business appointments with decision-makers regarding purchasing Enviro-Master services and/or products). Fee: $35 per appointment, as well as a commission if the appointment is sold/installed. The commission is charged on the bi-weekly invoices of services performed. Bi-weekly commissions will be collected for 12 months following the install date.

   a. The current rates are as follows:
      1. $250 for 7 Appointments per week.
      2. $350 for 10 Appointments per week.
      3. $450 for 14 Appointments per week.
      4. $550 for 20 Appointments per week.

   b. Commission rate for all sold business is 3% of the value of services sold and installed resulting from appointments set by Inside Sales. Commissions will be collected for 12 consecutive months, based on Bi-Weekly invoices.

2. Rates may change from time to time, but the Franchisee will be provided written notice of any rate change at least fifteen (15) days prior to implementation and Franchisee has the right to discontinue or suspend Inside Sales services.

3. Any Inside Sales appointment set that results in a sale/installation within one hundred eighty (180) days of the initial appointment date set by an Inside Sales rep, and or/rescheduled appointment date, requires Franchisee to pay the standard Inside Sales commission as established in writing at that time. The 180-day time frame allows for follow-up meetings and/or demos which the Inside Sales rep and/or other personnel may require to a close a sale.

4. In the event an Inside Sales rep sets an appointment with a prospect which results in a sale upon the termination of a prospect's "hygiene/maintenance" contract with a competitor, the Franchisee should update the "Inside Sales Calendar" accordingly, and ensure the Inside Sales department is notified upon completion of sale/installation.
    a. In such case, the 180 days is waived, and Franchisee is required to pay Franchisor its standard commission upon the sale/installation of such prospect.

5. Should Inside Sales set an appointment with one location of a chain or multiple location business, Franchisee will pay commissions for any additional locations later sold/installed by Franchisee.
    a. Commissions apply to all locations sold/installed within twelve (12) months of the date of the original Inside Sales appointment.

D. **Corporate Accounts Commission and Management Fee**

INITIAL SALES COMMISSION:

1. **Corporate Account** – Commission due is 4% on a 13-period basis for the first year and 3% for any additional years thereafter. Commission will be billed over 13-periods.
2. **A Hunting License** - Commission due is 3% on a 13-period basis for the first year and 2% for any additional years thereafter. Commission will be billed over 13-periods.

Management Fee (Residual):

1. The Franchisee will pay an ongoing Management Fee of 3% beginning the 2nd year of the relationship and each year thereafter on both types of corporate accounts.

Note: all commissions and management fees go 100% to the Sales Representatives.

E. On Site Field Assistance

From time to time you may, at the Franchisor's opinion, or at your own, need operational or sales assistance for your franchise. The company's ability to offer individualized assistance is subject to the availability of our personnel and is also subject to costs associated with the travel when available. The franchisee will be responsible for all the travel related costs (transportation, lodging, meals) incurred by the company along with a $250 per day fee for each company individual that is on franchisee's site for assistance.

CHAPTER 44 FINANCIAL GOALS – HOW TO ACHIEVE THEM

A. **Overview.** Achieving financial success as an Enviro-Master Franchisee requires the following:

1. Employing effective and competent personnel, especially in the key positions of Sales Representative(s) and your Operation Manager, who will oversee all Technicians.

2. It is recommended that a part-time Office Manager be hired at attaining $500,000 to $600,000 in total revenue.

a. Managing your staff such that they are held accountable for their performance

b. Ensuring that you have accurate and timely financial data needed to manage your business

c. Understanding your key financial targets and consistently managing to those targets

B. **Financial Statements.** Enviro-Master requires all franchisees to produce their financial statements on a 13-period basis versus a 12-month basis. Additionally, all franchisees must use the Enviro-Master chart of accounts. The reasons for this are as follows:

1. In measuring financial performance, you want a consistent four-week period in which you have the same amount of revenue and expenses. In using a standard monthly method, you find that some months have more business days, which distorts revenue as well as expenses.
2. One of the biggest advantages in being in a franchise system is having the ability to measure your performance against those of your peers. If everyone uses a different chart of accounts, you exempt yourself from being able to compare and pursue best practices with your peers.

Please insure your accounting professional is instructed to both produce your financial data on a 13-period basis using the Enviro-Master chart of accounts.

NOTE: It is highly recommended that you schedule financial statement reviews with your assigned franchise business coach to help identify areas of improvement.

C. **Driving Sales (See Sales Leadership program in the appendix).**
Selling Products.

1. In addition to the sales of Sani, Scrub, and Drain Line Program Services, Salespeople and Technicians must always be looking for opportunities to sell additional products to customers.

2. The effective sale of paper products by Salespeople and Technicians can approximately double your revenues. Put differently, effective product sales can represent 50% or so of your company revenues.

a. A Technician can only earn so much money providing Sani-Service; however, he/she can significantly increase his/her earnings by effectively selling and delivering paper products to customers.

b. In fact, product sales are a critical component of the earnings of a truly successful Technician and, of course, increase franchise revenues and profits substantially as well.

3. To sell products, management must work on establishing a sales culture with Technicians during the **Monday Morning Meetings**.

4. Product pricing is market specific, but a 100% mark-up is recommended wherever possible.

D. **Charging for Dispensers.**

1. Franchisees often neglect to charge the installation/warranty fee of, generally, $15/dispenser installed for new accounts.

2. This must be the franchise policy as you can easily lose $50,000 to $60,000 annually by not charging for dispensers placed in new accounts. While some customers may object, and refuse to contract for service, 95% of your customers will understand the need for the dispenser charge if explained correctly and pay it without objection.

E. **Gross Profit.**

1. When subtracting your Cost of Goods Sold from your Gross Revenues (and assuming good product sales), your Gross Profit should be in the 75% range, depending on your service to product sales ratio.

F. **Controlling Labor Costs.**

1. While difficult when starting out, Franchise Owners must place their Technicians on straight commission as quickly as possible.

2. Configuring efficient routes is a major factor in your ability to place Technicians on straight commission.

3. It may not be possible in the early operation of your franchise, but to keep your labor costs where they need to be, you will need efficient routes.

4. The more products that your franchise sells, the lower your Technician cost as a percentage of revenue.

5. With significant product sales, Technician labor cost should equal 21% – 25% of total revenues.

G. **Controlling Other Costs.**

1. In general, Enviro-Master Franchises should be run in a very cost-efficient manner.

2. Do not overpay for rent, unnecessary or improperly compensated staff (i.e., hourly Technicians).

3. As the Franchise Owner, remember every dollar you save is a dollar in your pocket.

H. **Maximizing Customer Retention.**

1. Given the expense and effort of acquiring new customers, every possible effort should be made to maintain their satisfaction and patronage.

2. Aside from ensuring that your Technicians are properly and comprehensively trained, you must employ a system which documents customers' issues and their timely disposition.

3. To the extent possible, all customer issues should be resolved within 24 hours (see Section II, Chapter 9, Service Quality Control).

4. Cancellation of 5% or less annually is a good (and attainable) target as your customer base grows to 500+ accounts.

I. **Making Up Missed Accounts.**

1. Every time a Technician misses a scheduled customer service stop, he/she must contact the Operations Manager immediately.

2. Generally, the Operations Manager and the Technician will reschedule the stop and nothing more needs to be done.

3. If the account cannot be serviced for two or more days, the Operations Manager should contact the office to reschedule in RSO (Route Star Online) and possibly, place on another Technician's route.

4. The target should be **ZERO** missed accounts each week.

J. **Managing Inventory.**

1. On Friday afternoon, your Operations Manager should check in inventory for all Technicians, ensuring inventory returned by Technicians matches the inventory each should have in its possession per the QuickBooks report Weekly Revenue Summary by Technician.

2. Significant amounts of money can be lost if inventory is not carefully managed and accounted for on a weekly basis.

K. **Timely Installations.**

1. As a policy, your Franchised Business should install new accounts within five (5) business days of the sale unless the customer has specified differently.

2. Timely installations accelerate revenues, demonstrate competence to the customer and even ensure new accounts do not change their minds regarding service should the installation be delayed too long.

3. Installers should double check the Salesperson's count of fixtures, dispensers required, square footage for scrubs and ReFresh, number of windows quoted for RPM, and number of drains for the Drain Line Service, if applicable.

4. Installer should contact the Salesperson to address any discrepancies and resolve with the customer.

L. **Managing Accounts Receivable.**

1. Review your Accounts Receivable ("AR") frequently, including notes which may need updating.

2. Stay current in entering COD's.

3. Within thirty (30) days of first service, call your customers and ask about their service satisfaction.

4. Contact EMS Corporate if any problems arise and late AR's rise above 5%.

M. **Monday Morning Meetings with Technicians and Entire Staff.**

1. Early Monday Morning (6-7AM), it is HIGHLY recommended that the Franchise Owner meet with the entire staff to review the following:

   a. Any missed accounts.

   b. Quality Control Assessments.

   c. New Accounts.

   d. Scrub and Install schedule for the week.

   e. Technicians "Who We Are and What We Do."

   f. Name that Customer.

   g. Sales contests for upselling and leads.

2. All customer service or operational issues must be documented so that the subsequent resolution is documented as well.

3. The Monday Morning meeting "sets the stage" and prepares your team for the upcoming week.

N. **Weekly Targets to Check.**

1. Are sales at $150+ per Salesperson?

2. Are product sales increasing?

3. Are Technicians selling products?

4. Are dispensers being charged for?

5. Are recently hired Technicians nearing (or on) straight commission?

6. Number of cancellations?

7. Are there any inventory discrepancies?

8. Have installs been timely?

9. Status of Accounts Receivable?

10. Have all customer service issues been “resolved” using Task Management software in RSO?

O. **Executive Summary Report (ESR).**

1. The Executive Summary Report was designed to provide a week over week snapshot of a franchise business without having to manage multiple reports.
2. This report measures week over week variances for installations, Sani, Scrub, and other service revenue along with revenue generated from product sales.

Week over Week Executive Summary Report

	Previous Week		Last Week	Variance
5000 – Dispenser Install (Warranty Install)	$0.00		$0.00	$0.00
6000 – Sani Installs	$0.00		$0.00	$0.00
7000 – Smart Drain Installs	$0.00		$0.00	$0.00
8000 – Scrub Installs	$0.00		$0.00	$0.00
Total Installs	$0.00		$0.00	$0.00
0000 – Total Parts (non inventory items)	$0.00		$0.00	$0.00
6001 –Sani Guard	$0.00		$0.00	$0.00
6003 –Drainline Services	$0.00		$0.00	$0.00
6004 – Smart Drain Service	$0.00		$0.00	$0.00
6005 – Adjustment (+ or –)	$0.00		$0.00	$0.00
6006 – Service Delivery Fee	$0.00		$0.00	$0.00
6007 – Hand Sanitizer Service	$0.00		$0.00	$0.00
6002 – Smart Tray Service	$0.00		$0.00	$0.00
6011 – Sani-Guard	$0.00		$0.00	$0.00
6012 – Supplies	$0.00		$0.00	$0.00
Total Miscellaneous	$0.00		$0.00	$0.00

7001 – Sani Service Weekly	$0.00		$0.00	$0.00
7001SG – Sani Guard Weekly	$0.00		$0.00	$0.00
7002 – Sani Service EOW	$0.00		$0.00	$0.00
7002SG – Sani Guard EOW	$0.00		$0.00	$0.00
7003 – Air Freshener	$0.00		$0.00	$0.00
7011– Foam Soap Service	$0.00		$0.00	$0.00
7006 –Hand Sanitizer Service	$0.00		$0.00	$0.00
7007 –Femine Hygiene Liners	$0.00		$0.00	$0.00
7008 – Lotion Soap Service	$0.00		$0.00	$0.00
Swisher Only Service Items	$0.00		$0.00	$0.00
Missed Service	$0.00		$0.00	$0.00
Total Sani Services	$0.00		$0.00	$0.00
8001– Sani Scrub E4W	$0.00		$0.00	$0.00
8002 – Sani Scrub EOW	$0.00		$0.00	$0.00
8003 – Sani Scrub EOM	$0.00		$0.00	$0.00
8004 – Sani Scrub Qtrly	$0.00		$0.00	$0.00
8005 – Sani Scrub Bi-Annual	$0.00		$0.00	$0.00
8006 – Sani Scrub One – Time	$0.00		$0.00	$0.00
Missed Scrubs	$0.00		$0.00	$0.00
Total Scrubs	$0.00		$0.00	$0.00
Total Services (Installs+Miscellaneous+Sani+Scrub)	$0.00	Product Penetration	$0.00	Product Penetration
Total Inventory (All Sellable Inventory)	$0.00	#DIV/0!	$0.00	#DIV/0!
Swisher Only Products	$0.00		$0.00	$0.00
Total Weekly Revenue (All Services+Inventory)	$0.00		$0.00	

Review Comparison			Cancellations Last Week	Weekly $ Amt.
Last Weeks Total Sani	$0.00		None	$ -
Last Weeks Total *Scrubs*	$0.00		None	$ -
Last Weeks Service Total	$0.00		None	$ -
Last Week's Missed Accts Service's (–)($)	$0.00		None	$ -
Revenue ALL Comparison Last vs. Prior Week	$0.00		None	$ -
Revenue Comparison Previous vs. Last Week	$0.00		None	$ -
Total Revenue Comparison Last vs. Previous Week	$0.00		Total Cancellations	$ -
Account Sold NOT Installed	Weekly	52 Week	Accounts Installed	Weekly
	$ -	$ -		$ -
	$ -	$ -		$ -
	$ -	$ -		$ -
	$ -	$ -		$ -
	$ -	$ -		$ -
Total Sold NOT Installed (weekly 52 annualized)	$ -	$ -	Installed	$ -
Accounts Receivables End of Last Week Total	$0.00	% OF TOTAL	COD Days Not Paid	
Current	$0.00	#DIV/0!	1 to 30	$0.00
1 to 30	$0.00	#DIV/0!	31 to 60	$0.00
31 to 60	$0.00	#DIV/0!	61 to 90	$0.00
61 to 90	$0.00	#DIV/0!	90 +	$0.00
90+	$0.00	#DIV/0!	Total	$0.00

3. Along with the aforementioned, the ESR (Executive Summary Report) shows pending new customer installations not installed, those customers installed prior week, cancellations for prior week, product penetration as a percentage of revenue less trip fees, AR and COD not paid.

4. When used weekly, this report provides the Franchise Owner with valuable information about the health of their Franchise and key metrics which he/she can share with his/her team.

5. The majority information for this report comes from the Total Weekly Revenue Summary Report, and AR Report.

6. The “Accounts Sold Not Installed and “Accounts Installed” can be gathered from service agreements and Install Tickets.

7. It is highly recommended that you schedule a review or consultation with your assigned franchise business coach to understand this report, how to fill in the appropriate information and use as a tool to help identify areas of improvement.

P. **Price Increases**

Price increases in the Service industry are quite normal and expected. Rising transportation, labor, and raw material costs can diminish margin dollars needed to operate a successful franchise. Additionally, because health and safety technicians are paid on a direct percentage of the billable dollars on their respective routes it’s required that the franchise executes annual price increases to keep employees happy with the wages they are earning. Because each market is different, and some have seasonal periods, timing can be a factor of when the increase should take effect, it’s recommended that the increase should be timed when seasonality is at its highest point, or at the beginning of the year, where no seasonality is present. Annualized increases should be between 3-5%.

PRICE INCREASES

In our industry, price increases are essential to maintaining a healthy business, not only from a profit standpoint, but, for our employees. Since our technicians are paid as a direct percentage of revenue, it’s important that our prices are raised at least annually to increase our technicians’ income. It’s crucial that when a price increase is keyed into the system, it’s clearly communicated to your technicians on why it is happening, and what their increase in annual compensation is. This is essentially the “What’s in it for me” for our employees.

We recommend a 3% to 5% price increase annually on all services and products and additional increases when commodities costs dramatically increase for inflationary or supply chain reasons. From our experience, customers will **NOT** cancel services for increased prices, in fact they expect it. Customers will cancel for other reasons, such as poor service, the lack of a strong relationship with company employees, or route technician turnover.

Price increases should not be announced to customers. Why? Because companies today, do not announce price increases to customers. Internet providers, cell phone providers, uniform companies, and restaurants do not send out notices to their customers regarding price increases. And Enviro-Master does not either. In nearly 99% of all cases, the customer accepts the price increase without even contacting us. There will be times when a customer

may reach out, and when that happens, it's important that you are prepared for those conversations.

Objections Related to Price Increases

When initially faced with a price increase objection, most of the time, the first instinct is to go in defense mode. This common and understandable mistake can ruin the chances at helping the customer understand the need for the price increase and can be detrimental to maintaining healthy relationships with them. Your ability to explain the price increase can be won or lost within seconds of hearing the initial objection. To help gain control of the situation, you must first learn how to take the ***H.E.A.T***

Hear Them Out

The process begins with listening and understanding. It's important that the customer explains their objection. If they don't initially offer an explanation, ask for one. It's important that you don't interrupt them; let them fully explain their opinion. (If in person, keep eye contact and an open stance as if to welcome their feedback. Arms folded and shoulders turned away from people shows you as closed off or unapproachable which lets them know they aren't being heard.)

Listening shows people you care, and people don't care what you know until they know how much you care.

Key Phrases to Use Are:

- "You know, I'm always willing to listen to your concerns."
- "Could you explain your concern in a little more detail?"
- "Tell me a little more about why you feel that way."

Empathize

Identify their concern and show that you understand their thoughts and feelings about the matter. Always use "I understand".

Key Phrases to Use

- "I certainly understand why you feel that way."
- "I understand, and, you know I've been feeling the same squeeze in my budget."
- "I understand, and I would feel the same way if I were you."

Acknowledge

Acknowledge the problem does exist and you share in the burden of responsibility.

Key Phrases to Use

- "I'm sorry I haven't fully explained the price increase before."
- "I'm sorry if this has brought you any frustration."
- "I apologize for the trouble."

Tell Them Why

Explain the price increase and its purpose in a calm and confident way. Hesitation, "Umms", and lack of eye contact show the customer you don't have confidence in what you're explaining.

Key Phrases to Use
- “Perhaps I can better explain why the price is so important to your service program.”
- “Let me take this opportunity to explain the price increase and why it’s important to both of us.”

Rehearsed Scripts

Customer: “You can’t just raise the price; I have an agreement.”
Response #1
“I know we have an agreement, and I want you to know how much I value our relationship. This increase is to help us cover these new extraordinary costs. For your benefit, the agreement does cover annual price increase and I’ve done my best to keep it as low as possible for you.”
Response #2
“Nobody appreciates your business more than we do. I understand how daunting this is for you. This increase is to help us cover the extraordinary increase we have experienced due to rising costs. I’m asking all our customers to increase slightly in order to offset these rising costs.”
Customer: “A Price Increase during these tough economic times? That just doesn’t make sense!”

Response #1
“You’re absolutely right. These are tough times. Enviro-Master has made many tough choices this year including changes to our labor and all other expenses. We were hoping this could offset the impact of our increased costs, but they just haven’t been enough. We are only passing on a nominal and fair increase because we understand how challenging times are for everyone.”
Response #2
“We certainly understand the challenge of the current economy, and that is why we work so diligently to keep this increase to a minimum. I’m proud to say our increase was one of the lowest in the industry. We also didn’t raise prices on other items like our hand soap and air freshener. We made those items free for customers like you
and continue to keep our services extremely cost effective. We value you as a customer and kept you in mind when we offered complimentary items with the service.”
Response #3
“I understand the economy forces all of us to scrutinize our bills. As I’m sure you understand, this increase, is the first we’ve had in a year’s time. We do all we can to mitigate these increases. Unfortunately, we weren’t able to absorb this significant increase in our costs.”
Response #4
“The economy does make the annual price increase seem a bit more challenging to accept. I can understand your hesitation, and I can assure you that you’ll find this increase to be nominal and very fair. Perhaps you would like me to take a few minutes to review the changes with you.”
Customer: “Why am I getting hit with this new price increase?”

Response #1
"We're definitely not singling you out. This annual increase has been applied to everyone. Changes in our costs of doing business have really impacted us and we have had to do something, so that I can keep servicing you the way you expect."
Response #2
"When our prices go up, we try to avoid passing these costs on to our customers whenever possible. Price increases enable us to keep up with our rising costs and maintain the quality long-term service and keep our employee pay competitive, which sets us apart from the competition."
Response #3
"We have a great relationship, and, you know I'm always looking out for you, but this increase was across all of our customers. I'm sure you're going through the same thing, but we have been greatly impacted by the changes in the cost of doing business and we were left with no alternative. Don't worry though; I'll make sure you get the service that matches our price."
Customer: "That's just too high how about we split the difference and go about half?"
**Key Negotiating Point: Never be the first to offer splitting the difference. Doing so gives complete power and control to the customer. When the customer brings this point up, they need to feel like they are winning the conversation and it becomes a negotiation.*
Response #1
"Though I want to help in any way I can, 50% just isn't enough. The fact is, I wouldn't be asking you for the full amount if we didn't truly believe we needed it in order to continue to provide our level of service."
Response #2
"I would love to do that for you, but that's just not possible. I can work with you, but I think we need to consider something much closer to 85%."
Response #3
"I appreciate the opportunity to negotiate, but in order to do so, we have to start much closer to the original number."

In general, the chart below outlines words that should be avoided, and words that will help you provide empathy to your customer.

Words to Avoid Words to USE
"*You'll have to…" "Would you be willing to…" or "We can…"*
"I can't…" or "You can't" "Unable to…"
"In your contract…" "Our Agreement…"
"There's nothing I can do…" "Unfortunately, I'm unable to…"
"I hear you, but…" "I understand, however…"
"I didn't know." "I'm not sure, but I will find out and let you know."
"Sure" or "No Problem" "My pleasure" or "Glad to help"
"Call the office." "Let's figure this out together."
"They say…" "We feel"

CHAPTER 45 OFFICE SPECIFICATIONS

There are two important aspects involved in selecting your place of business.

A. **Locate Near a Highway or Interstate.**

1. Your office location should be near a highway or interstate so that your Technicians may easily access customer business locations.

2. Ideally, your office should be located near the center of your franchise territory, thereby making it easy for Technicians to pick up supplies and leave paperwork at the office.

3. It is recommended to discuss tentative warehouse location with “purchasing” to coordinate with Bunzl to verify deliveries and accessibility to the warehouse.

B. **Find 1,500 – 2,500 Square Feet with Warehouse.**

1. Your office location should consist of between 1,500 – 2,500 square feet of which 75% should be allocated to warehouse space.

2. You should obtain a minimum of two offices.

3. Ideally, you should also have a conference room for meetings with Technicians and Sales Representatives held on a weekly basis.

C. **Loading Dock.**

1. It is preferable to have a loading dock but not necessary.

2. You will need at a minimum a rollup door for accepting deliveries on pallets.

3. You will also need a pallet jack for moving deliveries around and a lift for removing heavy material off delivery trucks if you do not have a loading dock.

D. **Water.**

1. There should be access to water in your warehouse so you may attach a hose for mixing soap and other chemicals.

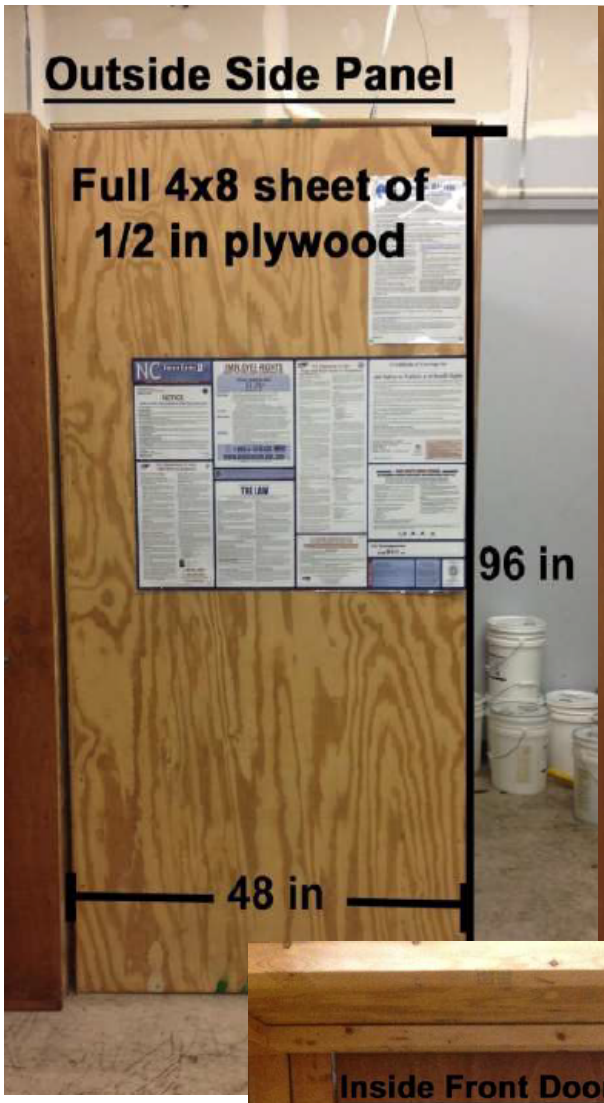
E. **Separate Entrance.**

1. If possible, there should be a separate (main door) to access the warehouse by your Technicians.

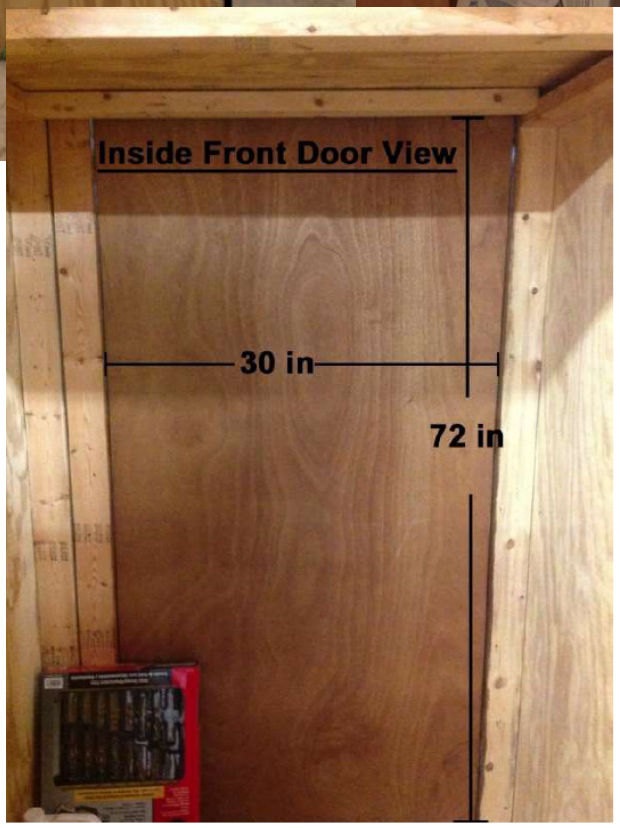
F. **Lockers.**

1. It is recommended building Technician lockers in your warehouse (Please see the following pages for specifications and diagram of suggested construction).

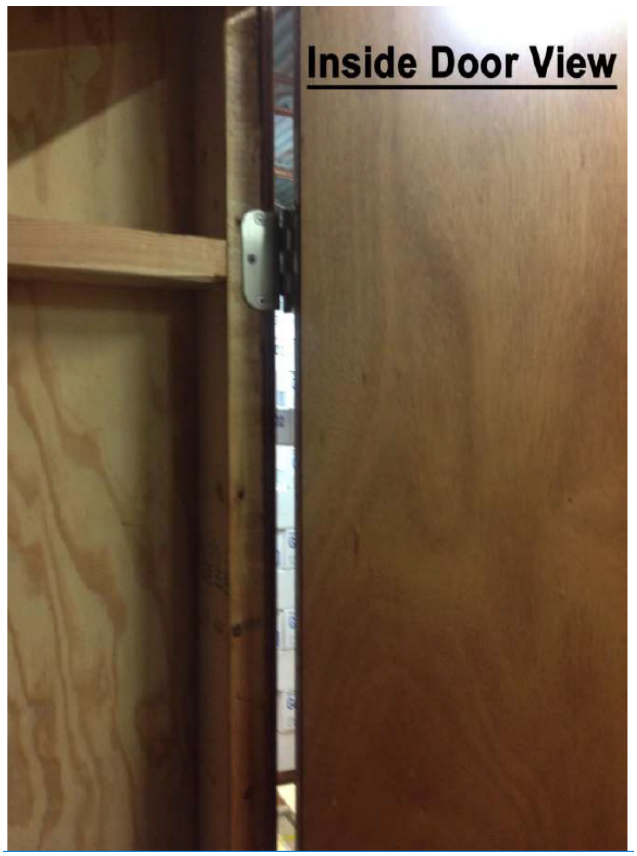
2. The lockers should be situated in such a way that Technicians may come and go at all hours to access their lockers, but they will not be able to enter the main storage areas of the warehouse after business hours.


Outside Side Panel
Full 4x8 sheet of
1/2 in plywood
96 in
48 in

View with
Open Doors


Inside Front Door View
30 in
72 in

Inside Top Door Frame View


Inside Door View

Inside Side Panel
4x8x1 1/2in
sheet of plywood
72 in
48 in

Inside Bottom
Corner Framing

Inside Roof
Corner View
4ftx4ft

G. **Sign a Short-Term Lease.**

1. As your business grows, your space needs will increase. Thus, it is recommended signing short-term leases with an option to renew.

2. **REMINDER: Before signing any leases for new or moving of the warehouse/office location be sure to contact the corporate office, for approval. It is important as we need to make sure that deliveries can be made from vendors to this location.**

3. Office signage is not really a requirement but is nice if available. Review your lease to ensure that your signage is compliant and has been approved by the landlord.

CHAPTER 46 COMPANY VANS AND TRUCKS

A. **Purchase/Lease Optional.**

1. Enviro-Master does not require you to purchase or lease trucks or vans for your business, but it is recommended that you have at least one truck/van to be used by your Operations Manager. This gives you the confidence of knowing that your most important employee, the Operations Manager, has reliable transportation.

2. It is recommended to consider providing vehicles for Scrub/Install personnel as well as "routes" that service customers in outlying areas of the territory.

   (Note: another consideration is to provide company vehicles for all routes for the ability to retain and hire personnel)

B. **Logo Packages Are Good Marketing.**

1. If you do purchase a truck or van, it is highly recommended that you purchase new equipment and place the Enviro-Master logo on the vehicle.

2. This serves as a wonderful "mobile billboard" which will be seen every day throughout your community.

3. Enviro-Master can provide you with a logo package with the specifics for your van or truck (Chevrolet products).

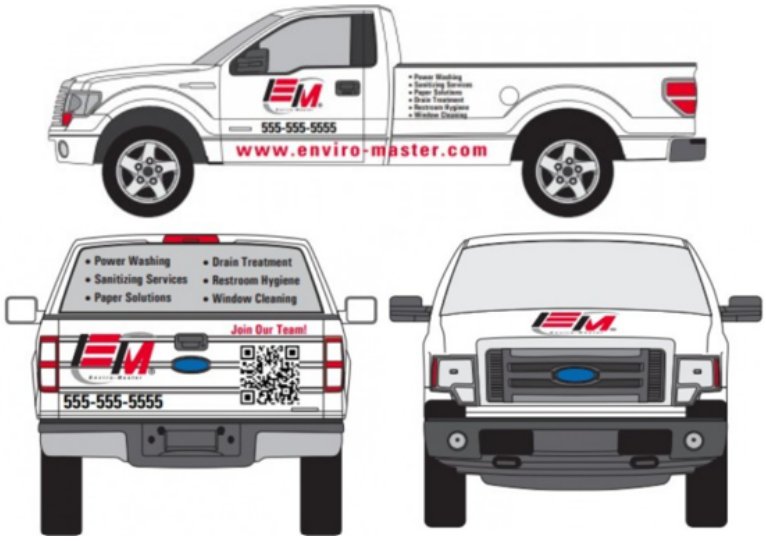
4. If you do not use the Enviro-Master logo package you must obtain written approval from the Franchisor prior to applying a logo package to your van or truck.

a. Sample of Enviro-Master Full Wrap for van.

VG1 AUSTIN PRINT VEHICLE GRAPHICS, ENVIRO-MASTER FULL WRAP FOR VAN

b. ***Sample of Enviro-Master Full Wrap for Full Size Truck.***

VG2 AUSTIN PRINT VEHICLE GRAPHICS, ENVIRO-MASTER FULL WRAP FOR FULL SIZE TRUCK



c. ***Sample of Enviro-Master Decal for van.***

VG3 AUSTIN PRINT VEHICLE GRAPHICS, ENVIRO-MASTER DECAL FOR VAN

d. ***Sample of Enviro-Master Decal for truck.***

VG4 AUSTIN PRINT VEHICLE GRAPHICS, ENVIRO-MASTER DECAL FOR TRUCK

e. ***Sample of Enviro-Master Decal for truck, for Refresh.***

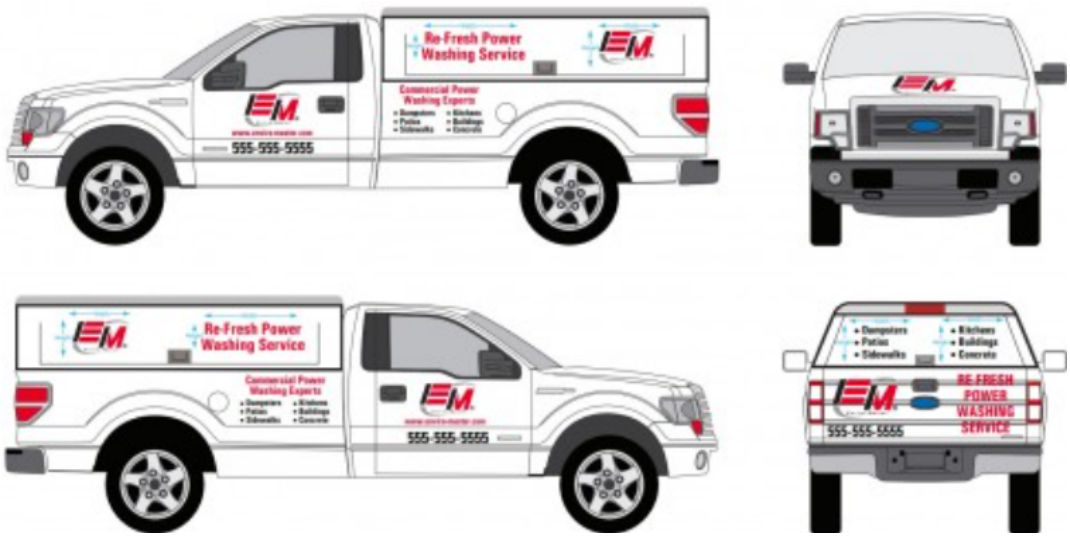
VG6 AUSTIN PRINT VEHICLE GRAPHICS, ENVIRO-MASTER DECAL FOR TRUCK, REFRESH

f. ***Sample of Enviro-Master Full Wrap, Full Size Truck for Refresh.***

VG7 AUSTIN PRINT VEHICLE GRAPHICS, ENVIRO-MASTER FULL WRAP FOR FULL SIZE TRUCK, REFRESH

g. ***Sample of Enviro-Master Decal, Refresh for Truck with bed, Cap Logo.***

VG8 AUSTIN PRINT VEHICLE GRAPHICS, ENVIRO-MASTER REFRESH DECAL FOR TRUCK W/BED CAP



C. **Insurance Required.**

1. Of course, if you do purchase a truck or van for your Franchised Business, you will incur the added expense of additional vehicle insurance, typically in the $2,000 range annually.

2. In addition, please review the requirements in your Franchise Agreement and at the beginning of the Manual to ensure that you have adequate automobile insurance, including owned and non-owned coverage.

CHAPTER 47 SAFETY AND HEALTH PROGRAM

A. The Safety and Health, OSHA Guide which is attached at the end of the Operations Manual as Appendix III, was prepared as in informational reference only for Enviro-Master Franchise locations.

B. This chapter, at the time of release, conformed to the minimum standards as required by OSHA.

C. Individual state requirements were not considered during the writing of this chapter. Therefore, it is suggested you should review this Manual for any omission of any specific compliance required by your state and local municipality.

D. It will be the Franchise Owners responsibility to stay current as to any changes made by OSHA, State, or local authorities, and implement any changes timely.

E. The OSHA website is located at osha.gov. Please visit the site periodically to ensure that the following information is current.

SAFETY AND HEALTH PROGRAM

PART I: SAFETY AND HEALTH PLAN BASIC PRINICPLES

Enviro- Master Services of _____ and its management are completely committed to the safety and health of all employees. It is Enviro-Master Services of _____ priority that every employee goes home safe, every day.

1. MANAGEMENT COMMITMENT AND RESPONSIBILITY

Enviro-Master Services of _____ strong safety culture is achieved through collaboration and cooperation of employees and management. Management provides the resources for the Enviro-Master safety program, and is committed to the following general responsibilities:

a. To provide a work environment that protects employees from occupational injuries and illnesses.
b. To design, implement, and monitor company safety policies and procedures.
c. To lead annual reviews in company safety programs and procedures, and to make corrections and improvements as necessary.
d. To provide methods for employee feedback and input on company safety and health programs.
e. To ensure that periodic work hazard assessments are conducted.
f. To set safety and health improvement goals and create action plans for achieving those goals.
g. To clearly establish the safety and health responsibilities of all employees, and to include them in written job description.
h. To provide required safety and health training to employees.
i. To include safety and health as part of employee periodic evaluations.
j. To ensure that visitors receive appropriate training on the hazards they will be exposed to.
k. To ensure that contractors employed on the site have a commitment to safety excellence and meet the same requirements of company safety programs.
l. To provide recognition to employees who demonstrate outstanding commitment to safety and health.

PART II: OSHA INJURY AND RECORDKEEPING PROGRAM

1. PURPOSE

The purpose of the Enviro-Master Services Injury and Illness policy is to record all work-related injuries and illnesses. Enviro-Master Services is committed to providing a safe work environment for all employees. Any identified causes of these injuries will be immediately corrected. This program covers all company employees, and outside workers that are supervised by company employees. The OSHA Recordkeeping program is for data recording only and is separate from the company's incident investigation and correction program.

2. PROGRAM COORDINATOR

_____, is in charge of the company injury and illness recordkeeping program.
The responsibilities of the coordinator are as follows:

a. Maintain the OSHA 300 Log.
b. Review and file all OSHA 301 Incident Report Forms.
c. Complete the OSHA 300A Annual Summary every January.
d. Assist managers to determine if injuries are work related.
e. Provide training to managers and employees on the company injury and illness reporting policies.

3. DETERMINATION OF WORK RELATEDNESS

An injury or illness will be considered work related if an event or exposure in the work environment either caused or contributed to the resulting condition or significantly aggravated a preexisting injury or illness. Work-Relatedness is presumed for all events or exposure that occur in the work environment unless an exception specifically applies.

4. EXCEPTIONS TO WORK RELATED INJURIES OR ILLNESSES

The following are exceptions to the work-related injury policy:

a. At the time of the injury or illness, the employee was present in the work environment as a member of the general public rather than as an employee. The injury or illness involves signs or symptoms that surface at work but result solely from a non-work-related event or exposure that occurs outside the work environment.
b. The injury or illness results solely from voluntary participation in a wellness program or in a medical, fitness or recreational activity such as blood donation, physical examination, flu shot, exercise class, racquetball, or baseball.

c. The injury or illness is solely the result of an employee eating, drinking, or preparing food or drink for personal consumption (whether bought on the employer's premises or brought in). For example, if the employee is injured by choking on a sandwich while I the employer's establishment, the case would not be considered work-related.
   NOTE: If the employee is made ill by ingesting food contaminated by workplace contaminants (such as lead) or gets food poisoning from food supplied by the employer, the case would be considered work-related.
d. The injury or illness is solely the result of an employee doing personal tasks (unrelated to their employment) at the establishment outside of the employee's assigned working hours.
e. The injury or illness is solely the result of personal grooming, self-medication for a non-related condition, or is intentionally self-inflicted.
f. The injury or illness s caused by a motor vehicle accident and occurs on a company parking lot or company access road while the employee is commuting to or from work.
g. The illness is the common cold or flu (Note: contagious diseases such as tuberculosis, brucellosis, hepatitis A or plague are considered work-related if the employee is infected at work).
h. The illness is a mental illness. Mental illness will not be considered work related unless the employee voluntarily provides the employer with an opinion from a physician or other licensed health care professional with appropriate licensing, certification, training, and experience (psychiatrist, psychologist, psychiatric nurse practitioner, etc.) stating the employee has a mental illness that is work related.

PART III: COMPANY FIRE PREVENTION PROGRAM

1. PURPOSE

The purpose of this Fire Prevention Plan is to eliminate the causes of fire, prevent loss of life and property by fire, to comply with the Occupational Safety and Health Administration's (OSHA) standard on fire prevention, 29 CDR 1910.39. It provides employees with information and guidelines that will assist them in recognizing, reporting, and controlling fire hazards.

Enviro-Master Services is committed to minimizing the threat of fire to employees, visitors, and property. The company will comply with all applicable laws, regulations, codes, and best practices pertaining to fire prevention. The Fire Prevention Plan serves to reduce the risk of fires at the workplace by:

a. Identifying materials that are potential fire hazards and their proper handling and storage procedures.
b. Distinguishing potential ignition sources and the proper control procedures of those materials.
c. Describing fire protection equipment and/or systems used to control fire hazards.

d. Identifying persons responsible for maintaining the equipment and systems installed to prevent or control ignition of fires.
e. Identifying persons responsible for the control and accumulation of flammable or combustible material.
f. Describing good housekeeping procedures necessary to ensure the control of accumulated flammable and combustible waste material and residues to avoid a fire emergency.
g. Providing training to employees on fire hazards to which they may be exposed.

2. PROGRAM RESPONSIBILITES

Fire safety is everyone's responsibility. All employees should know how to prevent and respond to fires and are responsible for adhering to company policy regarding fire emergencies.

3. MANAGEMENT

Management will provide adequate controls and procedures to maintain a workplace safe from fires. They will ensure that regular fire hazard assessments are performed, and the employees are protected from these hazards. Management will provide adequate resources and training to its employees to encourage fire protection and the safest possible response in the event of a fire emergency.

4. FIRE PREVENTION COORDINATOR

_____ shall manage the Fire Prevention Plan and shall maintain all records pertaining to the plan. This person is responsible for both the administration of the plan, and control of the fuel source hazards in the workplace.

The program coordinator shall also:

a. Develop and administer the fire prevention training program.
b. Ensure that fire control equipment and systems are properly maintained.
c. Control fuel source hazards.
d. Conduct fire risk surveys and make recommendations to management and/or the safety committee.

5. SUPERVISORS

a. Supervisors are responsible for ensuring that employees receive appropriate fire safety training.

b. They must notify the program coordinator when changes in operation increase the risk of fire.
c. Supervisors are also responsible for enforcing the fire prevention and protection policies.

6. EMPLOYEES

All employees shall:

a. Complete all required training before working without supervision.
b. Conduct operations safely to limit the risk of fire.
c. Report potential fire hazards to their supervisors.
d. Follow fire emergency procedures.

7. PLAN IMPLEMENTATION HOUSEKEEPING

To limit the risk of fires, employees shall take the following precautions:

a. Minimize the storage of combustible materials.
b. Make sure that doors, hallways, stairs and other exit routes are kept free of obstructions.
c. Dispose of combustible waste in covered, airtight, metal containers.
d. Use and store flammable materials in well-ventilated area away from ignition sources.
e. Use only nonflammable cleaning products.
f. Keep incompatible (i.e., chemically reactive) substances away from each other.
g. Perform “hot work” (i.e., welding or working with an open flame or other ignition sources) in controlled and well-ventilated areas.
h. Keep equipment in good working order (i.e., inspect electrical wiring and appliances regularly and keep motors and machine tools free of dust and grease.
i. Ensure that heating units are safeguarded.
j. Report all gas leaks immediately. The program coordinated shall ensure that all gas leaks are repaired immediately.
k. Repair and clean up flammable liquid leaks immediately.
l. Keep work areas free of dust, lint, sawdust, scraps, and similar material.
m. Do not rely on extension cords if wiring improvements are needed and take care not to overload circuits with multiple pieces of equipment.
n. Ensure that required hot work permits are obtained.
o. Turn off electrical equipment when not in use.

8. MAINTENANCE OF FIRE PREVENTION EQUIPMENT

_____ will ensure that fire prevention equipment is maintained according to manufacturers' specifications. The company will also comply with requirements of the National Fire Protection Association (NFPA) codes for specific equipment. Only properly trained individuals shall perform maintenance work.

The following equipment is subject to the maintenance, inspection, and testing procedures:

a. Equipment installed to detect fuel leaks, control heating and control pressurized systems.
b. Portable fire extinguishers, automatic sprinkler systems, and fixed extinguishing systems.
c. Detection systems for smoke, heat, or flame.
d. Fire alarm systems.
e. Emergency backup systems and the equipment they support.

9. MAINTENANCE OF SAFEGUARDS OF HEAT PRODUCING EQUIPMENT

_____ is responsible for maintaining the safeguards of heat producing equipment. These safeguards prevent accidental ignition of combustible materials. This will be accomplished by following the manufacturer's maintenance requirements and NFPA recommendations.

The following equipment has special procedures for maintaining fire safety:

a. Equipment Location Fire Prevention Procedures or Requirements.

10. TYPES OF HAZARDS

The following sections address the major workplace fire hazards at the company facilities and the procedures for controlling the hazards.

11. ELECTRICAL FIRE HAZARD

Electrical system failures and the misuse of electrical equipment are leading causes of workplace fires. Fires can result from loose ground connections, wiring with frayed insulation, or overloaded fuses, circuits, motors, or outlets.

To prevent electrical fires, employees shall:

a. Make sure that worn wires are replaced.
b. Use only appropriately rated fuses.

c. Never use extension cords as substitutes for wiring improvements. Use only approved extension cords (i.e., those with the Underwriters Laboratory (UL) or Factory Mutual (FM) label).
d. Check wiring in hazardous locations where the risk of fire is especially high.
e. Check electrical equipment to ensure that it is either properly grounded or double insulated.
f. Ensure adequate spacing while performing maintenance.

12. PORTABLE HEATERS

All portable heaters are banned from workplace use.

13. OFFICE FIRE HAZARDS

Fires in offices have become more likely because of the increased use of electrical equipment, such as computers and fax machines. To prevent office fires, employees shall:
a. Avoid overloading circuits with office equipment.
b. Turn off nonessential electrical equipment at the end of each workday.
c. Keep storage areas clear of rubbish.
d. Ensure that extension cords are not placed under carpets.
e. Ensure that trash and paper set aside for recycling is not allowed to accumulate.
f. Spills will be cleaned up immediately.

14. FLAMMABLE AND COMBUSTIBLE MATERIALS

The program coordinator shall regularly evaluate the presence of combustible materials in the workplace. Certain types of substances can ignite at relatively low temperatures or pose a risk of catastrophic explosion if ignited. Such substances obviously require special care and handling.

Class A Combustibles

These include common combustible materials (wood, paper, cloth, rubber, and plastics) that can act as fuel and are found in non-specialized areas such as offices.

To handle Class A combustibles safely:
a. Dispose of waste daily. Keep trash in metal-lined receptacles with tight-fitting covers (metal wastebaskets that are emptied every day do not need to be covered.)
b. Keep work areas clean and free of fuel paths that could allow a fire to spread.
c. Keep combustibles away from accidental ignition sources, such as hot plates, soldering irons, or other heat- or spark-producing devices.

d. Store paper stock in metal cabinets.
e. Store rags in metal bins with self-closing lids.
f. Do not order excessive amounts of combustibles.
g. Make frequent inspections to anticipate fires before they start. Water, multi-purpose dry chemical (ABC), and halon 1211 are approved fire extinguishing agents for Class A combustibles.

Class B Combustibles

These include flammable and combustible liquids (oils, greases, tars, oil-based paints, and lacquers), flammable gases and flammable aerosols.

To handle Class B combustibles safely:

a. Use only approved pumps, taking suction from the top, to dispense liquids from tanks, drums, barrels, or similar containers (or use approved self-closing valves or faucets).
b. Do not dispense Class B flammable liquids into containers unless the nozzle and container are electrically interconnected by contact or by a bonding wire. Either the tank or container must be grounded.
c. Store, handle, and use Class B combustibles only in approved locations where vapors are prevented from reaching ignition sources such as heating or electric equipment, open flames, or mechanical or electric sparks.
d. Do not use flammable liquid as a cleaning agent inside a building (the only exception is in a closed machine approved for cleaning with flammable liquids).
e. Do not use, handle, or store Class B combustibles near exits, stairs, or any other areas normally used as exits.
f. Do not weld, cut, grind, or use unsafe electrical appliances or equipment near Class B combustibles.
g. Do not generate heat, allow an open flame, or smoke near Class B combustibles.
h. Know the location of and how to use the nearest portable fire extinguisher rated for Class B fire.

Water should not be used to extinguish Class B fires caused by flammable liquids. Water can cause the burning liquid to spread, making the fire worse. To extinguish a fire caused by flammable liquids, exclude the air around the burning liquid.

The following fire-extinguishing agents are approved for Class B combustibles: carbon dioxide, multi-purpose dry chemical (ABC), halon 1301, and halon 1211.

Storage

Properly storing chemicals in warehouses, especially chemicals for example H.A.B.C. (Heavy Acid Bowl Cleaner), Visclean, Sani-Shield, liquid Air Freshener, Toilet Scrubber, HD Calcium Lime & Rust Remover, HP-OXI, some RPM window chemicals, and disinfectants.

Anything highly **acid based** (Example: Visclean/HABC/CLR/Toilet Scrubber, HD Calcium Lime & Rust Remover) needs to be 20ft. apart from **oxidizers** (Example: HIOX/Vital Oxide/Bleach/HP-OXI/) or separated by an impenetrable barrier.

Products containing halogenated acids, specifically, chlorinated products in an acidic pH range (below 4), because of not only the explosive potential, but for the gaseous output potential. Example: H.A.B.C., Visclean, etc.

Information as to product contents, flammability point, and other pertinent information is on the SDS.

15. SMOKING

Smoking is prohibited in all buildings. Certain outdoor areas may also be designated as no smoking areas. The areas in which smoking is prohibited outdoors are identified by NO SMOKING signs.

16. ADDITIONAL FIRE HAZARDS

Additional fire hazards and their control measures are documented on company fire hazard analysis record forms.

17. TRAINING

The Designated Trainer shall present basic fire prevention training to all employees upon employment, and shall maintain documentation of the training, which includes:

a. Review of 29 CFR 1910.38, including how it can be accessed.
b. This Fire Prevention Plan, including how it can be accessed.
c. Good housekeeping practices.
d. Proper response and notification in the event of a fire.
e. Instruction on the use of portable fire extinguishers (as determined by company policy in the Emergency Action Plan).
f. Recognition of potential fire hazards.
g. The company Emergency Action Plan for fires. Supervisors shall train employees about the fire hazards associated with the specific materials and processes to which they are exposed and will maintain documentation of the training. Employees will receive this training:
    - Prior to starting work.
    - Annually.
    - When changes in work processes necessitate additional training.
    - If an employee demonstrated poor understanding of fire prevention practices.

18. PROGRAM REVIEW

The program coordinator and the safety committee shall review this Fire Prevention Plan at least annually for necessary changes.

PART IV: HAZARD COMMUNICATION

1. PURPOSE

The management of Enviro-Master Services is committed to preventing accidents and ensuring the safety and health of Enviro-Master employees. Enviro-Master Services will comply with all applicable federal and state health and safety rules and provide a safe healthful environment for all its employees. This written hazard communication plan will be available at the following location for review by all employees: (Plan Location)

The company Hazard Communication Program Coordinator is _____

And can be contacted at _____ during normal working hours, after hours communication should be emailed to the Program Coordinator at _____.

2. CONTAINER LABELING

The Franchise Owner and/or Operation Manager will verify that all containers received for use will:

a. Be clearly labeled as to the contents.
b. Have the appropriate hazard warning.
c. List the manufacturers name and address.

It is the policy of Enviro-Master Services that no chemicals will be released for work use until this information is verified. The supervisor will ensure that all secondary containers are labeled and identify the chemical name and appropriate hazard warning.

3. MATERIAL SAFETY DATA SHEETS

Copies of Safety Data Sheets and/or Material Safety Data Sheets for all hazardous chemicals to which employees of this Franchise may be exposed will be stored at:

a. SDS (MSDS) Binder Located within the Main office.
b. SDS (MSDS) Binder Located within the warehouse and/or conference room if applicable.

c. SDS (MSDS) within each service vehicle (Company Owned and Personal owned) at all times.

SDS's (MSDS) will be available to all employees in their work area for review during each work shift. If SDS's (MSDS) are not available, or new chemicals in use do not have an SDS (MSDS), employees may not use this chemical, and they will immediately contact Franchise Owner or Operations Manager.

4. EMPLOYEE INFORMATION AND TRAINING

Prior to starting work, each new employee will attend a health and safety orientation and will receive information and training on the following:

a. An overview of the requirements contained in 1910.1200 – Hazard Communication Rule.
b. Chemicals present in their workplace operations.
c. Location and availability of Enviro-Master Services written hazard communication program.
d. Physical and health effects of the hazardous chemicals.
e. Methods and observation techniques used to determine the presence or release of hazardous chemicals in the work area.
f. How to reduce or prevent exposure to these hazardous chemicals through the use of control/work practices and personal protective equipment.
g. Steps to reduce or prevent exposure to the chemicals.
h. Safety emergency procedures to follow if the employee is exposed to these chemicals.
i. How to read labels and review SDS's (MSDS) to obtain proper hazard information.

After completing the training class, each employee will sign a form to verify they attended the training and understood the policies on hazard communication.
Prior to a new hazardous chemical being introduced into any area of this workplace or use of, each employee will be given training as outlined above.
Franchise Owner and/or Operations Manager is responsible for ensuring that SDS (MSDS) on any new chemical is available.

5. HAZARDOUS & NON-HAZARDOUS CHEMICAL LIST

SDS (MSDS) Binders will contain and list(s) all known and recognized chemicals used in the servicing of Enviro-Master Services customers by Enviro-Master Services personnel.

6. HAZARDOUS NON-ROUTINE TASKS

Periodically, employees must perform hazardous non-routine tasks. Before starting work on such projects, each affected employee will be given information by the Franchise Owner or supervisor about hazardous chemicals to which they may be exposed during such activity.
This information will include:

a. Specific chemical hazards.
b. Protective/safety measures employees can take.
c. Measures taken to reduce the hazard, including ventilation, respirators, presence of other employees, and emergency procedures.

7. INFORMING CONTRACTORS

It is the responsibility of the Franchise Owner to provide contractors the following information when work is performed on site for whatever reason:

a. Hazardous chemicals Contractor(s) may be exposed to while on the job site, and the procedure for obtaining SDS (MSDS).
b. Precautions Contractor(s) may take to lessen the possibility of exposure, by using appropriate protective measures, and an explanation of the labeling system used.

It is the responsibility of Franchise Owner to identify and obtain SDS's (MSDS) for the chemicals that contractors bring into the workplace.

PART V: PERSONAL PROTECTIVE EQUIPMENT

1. PURPOSE

The Personal Protective Equipment Plan provides direction to managers, supervisors, and employees about their responsibilities in the selection, use, care, and disposal of personal protective equipment.

2. GENERAL

Personal Protective equipment and devices should be used only when it is impossible or impractical to eliminate a hazard or control it at its source through engineering design. Wearing personal protective equipment does not eliminate the hazardous condition.
Every effort will be made to first eliminate the hazardous condition through engineering and/or administrative control strategies. If it is not possible or feasible to eliminate hazardous conditions, personal protective equipment will be used to establish a barrier between the exposed employee and the hazard to reduce the probability and severity of an injury.

3. RESPONSIBILITY AND ACCOUNTABILITY

Franchise Owners are responsible to conduct worksite/task analyses to identify hazardous conditions that may or may not be eliminated through engineering or administrative controls. In those tasks that expose employees to hazardous conditions which cannot be eliminated through engineering or administrative controls, Franchise Owner will implement and monitor this plan to ensure area supervisors are properly trained, supervised, and enforce PPE safety rules.
Supervisors are responsible, if directed, to carry out the provisions of this plan.
They will:

a. Conduct worksite/task analysis initially and as needed to assess the need for personal protective equipment. Sources of hazards include:
    a. Hazards from impact/motion, high/low temperatures, chemicals, materials, radiation, fall objects, sharp objects, rolling or pinching objects, electrical hazards, and workplace layout.
b. Certify in writing the tasks evaluated, hazards found, and actions recommended: Engineering controls, administrative controls, PPE.
c. Select appropriate PPE. If a task exposes an employee to hazards which cannot be eliminated through engineering or administrative controls, the supervisor will identify and select PPE suitable for the specific task performed, conditions present, and frequency and duration of exposure.
    a. Supervisors are encouraged to take advantage of the services provided by OSHA consultants, Enviro-Master's workers' compensation insurer consultants, and PPE suppliers for expert assistance in selecting PPE.
    b. Supervisors should invite exposed employees to participate in PPE selection. Employees need to give feedback to the supervisor about the fit, comfort and suitability of the PPE selected.
d. Train exposed employees before they are assigned to the hazardous task.

    <u>Training should include:</u>
    a. When PPE is necessary.
    b. What PPE is necessary.
    c. How to properly don, doff, adjust, and wear PPE.
    d. The limitations of the PPE
    e. The proper care, maintenance, useful life, and disposal of PPE.
    After the employee(s) demonstrate correct use, care, and disposal procedures of the PPE, the supervisor and employee will certify completion of training.
e. Supervise employees on safe use and care of PPE. Supervisors will regularly monitor employees for correct use and care of PPE and provide follow-up training if required to ensure each employee has adequate skill, knowledge, and ability to use PPE.

f. Enforce PPE safety rules. Supervisors will enforce PPE safety rules following provisions of the company progressive discipline policy. Employees are accountable to comply with PPE safety rules including:
    a. The correct use and care of PPE.
    b. Reporting changes in exposure to hazardous conditions that might require a follow-up analysis of the task for PPE.
    c. Reporting and replacing defective PPE.

4. PPE SELECTION GUIDELINES

EYE AND FACE PROTECTION

Employees must use appropriate eye or face protection when exposed to eye or face hazards from flying particles, molten metal, liquid chemicals, acids or caustic liquids, chemical gases or vapors, or potentially injurious light radiation. Eye and Face PPE must comply with ANSI Z87.1-1989 or be demonstrated to be equally effective.

HEAD PROTECTION

Employees must wear protective helmets when working in areas where there is a potential for injury to the head from employee-initiated impact or impact from falling or other moving objects. Protective helmets designed to reduce electrical shock hazards will be worn by each employee when near exposed electrical conductors which could contact the head. Helmets will comply with ANSI Z89.1-1986 or be equally effective.

FOOT PROTECTION

Employees must wear protective footwear when working in areas where there is a danger of foot injuries due to falling or rolling objects, or from object piercing the sole, and where employees' feet are exposed to electrical hazards. PPE for foot protection must comply with ANSI Z41.1991 or be equally effective.

HAND PROTECTION

Employees must use appropriate hand protection when their hands are exposed to hazards such as those from skin absorption or harmful substances; severe cuts or lacerations; severe abrasions; punctures; chemical burns; thermal burns and harmful temperature extremes.

Supervisors must base the selection of hand protection on evaluation of the performance characteristics of the hand protection relative to the specific tasks to be performed, conditions present, duration of use and the hazards and potential hazards identified.

RESPIRATORY PROTECTIONS

Employees will wear appropriate respiratory protection when adequate ventilation or substitution with non-toxic chemicals, etc., is no possible or feasible. Respirator protection must comply with ANSI Z288.2-1969 and provisions detailed in 29 CFR 1910.134.

FALL PROTECTION

Fall protection must be provided when employees are exposed to
a. A vertical fall of six feet or more over a lower lever
b. Any height over dangerous equipment.

Fall protection will consist of either passive or active fall protection. Fall protection must comply with ANSI A10.14-1991.

ELECTRICAL PROTECTION

Electrical protective equipment such as insulating blankets, mating, covers, line hoses, gloves, gloves, and sleeves must be provided to employees who are exposed to electrical hazards. Electrical protective equipment will comply with the requirements in 29 CFR 1910.137.

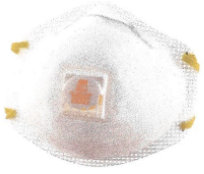
5. MONITOR AND REVIEW

Supervisors will monitor worksite tasks for changes in, or the introduction of new hazards. If new hazards are discovered, they will conduct a task analysis for appropriate PPE. A worksite analysis will be conducted at least annually for each task that requires employees to use PPE.

The safety committee or equivalent entity will monitor the effectiveness of this plan and make recommendations to management to improve the plan.

6. PERSONAL PROTECTIVE EQUIPMENT UPDATE APRIL 2020 – (INCLUDING HIGHLY CONTAGIOUS ENVIROMENT).

It is very important that every technician has and is wearing and trained on the appropriate Personal Protective Equipment while performing ALL of our services. Our employees are vital to our business, and we need to make sure they are safe, provided appropriate equipment, trained on equipment, and use every day.



N95 MASK

SAFETY GLASSES

GLOVES

NOTE: Always wash hands with soap and water before putting PPE Equipment on and removing.

a. ***N95 FILTERING FACEPIECE RESPIRATOR MASK***

1. Are tight-fitting respirators, covering nose and mouth, that filter out at least 95% of particles in the air, including large and small particles, including bacteria and viruses.
2. Reduces the wearer's exposure to airborne particles, from small particle aerosols to large droplets by removing particles from the air that are breathed through it.
3. These respirators filter out at least 95% of very small (0.3 micron) particles.

b. BE SURE TO READ DIRECTIONS OF SERVICE TIME LIMITATIONS (below instructions from HY9812 Type 95 Respirator)

1. Do not use the same respirator for more than 8 hours, continuous or intermittent, in dirty workplaces that could result in high filter loading.
2. If breathing becomes difficult or proper fit cannot be obtained or the respirator is damaged, soiled, or distorted – Do Not Use the same respirator again once removed.
3. The maximum service time of this respirator is 5 consecutive calendar days (including days of non-use), beginning from the first day of use.
4. Make sure to follow the appropriate steps for disposal.

c. ***READ DIRECTIONS FOR PROPERLY FITTING N95 MASK – (Train technicians on "how to" put mask on correctly – see diagram)***

Fitting Instructions

Must be followed each time respirator is worn.

1. Prestretch top and bottom straps before placing respirator on the face (8210/8210MX only) (Fig. 1).
2. Cup the respirator in your hand, with the nosepiece at your fingertips, allowing the headbands to hang freely below your hand (Fig. 2).
3. Position the respirator under your chin with the nosepiece up. Pull the top strap over your head resting it high at the top back of your head. Pull the bottom strap over your head and position it around the neck below the ears (Fig. 3).
4. Place your fingertips from both hands at the top of the metal nosepiece. Using two hands, mold the nose area to the shape of your nose by pushing inward while moving your fingertips down both sides of the nosepiece (Fig. 4).
   ⚠ Pinching the nosepiece using one hand may result in improper fit and less effective respirator performance. Use two hands.
5. Perform a User Seal Check prior to each wearing. To check the respirator-to-face seal, place both hands completely over the respirator and exhale sharply. Be careful not to disturb the position of the respirator. If air leaks around nose, readjust the nosepiece as described in step 4. If air leaks at the respirator edges, work the straps back along the sides of your head (Fig. 5). **If you CANNOT achieve a proper seal, DO NOT enter the contaminated area. See your supervisor.**

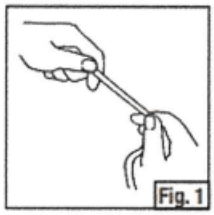


Fig. 1

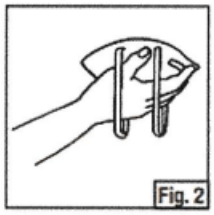


Fig. 2

Fig. 3

Fig. 4

Fig. 5

Removal Instructions

See step 3 of *Fitting Instructions* and cup respirator in hand to maintain position on face. Pull bottom strap over head. Still holding respirator in position, pull top strap over head and remove respirator.

This respirator contains no components made from natural rubber latex.

SAFETY GLASSES

1. Should be worn every day at every service.
2. Should wrap around the side of the eye, to protect eyes from splashes.
   a. If you wear eyeglasses, you can purchase safety glasses that go over the, or the side protective pieces that fit onto eyeglass arms.

NOTE: If technicians complain the safety glasses are fogging, try spraying some Sani-Shield and wipe. This should help to reduce and/or eliminate glasses from fogging.

SAFETY GLOVES

1. Extended length gloves to go above the wrist and cover portion of the forearm.
2. Non-slip grip.
3. Resists a broad range of chemicals.
4. If gloves rip or tear, remove and replace immediately.

   NOTE: Always carry extra pairs.

7. EMERGENCY DISINFECTION SERVICE RISK ASSESSMENT PROTOCOL – COVID-19

To protect the safety and wellbeing of our employees, as well as our customers, it is imperative that we are asking as many questions as possible about an "*emergency*

service request" and what measures the facility is doing or has done to clean their facility; especially facilities that have had a know case of COVID-19/Coronavirus.

THE CALL:

Questions to ask:

1. Manager name and phone number.
2. Specific location address.
3. How big is the locations?
4. Is the location within a Mall or Standalone?

Risk Assessment Questions:

1. Detailed information regarding nature of the incident.
2. Do they know if the individual has tested positive for COVID-19?
3. How long has it been since the person has been there?
4. Were there specific areas that the person was around? (ex: dining room and bathrooms or just kitchen).

   If "yes" to question 6, then we need to educate our customers as to the actions they will need to do before we enter the facility per CDC recommendations:

5. Have they followed the guidance and directions of the CDC's protocol for cleaning the facility?
6. Has it been 24 hours since cleaning the facility?

PROVIDING THE DISINFECTIONS (VIRUS VAPORIZER) SERVICE AND PPE:

When we decide to enter the location, as they have followed the cleaning protocol, we then need to prepare ourselves and educate our technicians as the steps they need to take upon entering and leaving the building.

CDC Protocol:

Cleaning and Disinfection After Persons Suspected/Confirmed to Have COVID-19 Have Been in the Facility

Timing and location of cleaning and disinfection of surfaces

- At a school, daycare center, office, or other facility that does not house people overnight:
  - It is recommended to **close off areas used by the ill persons and wait as long as practical before beginning cleaning and disinfection** to minimize potential for exposure to respiratory droplets. **Open outside doors and windows to increase air circulation in the area.** If possible, wait up to 24 hours before beginning cleaning and disinfection.
  - **Cleaning staff should clean and disinfect all areas (e.g., offices, bathrooms, and common areas) used by the ill persons**, focusing especially on frequently touched surfaces.

1. Make sure they have all the appropriate PPE.
2. The order of putting on PPE per CDC and WHO.

    a. Perform hand hygiene before putting on PPE.
    b. Apron or Gown.
    c. Surgical Mask – N95.
    d. Eye Protection (where required).
    e. Gloves.

3. Gowns can be sourced locally.

    a. Wear long-sleeved shirts under their uniform shirt.
    b. We want to make sure as much of their skin is covered when performing service and limit any possible contact point.
        1. Make sure the sleeve go underneath the gloves.
        2. Make sure they are wearing long pants.

CDC Recommendations:

Personal Protective Equipment (PPE) and Hand Hygiene:

- **Cleaning staff should wear disposable gloves and gowns for all tasks in the cleaning process, including handling trash.**
  - Gloves and gowns should be compatible with the disinfectant products being used.
  - Additional PPE might be required based on the cleaning/disinfectant products being used and whether there is a risk of splash.
  - Gloves and gowns should be removed carefully to avoid contamination of the wearer and the surrounding area. Be sure to **clean hands** after removing gloves.
- Gloves should be removed after cleaning a room or area occupied by ill persons. Clean hands immediately after gloves are removed.
- Cleaning staff should immediately report breaches in PPE (e.g., tear in gloves) or any potential exposures to their supervisor.
- **Cleaning staff and others should clean hands often**, including immediately after removing gloves and after contact with an ill person, by washing hands with soap and water for 20 seconds. If soap and water are not available and hands are not visibly dirty, an alcohol-based hand sanitizer that contains 60%-95% alcohol may be used. However, if hands are visibly dirty, always wash hands with soap and water.
  - Follow normal preventive actions while at work and home, including cleaning hands and avoiding touching eyes, nose, or mouth with unwashed hands.
    - Additional key times to clean hands include:
      - After blowing one's nose, coughing, or sneezing
      - After using the restroom
      - Before eating or preparing food
      - After contact with animals or pets
      - Before and after providing routine care for another person who needs assistance (e.g., a child)

REMOVAL OF PPE ONCE SERVICE IS COMPLETED: (PPE form is on EMU)

1. Gloves.
2. Apron or Gown.
3. Eye Protection.
4. Surgical Mask – N95.
5. Perform hand hygiene immediately on removal.
6. ALL PPE should be removed before leaving the area and disposed of as healthcare waste.

(NOTE: Below is a visual chart from WHO, World Health Organization, and CDC for putting on and removing PPE in these circumstances).

SEQUENCE FOR PUTTING ON PERSONAL PROTECTIVE EQUIPMENT (PPE)

The type of PPE used will vary based on the level of precautions required, such as standard and contact, droplet or airborne infection isolation precautions. The procedure for putting on and removing PPE should be tailored to the specific type of PPE.

1. GOWN

- Fully cover torso from neck to knees, arms to end of wrists, and wrap around the back
- Fasten in back of neck and waist

2. MASK OR RESPIRATOR

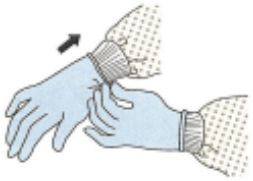
- Secure ties or elastic bands at middle of head and neck
- Fit flexible band to nose bridge
- Fit snug to face and below chin
- Fit-check respirator

3. GOGGLES OR FACE SHIELD

- Place over face and eyes and adjust to fit

4. GLOVES

- Extend to cover wrist of isolation gown



USE SAFE WORK PRACTICES TO PROTECT YOURSELF AND LIMIT THE SPREAD OF CONTAMINATION

- Keep hands away from face
- Limit surfaces touched
- Change gloves when torn or heavily contaminated
- Perform hand hygiene

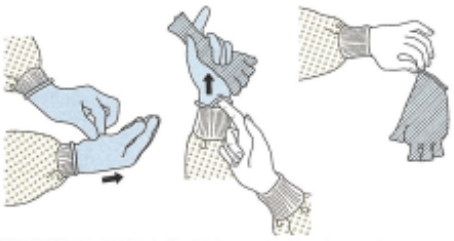
CDC

HOW TO SAFELY REMOVE PERSONAL PROTECTIVE EQUIPMENT (PPE) EXAMPLE 1

There are a variety of ways to safely remove PPE without contaminating your clothing, skin, or mucous membranes with potentially infectious materials. Here is one example. **Remove all PPE before exiting the patient room** except a respirator, if worn. Remove the respirator **after** leaving the patient room and closing the door. Remove PPE in the following sequence:

1. GLOVES

- Outside of gloves are contaminated!
- If your hands get contaminated during glove removal, immediately wash your hands or use an alcohol-based hand sanitizer
- Using a gloved hand, grasp the palm area of the other gloved hand and peel off first glove
- Hold removed glove in gloved hand
- Slide fingers of ungloved hand under remaining glove at wrist and peel off second glove over first glove
- Discard gloves in a waste container



2. GOGGLES OR FACE SHIELD

- Outside of goggles or face shield are contaminated!
- If your hands get contaminated during goggle or face shield removal, immediately wash your hands or use an alcohol-based hand sanitizer
- Remove goggles or face shield from the back by lifting head band or ear pieces
- If the item is reusable, place in designated receptacle for reprocessing. Otherwise, discard in a waste container

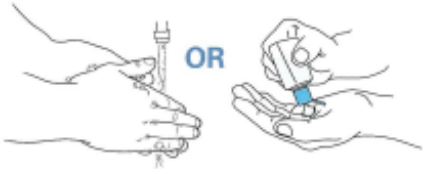
3. GOWN

- Gown front and sleeves are contaminated!
- If your hands get contaminated during gown removal, immediately wash your hands or use an alcohol-based hand sanitizer
- Unfasten gown ties, taking care that sleeves don't contact your body when reaching for ties
- Pull gown away from neck and shoulders, touching inside of gown only
- Turn gown inside out
- Fold or roll into a bundle and discard in a waste container

4. MASK OR RESPIRATOR

- Front of mask/respirator is contaminated — DO NOT TOUCH!
- If your hands get contaminated during mask/respirator removal, immediately wash your hands or use an alcohol-based hand sanitizer
- Grasp bottom ties or elastics of the mask/respirator, then the ones at the top, and remove without touching the front
- Discard in a waste container

5. WASH HANDS OR USE AN ALCOHOL-BASED HAND SANITIZER IMMEDIATELY AFTER REMOVING ALL PPE



PERFORM HAND HYGIENE BETWEEN STEPS IF HANDS BECOME CONTAMINATED AND IMMEDIATELY AFTER REMOVING ALL PPE

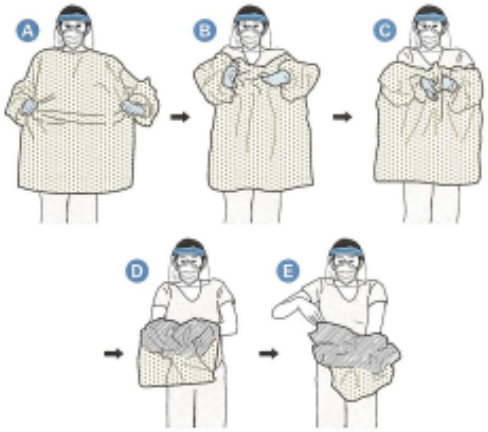
CDC

HOW TO SAFELY REMOVE PERSONAL PROTECTIVE EQUIPMENT (PPE) EXAMPLE 2

Here is another way to safely remove PPE without contaminating your clothing, skin, or mucous membranes with potentially infectious materials. **Remove all PPE before exiting the patient room** except a respirator, if worn. Remove the respirator **after** leaving the patient room and closing the door. Remove PPE in the following sequence:

1. GOWN AND GLOVES

- Gown front and sleeves and the outside of gloves are contaminated!
- If your hands get contaminated during gown or glove removal, immediately wash your hands or use an alcohol-based hand sanitizer
- Grasp the gown in the front and pull away from your body so that the ties break, touching outside of gown only with gloved hands
- While removing the gown, fold or roll the gown inside-out into a bundle
- As you are removing the gown, peel off your gloves at the same time, only touching the inside of the gloves and gown with your bare hands. Place the gown and gloves into a waste container



2. GOGGLES OR FACE SHIELD

- Outside of goggles or face shield are contaminated!
- If your hands get contaminated during goggle or face shield removal, immediately wash your hands or use an alcohol-based hand sanitizer
- Remove goggles or face shield from the back by lifting head band and without touching the front of the goggles or face shield
- If the item is reusable, place in designated receptacle for reprocessing. Otherwise, discard in a waste container

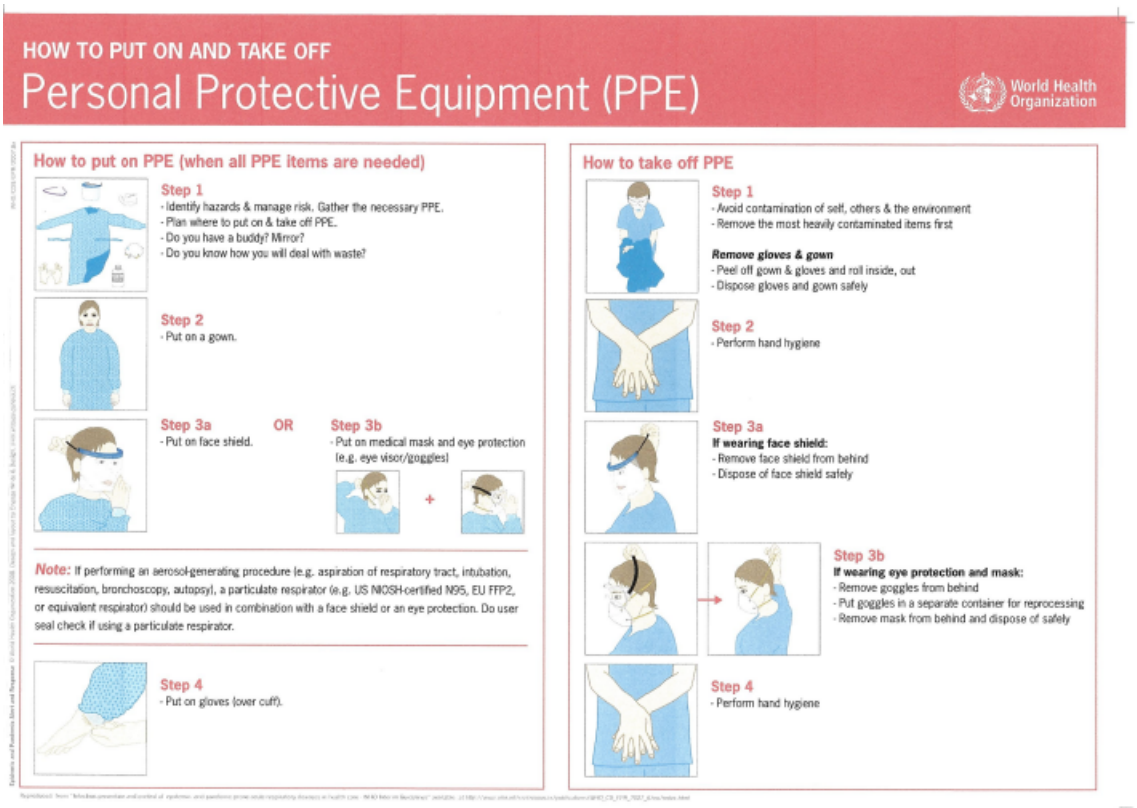
3. MASK OR RESPIRATOR

- Front of mask/respirator is contaminated — DO NOT TOUCH!
- If your hands get contaminated during mask/respirator removal, immediately wash your hands or use an alcohol-based hand sanitizer
- Grasp bottom ties or elastics of the mask/respirator, then the ones at the top, and remove without touching the front
- Discard in a waste container

4. WASH HANDS OR USE AN ALCOHOL-BASED HAND SANITIZER IMMEDIATELY AFTER REMOVING ALL PPE

PERFORM HAND HYGIENE BETWEEN STEPS IF HANDS BECOME CONTAMINATED AND IMMEDIATELY AFTER REMOVING ALL PPE

CDC



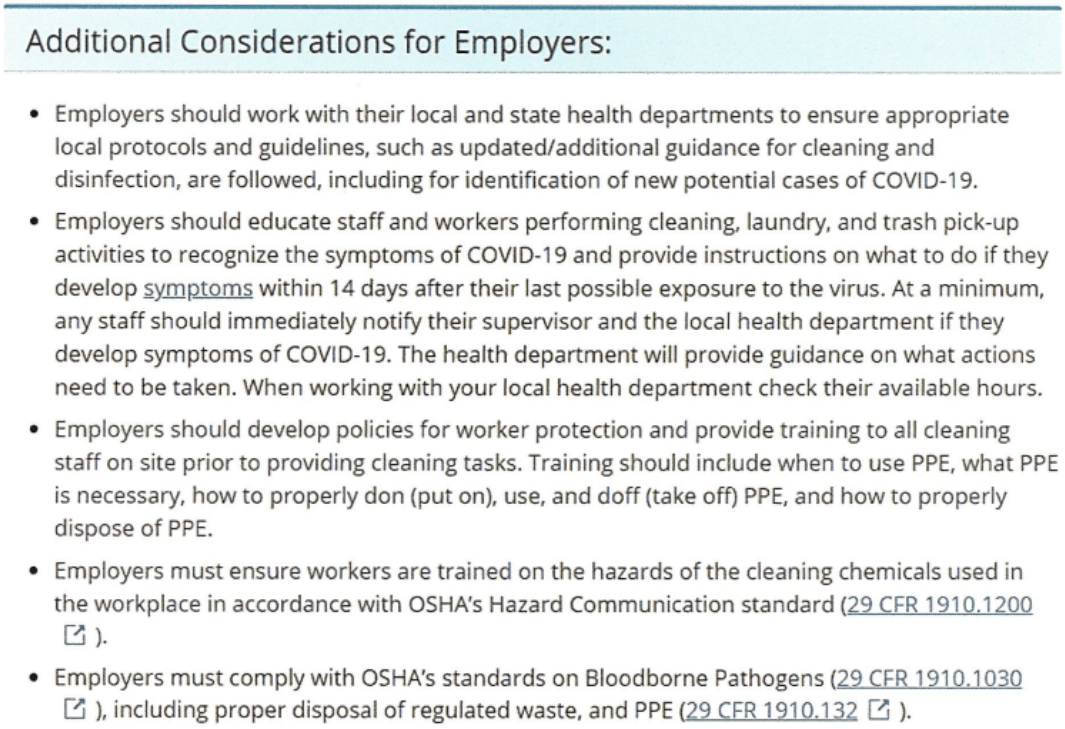
CDC RECOMMENDATIONS FOR LINENS, CLOTHING AND OTHER ITEMS THAT GO IN THE LAUNDRY

1. Do not shake dirty laundry; this minimizes the possibility of dispersing virus through the air.
2. Wash items as appropriate in accordance with the manufacturer's instructions. If possible, launder items using the warmest appropriate water setting for the items and dry items completely. Dirty laundry that has been in contact with an ill person can be washed with other people's items.
3. Clean and disinfect hampers or other carts for transporting laundry according to guidance above for hard or soft surfaces.

WASHING UNIFORMS – Recommendation:

1. Wash uniforms separately from other clothing items.
2. Wash in "highest" possible water temperature.
3. Then dry using the "highest" temperature possible.

ADDITIONAL CONSIDERATIONS FOR EMPLOYERS – CDC:



Additional Considerations for Employers:

- Employers should work with their local and state health departments to ensure appropriate local protocols and guidelines, such as updated/additional guidance for cleaning and disinfection, are followed, including for identification of new potential cases of COVID-19.
- Employers should educate staff and workers performing cleaning, laundry, and trash pick-up activities to recognize the symptoms of COVID-19 and provide instructions on what to do if they develop symptoms within 14 days after their last possible exposure to the virus. At a minimum, any staff should immediately notify their supervisor and the local health department if they develop symptoms of COVID-19. The health department will provide guidance on what actions need to be taken. When working with your local health department check their available hours.
- Employers should develop policies for worker protection and provide training to all cleaning staff on site prior to providing cleaning tasks. Training should include when to use PPE, what PPE is necessary, how to properly don (put on), use, and doff (take off) PPE, and how to properly dispose of PPE.
- Employers must ensure workers are trained on the hazards of the cleaning chemicals used in the workplace in accordance with OSHA's Hazard Communication standard (29 CFR 1910.1200).
- Employers must comply with OSHA's standards on Bloodborne Pathogens (29 CFR 1910.1030), including proper disposal of regulated waste, and PPE (29 CFR 1910.132).

WHAT TO DO IF YOU ARE SICK:

1. Signs and Symptoms of COVID-19 Infection.

    a. Mild to severe respiratory illness with symptoms of fever, cough, and shortness of breath.

2. What to do if you think you have been exposed or infected with COVID-19?

    a. Alert your supervisor.
    b. Alert your healthcare provider immediately if you have been exposed to someone with the virus or have signs/symptoms of infection.
    c. Tell your healthcare provider of any recent travel to areas where COViD-19 is spreading.

BLOOD BORNE PATHOGENS AND OTHER POTENTIALLY INFECTIOUS MATERIAL (OPIM) STANDARD

1. As Enviro-Master evolves and grows, we are asked to perform services that OSHA considers a potentially hazardous environments, and we have the duty to minimize occupational exposure to our workers.

2. Based on the highlighted areas of OSHA's BBP Standard and the potential for employees to be subjected to occupational exposure of contaminated pathogens during an "Emergency Service," Enviro-Master is adding this guideline, which must be trained on once (1) a year, to the "Safety and Health Section" of the Operations Manual. Also, it is advisable to stay up to date on state and local laws pertaining to this standard.

3. OSHA's regulation (29 CFR 1910.1030) (1910.1030(a)) Bloodborne Pathogen regulation covers all employees who are exposed to blood and other potentially infectious materials (OPIM) as part of their job.

4. This website provides a course that is free to take but if you want OSHA certification there is a minimal charge - https://bloodbornecertification.com/courses/bbp-general-workplace/. The course takes about 1 hour to 1 ½ hours, provides quizzes based off course information on which certification is based and certification is good for one year.

5. Note: They recommend at least one person be certified and responsible to train other employees within your organization. Also, the below is highlighted information from OSHA's BPP, it does not contain ALL information as well contains links to OSHA's site for additional information. It is recommended the Franchisee be sure to follow all Federal, State, and local regulations and guidelines.

Here are some of the basics – it is important that state and local laws are checked, and regulations are followed as many states have varying regulations and each location is compliant:

A. Who is covered by OSHA BPP:
   1. All employees exposed to BBP and OPIM as part of their State, Employees who handle certain types of objects or equipment – needles, containers, laundry, etc.

   2. Employees trained and designated to offer first aid as their job.

   3. Workers in healthcare facilities, patient care centers, lab areas, and non-healthcare facilities where blood and OPIMs occur:

      a. Housekeeping, maintenance, janitorial.
      b. Contract Workers – contracted by employers to work in the healthcare facility in areas where they are exposed to blood and OPIM.
      c. Physicians.

d. Students.

B. Most Common and Risky BBP encountered in the workplace:
   1. Hepatitis B (HBV) – get from bodily fluids of an infected person.
   2. Hepatitis C (HCV) – spreads through blood-to-blood contact.
   3. Human Immunodeficiency Virus (HIV.)

      a. Carriers – people/individuals can be a source of infection to others without necessarily showing symptoms.

C. Transmission occurrence in the workplace:
   1. Direct exposure – happens when infected blood or OPIM is directly introduced into the body through:

      a. The skin via:
         1. Open wounds
         2. Abrasions
         3. Sores
         4. Cuts
         5. Rashes
         6. Dry cracked skin

      b. Mucous membrane exposure through contact with the mucous membranes of:
         1. Eyes
         2. Nose
         3. Mouth

      c. Indirect contact: from object to human
         1. Needle injuries

      d. Other
         1. Via amniotic fluid
         2. Sexual contact with infected person
         3. Intravenous drug use
         4. Hemodialysis patients

   2. Most Common exposures:
      a. Needlestick injury
      b. Sexual contact

D. Most frequent “Exposure” incidences occur:
   1. Needlestick or skin puncture with contaminated SHARPs.
   2. Splashes to face.
   3. Contamination of open wounds, cuts, abrasions with blood or OPIMs.

E. Universal Precautions defined – "the concept of controlling BBP diseases by treating all human blood and specific human body fluids as if they contain HBV, HCV, HIV and OPIM's."
   1. Where different types of body fluids become difficult or impossible to determine infection, all body fluids MUST BE CONSIDERED POTENTIALLY INFECTED

EACH LOCATION HAS THE RESPONSIBILITY FOR THE MINIMUM REQUIREMENTS:

A. Exposure determination.

1. Exposure can occur when servicing and/or providing emergency services to customers that have had feces, blood, vomit, and other incidents increasing the occupational exposure to blood borne pathogens or other potentially infectious materials to our employees.

B. Documented Process procedures.

C. BBP Standard Implementation.

1. *Method of compliance*.

2. *HBV vaccination*.

   a. Employer **MUST** offer 10 days after being hired or before they begin work at no cost to employee, the ability or opportunity for the employee to get vaccine.
   b. Workers who decline **MUST** sign a waiver form.
      1. If worker changes their mind at any time, they must be provided free vaccine.
   c. Employers do not have to offer to workers who have already been vaccinated whose antibody status indicates "immunity" against HBV as well any medical exceptions.

3. *Record Keeping*.

   a. Training/Certification proof.
   b. Vaccination or waiver proof.

4. *Communication of Hazards to workers*.

   a. ALL employees occupationally exposed must complete an HBV vaccination notification form.

5. *Implementation requirements for HBV, HCV, and HIV exposure controls*.

D. Documentation of inclusion of non-managerial healthcare workers.

E. Training.

1. Yearly.
2. Certification.
3. Workers retrained when new tasks are introduced, and appropriate protective measures included.

    a. Training is at “no cost.”
    b. To be scheduled during working hours

F. Documented Process for an “Emergency Call:”

1. Based off the above regulation an “emergency” call whether the call is a vomit, feces, or other possibly infectious material and based on the standard any of these situations could be contaminated and should be handled as contaminated.

    a. Upon arrival.

        1. Speak with the Manager in charge and confirm the situation.
        2. Bring all equipment and necessities to the area of emergency.
            a. Leave equipment outside the room, restroom, etc.
        3. At this point, if signage is not already blocking area, put up signage to close off area.
        4. Then “don” the following PPE.
            a. Safety Glasses
            b. Gloves
            c. KN95 or N95 masks
        5. Virus Vaporize the area.
            a. Wait 10 minutes.
        6. BEFORE cleaning any area, it is highly recommended to take pictures.
        7. Then “don” the remaining PPE.
            a. Coveralls
            b. Booties

ADDITONAL INFORMATION FROM THE CDC WEBSITE:

A. Surface Cleaning Supplies.

1. Portable Containers for environmental cleaning products (or solutions) should be clean, dry, appropriately sized, labelled, and dated.

    a. Narrow-necked bottles are preferred over buckets to prevent the “double-dipping” of cleaning cloths, which can contaminate solutions.
    b. Squeeze bottles are preferred over spray bottles for applying cleaning or disinfectant solutions directly to cleaning cloths before application to a surface.

2. **Surface cleaning cloths** should be cotton or microfiber (disposable wipes can be used if resources allow).

    a. **Have a supply of different colored cloths, to allow color-coding**: for example, one color for cleaning and a second color for disinfecting.

        1. Color-coding also prevents cross-contamination between areas, like from toilets to patient areas, or isolation areas to general patient areas.
        2. For example, red cloths could be used specifically for toilet areas, blue for general patient areas, and yellow for isolation areas.

B. Spills of blood or body fluids chart.

1. Regardless of the risk-level of an area, spills or contamination from blood or body fluid (e.g., vomitus), must be cleaned and disinfected immediately using a two-step process.

Recommendations for Spills of Blood or Body Fluids by Area, Frequency, Method, and Process.			
Area	**Frequency**	**Method**	**Process**
Any spill in any patient or non-patient area	Immediately, as soon as possible	**Clean and disinfect:** • do not use combined detergent-disinfectant product. • use intermediate-level disinfectant.	See **general process for cleaning of spills of blood or body fluids** below

2. This is the **general process** for cleaning of spills of blood or body fluids:

    a. Wear appropriate PPE. See Table 5. (See below or click link)
    b. Confine the spill and wipe it up immediately with absorbent (paper) towels, cloths, or absorbent granules (if available) that are spread over the spill to solidify the blood or body fluid (all should then be disposed as infectious waste).
    c. Clean thoroughly, using neutral detergent and warm water solution.
    d. Disinfect by using a facility-approved intermediate-level disinfectant.

3. Typically, chlorine-based disinfectants at 500-5000ppm free chlorine (1:100 or 1:10 dilution of 5% chlorine-bleach; depending on the size of the spill) are adequate for disinfecting spills (however, do not use chlorine-based disinfectants on urine spills). See Appendix E – Chlorine disinfectant solution preparation.

4. Take care to allow the disinfectant to remain wet on the surface for the required contact time (e.g., 10 minutes), and then rinse the area with clean water to remove the disinfectant residue (if required).

5. Immediately send all reusable supplies and equipment (e.g., cleaning cloths, mops) for reprocessing (i.e., cleaning and disinfection) after the spill is cleaned up.

C. Personal protective equipment for environmental cleaning.

1. Appropriate PPE for the cleaning staff for all environmental cleaning procedures should always be available and used appropriately to reduce risk to both patients and staff.

2. PPE is required to prevent:

   a. Exposure to microorganisms.
   b. Exposure to cleaning chemicals (e.g., disinfectants).
   c. The spread of microorganisms from one patient care area to another.

3. These are the best practices for cleaning staff PPE:

   a. Always perform hand hygiene immediately before wearing gloves (donning) and immediately after removal (doffing).

   b. Train cleaning staff on appropriate use, application, and removal of required PPE for all environmental cleaning procedures and tasks for which they are responsible.

   c. Table 5 shows the general indications for PPE use, but always consult local IPC staff about location-specific PPE requirements.

   d. Put on all required PPE before entering a patient care area and remove it (for disposal or reprocessing if reusable) before leaving that area.

      1. **Exception:** do not take off PPE in an airborne precaution area (e.g., TB ward) where a respirator (e.g., N95 or FPP2) is required, until after departing that area.

   e. SOPs and pictorial job aids should list required PPE for specific tasks (including signage for isolation areas, preparation of solutions).

   f. Use SDS to determine required PPE for preparing environmental cleaning products and solutions (e.g., manual dilutions).

   g. Make sure all PPE (reusable and disposable) is:

      1. in good supply
      2. well maintained (good quality, appropriately stored)
      3. cleaned before use
      4. in good repair

   h. Reprocess (i.e., clean and disinfect) all reusable PPE at least once a day. See 3.5 Care and storage of supplies, equipment, and personal protective equipment.

i. Conduct regular fit-testing for cleaning staff who are required to wear respirators.

j. Use reusable rubber gloves for cleaning.

k. Use chemical-resistant gloves (e.g., nitrile, latex) for preparation of cleaning chemicals.

4. Best practices for glove usage for cleaning:

   a. Perform hand hygiene immediately before putting on gloves and directly after taking them off.

   b. Routine use of gloves is not recommended unless:

      1. the patients in the area are on transmission-based precautions
      2. there is risk of hand contact with blood or body fluids (e.g., cleaning a spill, cleaning the bed of incontinent patient)
      3. there is prolonged contact with disinfectants (e.g., terminal cleaning)

   c. When use of gloves is indicated always change them (i.e., reprocess) between each cleaning session (e.g., routine cleaning of a patient zone under contact precautions, terminal cleaning of a general patient area). See Table 5.

5. Best practices for cleaning staff personal attire/grooming:

   a. Keep sleeves at or above the elbow to not interfere with glove use or hand hygiene.

   b. Wear rubber-soled closed toe shoes or boots (i.e., not sandals), to prevent accidental injury (e.g., slips and falls) and exposure to cleaning chemicals, dirt, or bacteria.

   c. Remove wristwatches and hand jewelry before starting cleaning tasks – these items can tear gloves and can also pick up microorganisms.

   d. Keep fingernails short and free of nail varnish to prevent tearing of gloves and picking up dirt and bacteria.

Table 5. Recommended personal protective equipment for environmental cleaning tasks / cleaning in specific patient areas.

PPE for Cleaning by Task and Type.	
Type of cleaning task	**Required personal protective equipment for cleaning staff**
Routine cleaning (standard precautions)	None (unless spills or contamination risk—see below)

PPE for Cleaning by Task and Type.	
Type of cleaning task	**Required personal protective equipment for cleaning staff**
Terminal cleaning (standard precautions)	Reusable rubber gloves
Blood and body fluid spills and high contamination risk areas (e.g., cleaning bed of an incontinent patient, labor, and delivery wards)	Gown and/or plastic apron Reusable rubber gloves Face mask with either goggles or face shield (if splash risk or large spill)
Droplet precautions (routine and terminal cleaning)	Gown and/or plastic apron Reusable rubber gloves Face mask with either goggles or face shield
Contact precautions (routine and terminal cleaning)	Gown and/or plastic apron Reusable rubber gloves
Airborne precautions (routine and terminal cleaning)	Respirator (N95 or FPP2), fit tested. Reusable rubber gloves.
Preparation of disinfectant products and solutions	According to specifications in SDS (manufacturer instructions) If SDS not available, then: • chemical-resistant gloves (e.g., nitrile) • gown and/or apron • face mask with either goggles or face shield

D. The discovery of a **carelessly discarded syringe** can occur almost anywhere. These syringes are often associated with illegal drug use. Whether found on a beach or in a city park, discarded syringes pose a threat of infection, disease transmission or injury.

1. Don’t touch it.

2. Mark the location somehow so others are aware and stay away.

3. Report it immediately to the nearest authority such as a lifeguard or local law enforcement.

4. Or report it to the Department of Environmental Protection at 1-800-482-0777.

E. What should I do if I injure myself with a used needle?

1. If you pierce or puncture your skin with a used needle, follow this first aid advice immediately:

    a. Encourage the wound to bleed, ideally by holding it under running water.
    b. Wash the wound using running water and plenty of soap.
    c. Do not scrub the wound while you're washing it.
    d. Do not suck the wound.
    e. Dry the wound and cover it with a waterproof plaster or dressing.
2. You should also seek urgent medical advice as you may need treatment to reduce the risk of getting an infection:

    a. Contact your employer's Occupational Health service if you injure yourself at work.
    b. Otherwise call your GP, NHS 111 or go to the nearest accident and emergency (A&E) department.

F. Needle-Stick Injuries.

1. Injuries from needles used in medical procedures are sometimes called needle-stick or sharps injuries.
2. Sharps can include other medical supplies, such as syringes, scalpels and lancets, and glass from broken equipment.
3. Once someone has used a needle, viruses in their blood, such as hepatitis B, hepatitis C or HIV, may contaminate it. This includes needles used to inject illegal drugs. Blood can also contaminate sharps.

G. Assessing your injury.

1. The healthcare professional treating you will assess the risks to your health and ask about your injury – for example, how and when it happened, or who had used the needle.
2. Samples of your blood may need to be tested for hepatitis B and C or HIV.
3. Although rare, there's also a small risk of other infections being transmitted through contaminated blood, such as cytomegalovirus (CMV) and Epstein-Barr virus, which causes glandular fever.
4. Your healthcare professional may also arrange to test samples of the other person's blood if they give their consent.

H. Will I need any treatment?

1. If your healthcare professional thinks you're at low risk of infection, you may not need any treatment.
2. If there's a higher risk of infection, you may need:
   a. Antibiotic treatment – for example, if you have cellulitis (infection of the skin).
   b. Vaccination against hepatitis B.
   c. Treatment to prevent HIV.
   d. Your healthcare professional may recommend that you get occupational health services, and/or psychological support.
3. **If you injure yourself with a used needle at work, report the incident immediately to your supervisor or manager.**

BEST PRACTICES FOR REPROCESSING REUSABLE CLEANING SUPPLIES AND EQUIPMENT:

A. Send all reusable supplies and equipment (e.g., buckets, rubber gloves) for reprocessing:

   a. Directly after use in a transmission-based precaution area.
   b. When soiled with blood or body fluids.

B. Thoroughly clean, disinfect, and rinse equipment such as buckets and containers whenever solution is replaced and daily. Store them upside down to allow complete drying.

C. Launder mop heads, floor cloths, and soiled cleaning cloths at least daily (e.g., at the end of the day) and allow them to fully dry before storage and reuse.

D. Reprocess all reusable supplies and equipment in a dedicated area that is not used for other purposes (i.e., reprocessing of cleaning equipment should never be conducted in handwashing sinks).

E. Reprocess (e.g., launder) all reusable supplies and equipment according to manufacturer's instructions.

   1. Manual Reprocessing Steps – if manufacturer's instructions are not available, use this general process to manually reprocess reusable supplies, equipment, and PPE.

      a. Immerse in detergent solution and use mechanical action (e.g., scrubbing) to remove soil.

      b. Disinfect by:

         1. Fully immersing the items in boiling water or
         2. Fully immersing the items in disinfectant solution for the required contact time and rinsing with clean water to remove residue.

      c. Allow to fully dry.

      d. Lay items to dry in a clean and dry area to prevent recontamination.
         1. Position mops with the head up to allow the mop head to fully dry.

IMPORTANT:

1. Do not use chlorine-based disinfectants to disinfect microfiber cloths.

2. Use laundry services with hot water (70–80°C x 10 min) [158–176°F] to reprocess cloths and mop heads, if they are available. Similarly, a commercial dryer can be used for these items, if available (if not, these items are reprocessed as above).

3. Always launder mop heads and cleaning cloths separately from other soiled hospital textiles.

4. All reusable supplies and equipment should be well maintained, clean, and in good repair. Regularly inspect and replace or repair all reusable equipment when needed.

    a. Develop a facility monitoring and maintenance schedule that clearly documents reusable supplies and equipment, frequency of inspection, and responsible staff.

6. Certain equipment, such as floor polishers, might require maintenance checks by qualified people according to the manufacturer's instructions.

    a. Keep a service record and make it available for inspection by the manager/owner.

6. Hepatitis B Vaccination Form – (Located in the Resources Section of EMU)

Hepatitis B Vaccination Form

I understand that due to my occupational exposure to blood or other potentially infectious materials (OPIM's) that I may be at risk of acquiring Hepatitis B Virus (HBV) infection. I have been given the opportunity to be vaccinated with Hepatitis B vaccine. However, I decline Hepatitis B vaccination at this time. I understand that by declining this vaccine, I continue to be at risk of acquiring Hepatitis B, a serious disease. If in the future I continue to have occupational exposure to blood or other potentially infectious materials and I want to be vaccinated with Hepatitis B vaccine, I can do so at any time. (Please "√" the decline box.)

☐ Decline

Employee Printed Name: _____

Employee Signature: _____

Witness Printed Name: _____

Witness Signature: _____

Date: _____

I understand that due to my occupational exposure to blood or other potentially infectious materials that I may be at risk of being infected by bloodborne pathogens, including Human Immunodeficiency Virus (HIV) and Hepatitis B Virus (HBV). This is to certify that I have been informed about the symptoms and the hazards associated with these viruses, as well as the modes of transmission of bloodborne pathogens. I have been given the opportunity to be vaccinated with Hepatitis B vaccine. In addition, I have received information regarding the Hepatitis B (HBV) vaccine. Based on the training I received, I am making an informed decision to accept the Hepatitis B (HBV) vaccine.

I accept the series of shots and agree to the schedule below. Primary immunization consists of 3 doses given intramuscularly on a 0-, 1-, and 6-month schedule, (Please "√" the except box.)

☐ Accept

Schedule: _____ Beginning Date
_____ One Month Date
_____ Six Month Date

Accepting Employee Printed Name: _____

Accepting Employee Signature: _____

Date: _____

REFERENCE MATERIAL & SOURCES

OSHA Injury and Illness Recordkeeping and Reporting Requirements
https://www.osha.gov/recordkeeping
The following OSHA 300 Log, OSHA 301 Incident Report Form and OSHA 300A Annual summary can be sourced at:
Recordkeeping - Recordkeeping Forms | Occupational Safety and Health Administration (osha.gov)
Forms 300, 300A, 301 and Instructions - PDF Fillable Format

Forms 300, 300A, 301 Excel format (Forms ONLY)
Requires Microsoft Excel or equivalent and excel file downloads.
Isolation and Precautions for People with COVID-19 | CDC
Bloodborne Pathogens - Overview | Occupational Safety and Health Administration (osha.gov)
https://www.cdc.gov/infectioncontrol/guidelines/disinfection/index.html

CHAPTER 48 INFORMATION TECHNOLOGY

Computer/Printer Specifications and Other Operational Technology Matters

A. Your EMS Team.

1. We run a small team in Charlotte, as we also leverage our vendors for support. We utilize a "Help Desk" system to track and prioritize service requests, questions, and issues, *however*, we are always reachable by phone as well.

B. Computer Hardware and Software Specifications.

1. All Franchisees will require a computer with strong internet access.

    a. This will allow the Franchised Business to interact with the Franchisor's Enterprise QuickBooks and Route Star Online software systems.

    b. It is suggested that you research brands and systems on a website such as pcmag.com which will provide reviews of specific pieces of equipment and comparable models from other name brands.

    c. Your computer and printer equipment should be capable of not only running the software you need today, but able to continue to urn from year to year as software is updated to higher and higher, faster, and faster, capabilities.

    d. Also, memory capacity is of utmost importance. Too little memory = many software crashes.

C. Operating System Specifications.

1. Window 10, all editions including 64-bit, natively installed. (Other versions of Windows are not supported).

2. All computers must be running licensed software; including, Operating System, Microsoft Office, and Anti-Virus protection.

D. Computer Hardware Specification.

1. PC or MACS are supported.

2. Configuration Suggestions:
Office Admin – Desktop, with minimum 1 21" external Monitor (2 is recommended)
Field Sales – Tablet, cell carrier activated

Field Technician – Cell Phone, any brand, cell carrier activated

3. Desktop
    i. 2.4 GHz Inter Core i5 / i7 processor or better.
    ii. 8 GB or more RAM.
    iii. 5 GB of available disk space.
    iv. Windows 10 Professional 64-bit.

    a. If you do not have existing equipment and will be buying a new Windows system, Windows 10 is highly recommended.

    b. A laptop may be used to open for business, but a desktop with multiple screen capability will prove to be more efficient as the Franchised Business grows and expands.

E. Printers.

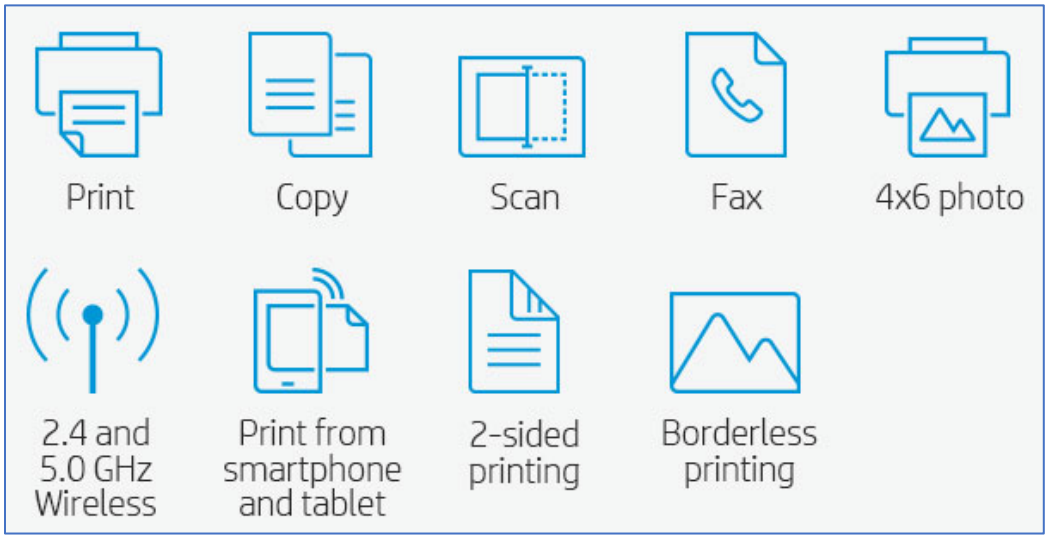
2. Most printers may be redirected to work with the EMS system. While specifications change all the time for printers a good suggestion is to two (2) printers:

    a. An All-in-One printer for office duty.

    b. And a fast black and white printer for invoices. (They can serve as backups to each other).

3. While the size of your franchise also dictates the decision, the cost factor for ink-jet vs toner-based printing comes into play.

All-in-One - HP OfficeJet 5255 Wireless All-in-One Printer (Low Cost)



All-in-One - HP OfficeJet Pro 9015 All-in-One Wireless Printer (Median Cost)

At a glance

Main features

Print | Copy | Scan | Fax

Wireless | Automatic two-sided print, copy and scan | Print from smartphone and tablet

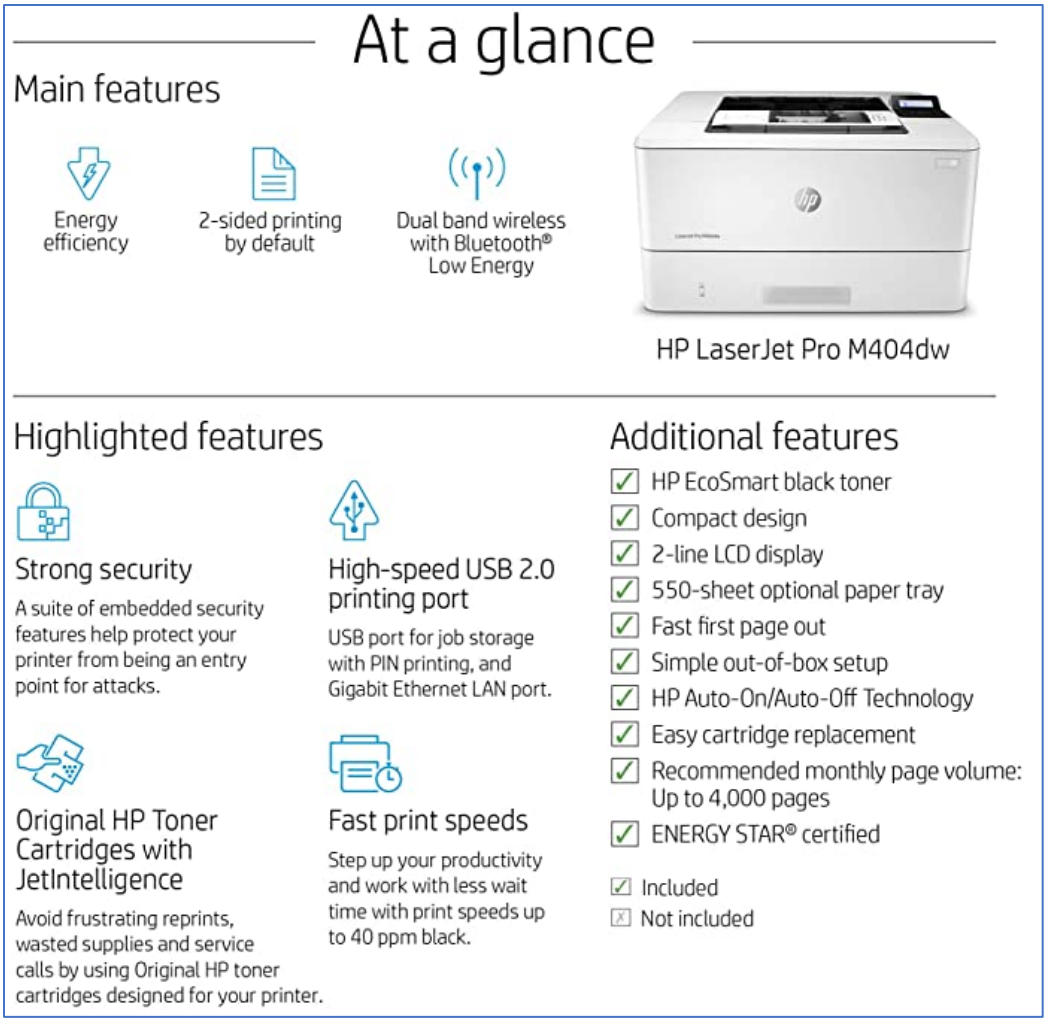
HP OfficeJet Pro 9015

Note: many all-in-one printers seem to be amazing buys, under $100 even; but beware – the difference is made up in ink cartridge use and cartridges can be quite expensive for these cheaper models and the go through them quickly

Workhorse

HP LaserJet Pro M404dw Monochrome Wireless Laser Printer with Double-Sided Printing, Black

Dual band Wi-Fi® with Bluetooth® Low Energy
Auto 2 sided printing
150-sheet output bin
2-line LCD display
Up to 40 ppm black
1.2 GHz processor
350-sheet total input capacity
HP Auto-On/ Auto-Off Technology



1. A good “workhorse” type printer will provide higher capacity cartridges for reasonable cost, and last much longer.

2. Although it is wireless, it is always best to hard connect the printer for best performance.

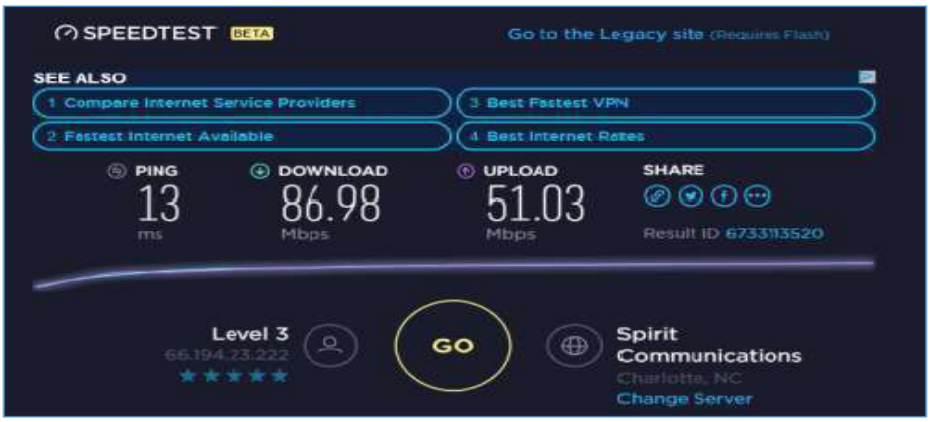
F. <u>Internet Access.</u>

1. A strong internet connection that allows you to hardwire to the router is recommended.

2. Cable internet is often the best choice.

3. If your Franchised Business is in an area that has many choices for providers, research each one to see which one has the least downtime, the best customer service, and the least consumer complaints.

4. http://speedtest.net is a good resource to test your connection.



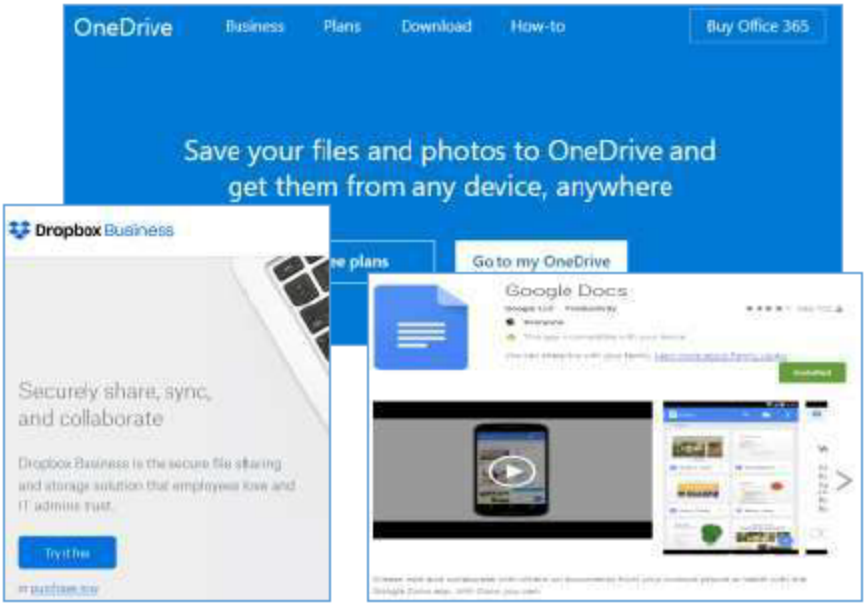
5. Upload speed is just as important as download speed, especially if you are utilizing cloud-based storage for files.

G. File Storage/Backup (Local Franchise Computers).

1. Franchisee computers will range from desktops to laptops, for Owners and Operations Managers.

2. We highly recommend that you utilize a cloud based storage/file sharing system, so that you can efficiently share information with your team, access the information from multiple devices (PC, Cell Phone, Tablet) and are ensured of a good data backup.

    a. There are many cloud-based file sharing systems, such as (but not limited to): Google Docs, Dropbox, Microsoft OneDrive.



H. <u>EMS Software Licensing.</u>

1. Each computer that connects to the EMS Information Technology System must be properly licensed.

2. Franchisees are responsible for ensuring that their computers are fully compliant with their Local Desktop licenses (Windows, Office, Adobe, etc.).

3. EMS will provide the software that is required to run your franchise from a transactional routing and customer management perspective.

4. Note: if you require additional licenses for your franchise, simply submit a "Help Desk" ticket, category Licensing.

Franchise Software Fees	Monthly	Annual	One-Time
Remote Desktop License - 2 user licenses *(provided at startup)*	-	-	*no charge*
Remote Desktop License - each additional user *(unlimited)*	$ 50.00	$ 600.00	
QuickBooks License - 2 user licenses *(provided at startup)*	-	-	*no charge*
QuickBooks License - each additional user *(maximum 2 additional, for a total 4)*			$ 325.00
QuickBooks License - 6 users	-	$ 2,727.99	-
QuickBooks License - 7 users	-	$ 2,991.99	-
QuickBooks License - 8 users	-	$ 3,255.99	-
QuickBooks License - 9 users	-	$ 3,519.99	-
QuickBooks License - 10 users	-	$ 3,783.99	-
RouteStar Desktop - Unlimited	-	-	*no charge*
RouteStar Mobile - Unlimited	-	-	*no charge*
Microsoft Excel - 1 license per Remote Desktop License	-	-	*no charge*
Adobe Reader	-	-	*free software*

I. Help Desk(s)

There are currently 3 resources which you may draw from:

- EMS Help Desk
- RSO Help Desk
- QB Help Desk

EMS Help Desk

All support – EMU, New User, Technical Issues, Access Request, etc.

(8AM-5PM EST, M-F / monitored 5PM–8PM EST, M-F)

1. Link: https://enviromastersupport.freshdesk.com/support/login

2. EMS IT utilizes a "Help Desk" ticketing system to rack, prioritize, and resolves Franchise question, service requests, and issues.

3. There are three (3) methods to submitting a "Help Desk" ticket.

   a. You may access the site directly with your web browser.

   b. You can send an email to the "Help Desk" system; https://support@enviromastersupport.freshdesk.com.

   c. Or download the APP and submit from your mobile device.

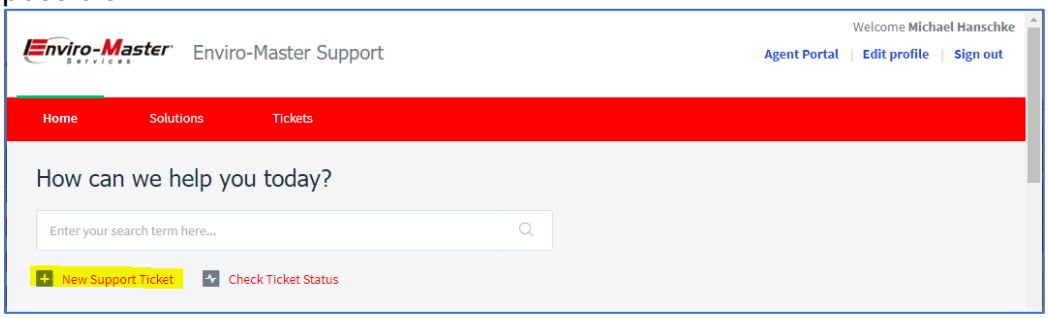
4. All methods are acceptable, with the email method being quicker.

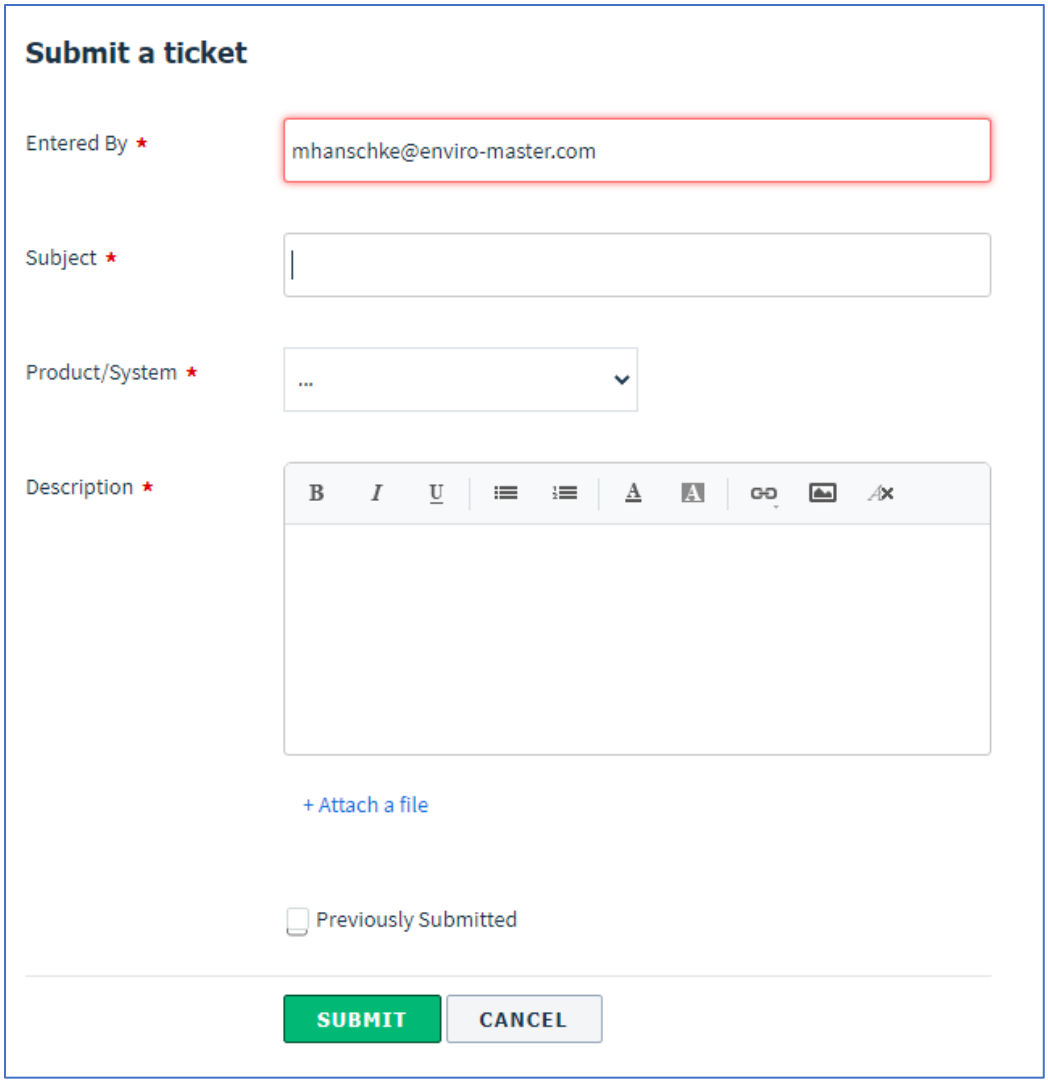
5. We ask that you always:

   a. Leave a name / Email address.

   b. Contact number.

   c. And as much detail as you can provide and always attach a screen shot when possible:

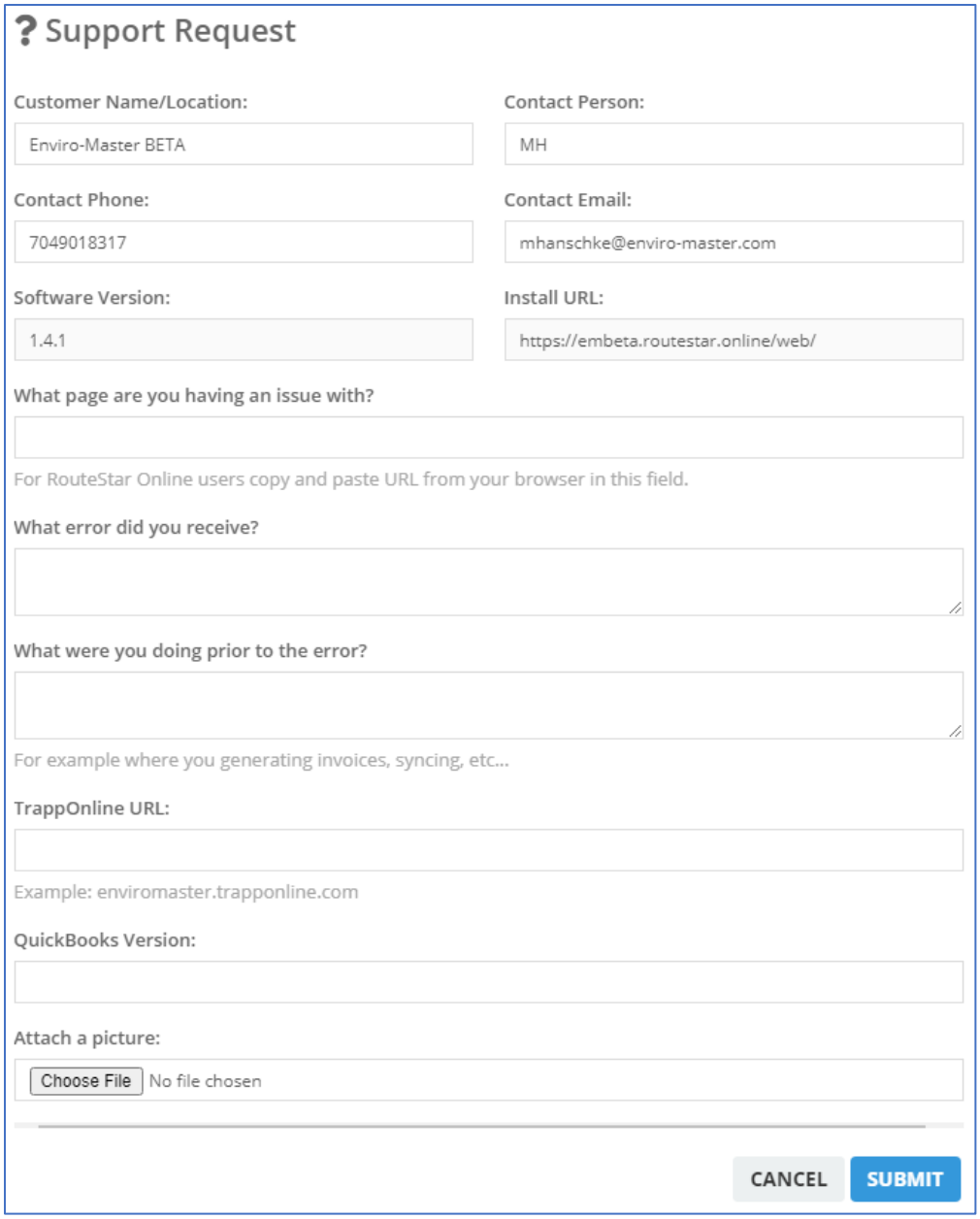



Submit a ticket
Entered By *
mhanschke@enviro-master.com
Subject *
Product/System *
...
Description *
+ Attach a file
Previously Submitted
SUBMIT
CANCEL

RSO Help Desk
RouteStar Online WEB and APP
(8AM-5PM EST, M-F)

From within the RouteStar Online (RSO) platform, you can log help, issue, and enhancement requests. Simply login to your RSO systems and select the ? Help Desk icon at the top right.

Complete the form and attach and relevant information when the form is presented and Submit when completed:



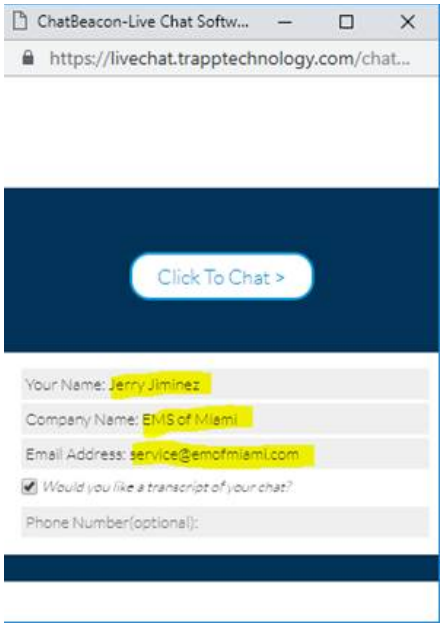
QB Help Desk
QuickBooks / printing / connectivity issues only
(24x7x365 Chat)

With our new partnership with Trapp Technologies, we now have 24x7x365 On-line Chat technical support for:

- System Access Issues
- QuickBooks Access issues
- Printing Issues

The Corporate I.T. team in Charlotte will continue to provide our **9AM EST to 6PM EST** 5 days a week Application support for (QB / RS) plus access / print issues ***AND*** Trapp technology will provide support from **6PM EST to 9AM EST** *7 days a week* to support the above-mentioned access / print issues.

Please view this as an additional resource that you can leverage, when the Charlotte team is unavailable. To access Trapp, simply navigate to their Chat Portal and enter your credentials (or hit the main support site: https://trapptechnology.com/support/#) and select Live Support Chat -- Once connected, you will be asked to create a secure PIN for your support sessions. ***You must have this PIN for every Chat session.*** Example:



If you have any issues getting setup with Trapp, let Chris Patterson or myself know, or drop an email to our support help desk: support@enviromastersupport.freshdesk.com

J. Knowledge Base.

1. Enviro-Master University (EMU) is a learning site as well as contains documents that can be used by Operations Managers, Office Managers, Owners to use in everyday business.

2. The EMU learning site should always be accessed using the browser Google Chrome.

3. Link: http://enviro-masteru.com/

K. Remote Support.

1. When local computer issues do arise, we utilize remote control software to view your session.

L. Passwords.

1. You will be provided with pertinent password for your computer accounts and software.

2. Keep this in a safe place.

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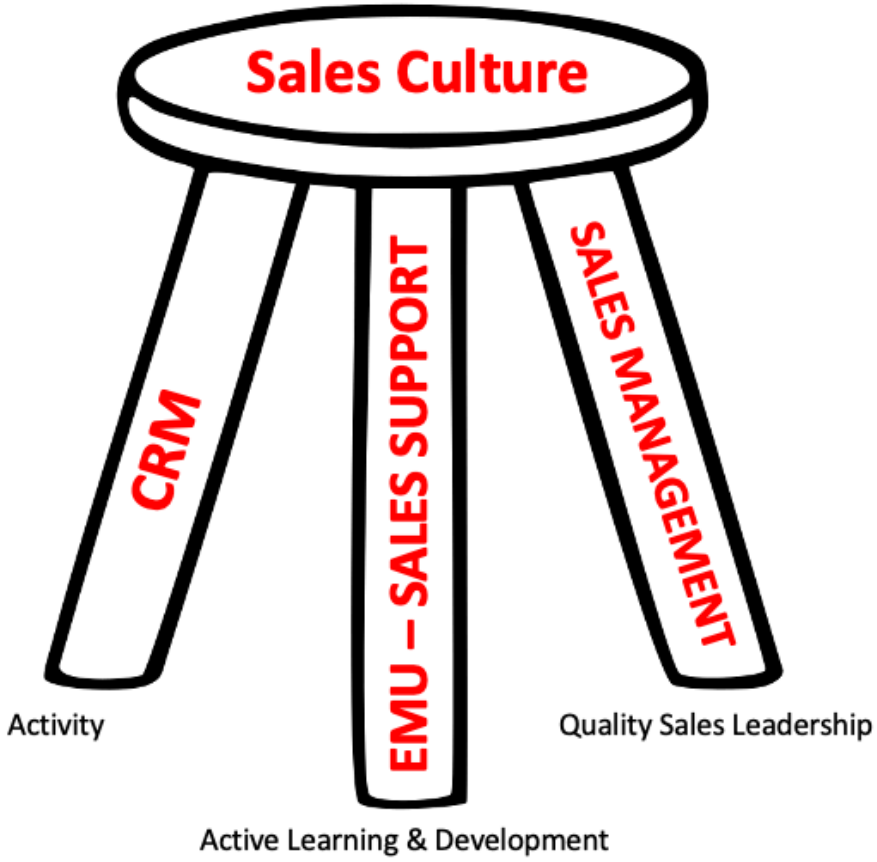
Goal

This program and guide have been specifically crafted to aid franchisees and their teams in effectively implementing the **Retain** **Grow** **Gain** strategy. There is no strategy more vital than this one, and it should be deeply embedded in both the ownership and workforce until it becomes an integral part of your organizational culture.

The guide of this program is to:

1. Recruit and hire the best possible sales talent.
2. Create a comprehensive and ongoing sales training environment for Salespeople to perform on their own after successful completion of the EM Sales Boot Camp program
3. Train Franchisees to become effective sales leaders



Overview

As the Franchisee, it is your primary responsibility to assume the role of the top sales leader within your franchise. Your duties include recruiting, hiring, training, and retaining your sales team. It has been established that effective interviewing, onboarding, and comprehensive training are crucial elements of successful sales coaching.

All newly hired sales personnel, whether they are Territory Account Executives or Customer Success Managers, should adhere to the following three-week onboarding program:

See: "Train the Trainer - Onboarding A Salesperson" course in EMU

This onboarding process was designed as a comprehensive blended learning program that combines practical, hands-on experience with classroom training. During their initial weeks of employment, new Salespeople are at their peak enthusiasm, making this period a prime opportunity for you to sell them **your** vision for **your** business.

This critical onboarding phase serves as the gateway to your Franchise's culture, values, and strategies. Through a well-structured combination of hands-on, real-world experiences and structured classroom learning, it will equip your new Salespeople with the knowledge, skills, and fundamentals they need to excel in their roles.

As a Franchisee, your role in articulating the broader vision of the business during this early stage cannot be overstated. It is during this window of opportunity that you can effectively convey the vision of your business and inspire your new team members to align themselves with your business goals.

Learning Objectives

Upon completion of the initial sales training, you, in conjunction with your Salespeople, should be able to:

1. Build strong business relationships with customers
2. Facilitate the building of a strong collaboration between the sales and service departments
3. Effectively recruit, hire, and facilitate the onboarding and continuous coaching and training of new Salespeople
4. Accomplish sales objectives on your own
5. Set your Salespeople's sales objectives and hold them accountable to them
6. Understand, identify, and recognize the ability to monitor, coach, and facilitate all sales tools, (CRM & EMU)
7. Understand and implement sales coaching, mentoring, and adhering to sales leadership competencies
8. Understand and utilize the metrics it takes to grow your business
9. Identify, articulate, and implement sales development plans

As the Franchisee, it is your responsibility to train or facilitate the training of your Salespeople. The **Enviro-Master Sales Support team** can and will assist in many facets of their onboarding, but it is up to you to ensure your new Salespeople follow the model. **Shortcutting or deviating from this process will lead to poor results**.

Finding the Right Candidate

Getting Started

Before the Retain Grow Gain Leadership Program can begin, it's important to identify the right sales candidate. The goal of the hiring process is to identify the proper candidate for the job. We recommend you work with your **Sales Coach** in all parts of the program below:

A. **Recruiting**: Successful hiring always begins with proactive recruiting! What you accomplish during recruiting has a direct effect on the overall success of your business, and you should always be pro-actively recruiting for sales positions, even if you are fully staffed. Building a "people" bank is one of the most important things you can do to make sure your growth does not slow down in the event an employee wishes to leave. There are different ways to accomplish recruiting and all of these have proven to be successful in finding people.

   Actively pursuing new employees is the best way to find new ones. While Zip Recruiter, Indeed, and other online resources are sometimes good places to find new employees, the best candidates are those that already have other jobs. Being an aggressive recruiter is the best way to get a top performing team working for you.

   To excel as a recruiter, your initial step should involve establishing the desired culture within your organization. It is equally imperative to set explicit business goals and articulate a clear mission and vision for both your company and your team members. This foundation is critical because your organizational culture plays a pivotal role in shaping the talent you attract, retaining that talent, and ultimately influencing your business's financial performance. It's essential to remember that at its core, **this is a people-centric business**, and the culture you cultivate is central to its success.

   Once you've established your mission and vision, it becomes crucial to effectively convey them to prospective candidates. Recruiting is akin to marketing our services, but in this case, you're marketing your company to potential employees. Just as mastering the 'Sani' pitch is vital when engaging with potential customers, it's equally imperative to adeptly express your mission, vision, and company culture when interacting with potential hires. Failing to do so can result in missed opportunities, just as inadequate communication can deter potential customers.

   When talking to a new candidate, it's important that you remember applicants are looking for a sense of security in a new company, they're concerned with compensation, what advancement opportunities look like, and how they will be trained if they're hired. It's important that all of these are addressed during the interviewing and recruiting process.

There are several ways to attract talent that have been proven to work, however, in order to be effective, **it is recommended to use more than 1 of the below**:

1. **Direct recruiting**: Use your personal network to find candidates as well as interviewing sellers from similar industries. You can search for these people on LinkedIn and initiate the conversation.
2. **Place advertisements in different media locations, such as**: Indeed, Career Builder, Sales Gravy, and LinkedIn.
3. **Recruiting Events**: Resources such as United Career Fairs, Sales Job Network, National Career Fairs.
4. **Headhunters** or 3rd party recruiting firms
5. **EM Corporate Recruiting:** Utilize the EM Recruiting department which can quickly identify candidates that fit into your business.

B. **Reviewing the Resume**: Salespeople for Enviro-Master should have strong prospecting and closing skills to be successful. **You should be looking for the following:**

1. Fall in the salary range being offered (Salary + Commissions $65-$120k)
2. Have related B2B sales experience
3. Have the key characteristics of a Salesperson (listed below)
4. Desired education level - typically a High School Diploma or higher
5. Have achieved high producing sales awards

C. **Interview Process**: Proper interviewing is one of the most important tasks the Franchisee must complete to make sure the right candidate is suited for the job. Interviews are meant to consider previous behaviors of the applicant to identify their potential strengths and we recommend that you employ a minimum of a 3-step process to interviewing:

a. **Phone Screening**- The goal of the phone interview is to decide if the candidate is a fit to move on to the next stage in the process, the in-person Interview. This call should outline the overall job responsibilities, find out the candidate's overall goals to see if they align with the position, and outline the interview process. The phone screening should not exceed 10 minutes.

b. **In-Person Interview-** The goal of this interview is to dive deeper into the candidate's qualifications. It is recommended that you use some of the questions outlined for the process (below) and tailor them around the SEARCH grid to see if they are a true match for your franchise and position. You should schedule a full hour for this interview and spend time preparing for it. The in-person process may take more than one meeting to identify the best match for your business.

c. **Arrange a dinner outing with the candidate and their significant other**- Gaining the support and commitment of the candidate's partner is a crucial step. During this dinner meeting, delve into the candidate's family dynamics, provide insights into the role, and engage in a dialogue with the significant other to assess their alignment with your organization. Enviro-Master

Franchisees often thrive on family involvement, so ensuring the spouse and candidate shares your mission, vision, and enthusiasm for your company is essential at this stage. By this point in the selection process, you should have narrowed down your candidate pool to two or three individuals, primarily focusing on finding the best cultural fit. It's possible that more than one candidate could be an excellent fit. In such cases, consider adding the candidate you don't hire to your talent pool and maintain an ongoing relationship in case another suitable position becomes available within your organization.

D. **Complete Personality Index (P.I.) Test and Communication Style Test**: It's very important to measure personality characteristics that are important to being an effective Salesperson.

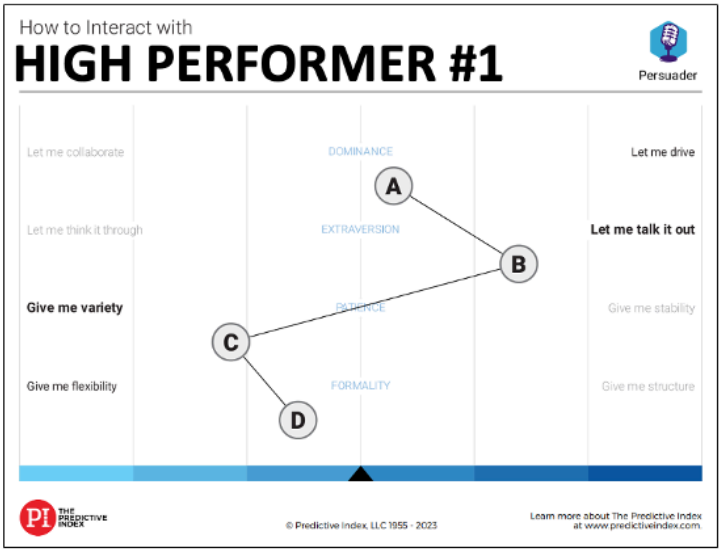
When recruiting sales reps using the Personality Index test is a valuable tool in making sure you identify the right candidate for the position. Getting this test executed can be done by contacting someone on the EM Sales Support Team (Sales Coach, VP of Sales). On the next pages are some examples of sales candidates and their PI scores who were hired and turned out to be high-performers.

In addition, the communication style test is also a key indicator in identifying strong Salespeople. Very often the best Salespeople are drivers, however, not every Salesperson has the same personality.

After the candidate(s) have been identified, perform a P.I. test and review with your Sales Coach on how to interpret the results. Ensure that the full P.I. kit is sent to you as it has great information on how to effectively communicate with the candidate via the 1:1 Relationship Guide.

Desired behaviors include strong dominance, high extroversion, and low patience. Also, our experience shows that the most successful Salespeople test high in "driven," but can easily flex to other communication style tests.

Below are some examples of tenured Salespeople grr in the system that are high performers:


How to Interact with
HIGH PERFORMER #1
Persuader
Let me collaborate
DOMINANCE
Let me drive
Let me think it through
EXTRAVERSION
Let me talk it out
Give me variety
PATIENCE
Give me stability
Give me flexibility
FORMALITY
Give me structure
A
B
C
D
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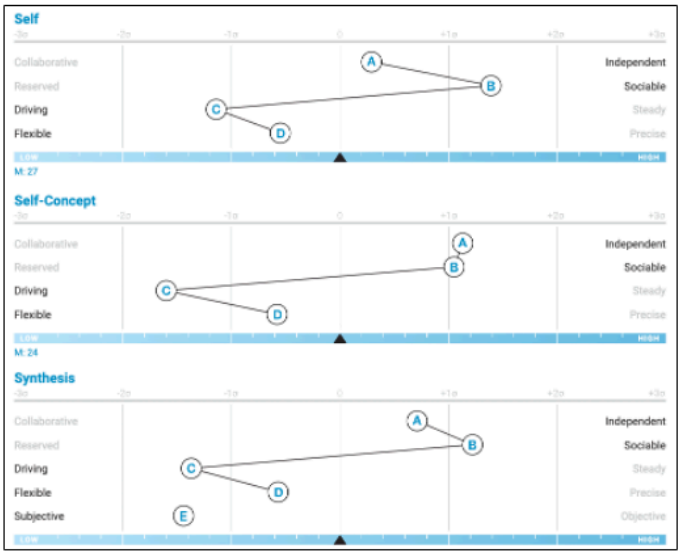
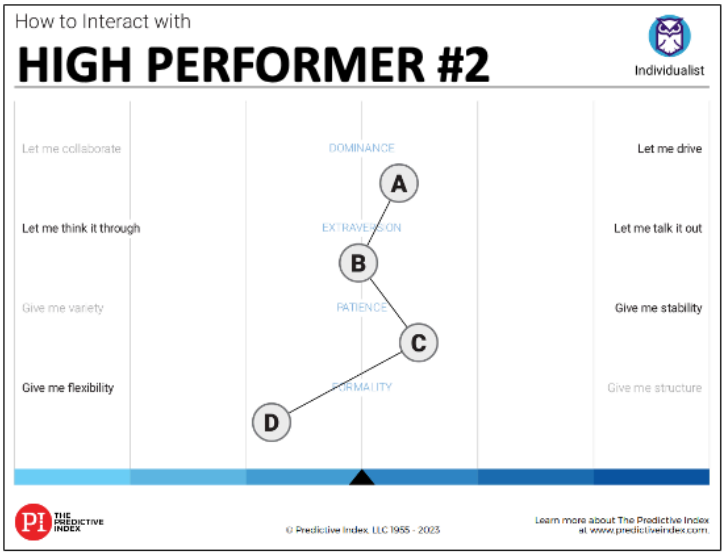

Self
Collaborative
Reserved
Driving
Flexible
Independent
Sociable
Steady
Precise
M: 27
Self-Concept
M: 24
Synthesis
Subjective
Objective


How to Interact with
HIGH PERFORMER #2
Individualist
Let me collaborate
DOMINANCE
Let me drive
Let me think it through
EXTRAVERSION
Let me talk it out
Give me variety
PATIENCE
Give me stability
Give me flexibility
FORMALITY
Give me structure
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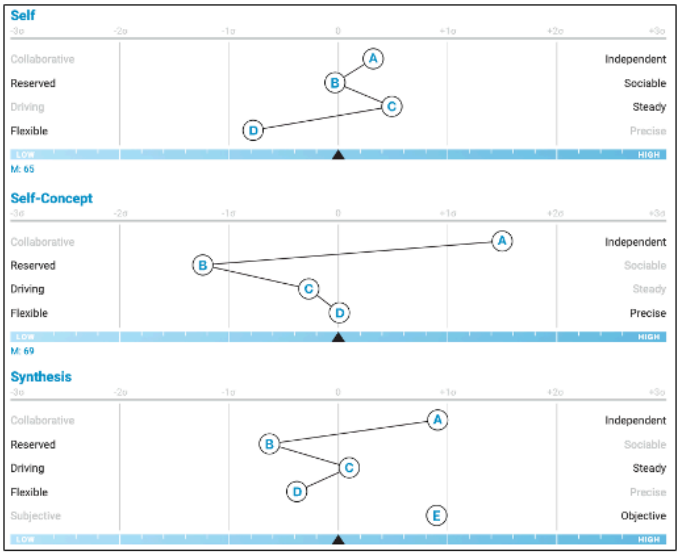
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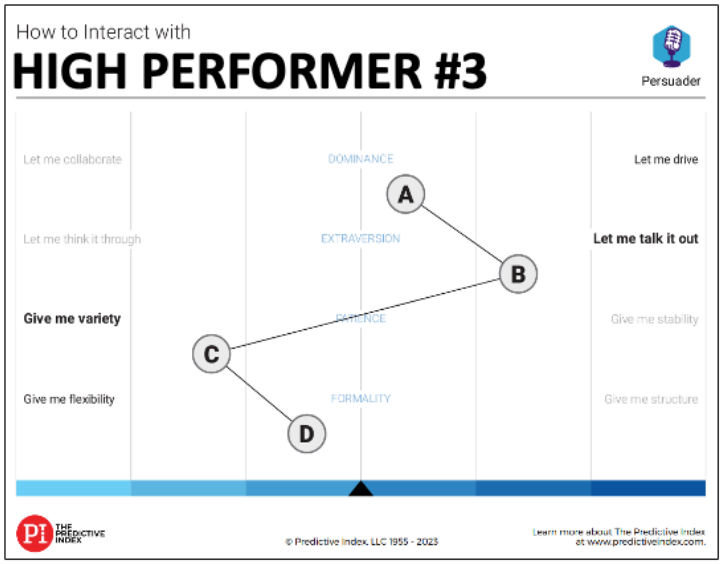
Reserved
Driving
Flexible
Independent
Sociable
Steady
Precise
M: 65
Self-Concept
M: 69
Synthesis
Subjective
Objective


How to Interact with
HIGH PERFORMER #3
Persuader
Let me collaborate
DOMINANCE
Let me drive
Let me think it through
EXTRAVERSION
Let me talk it out
Give me variety
PATIENCE
Give me stability
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Give me structure
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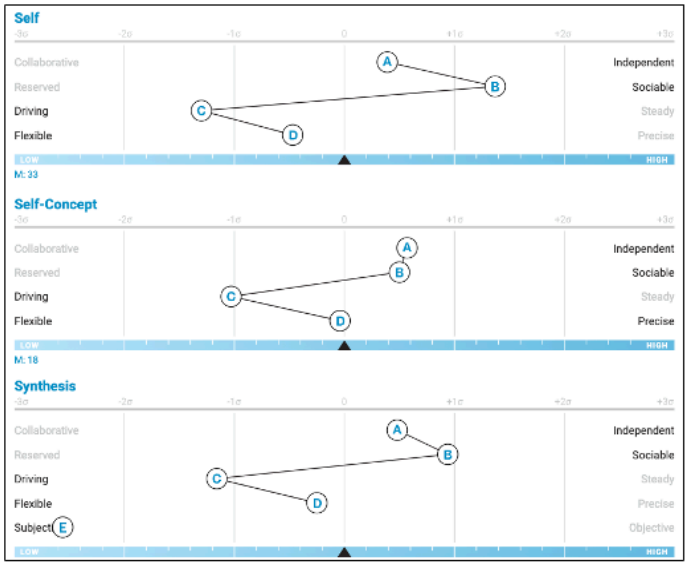
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Self-Concept
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Synthesis
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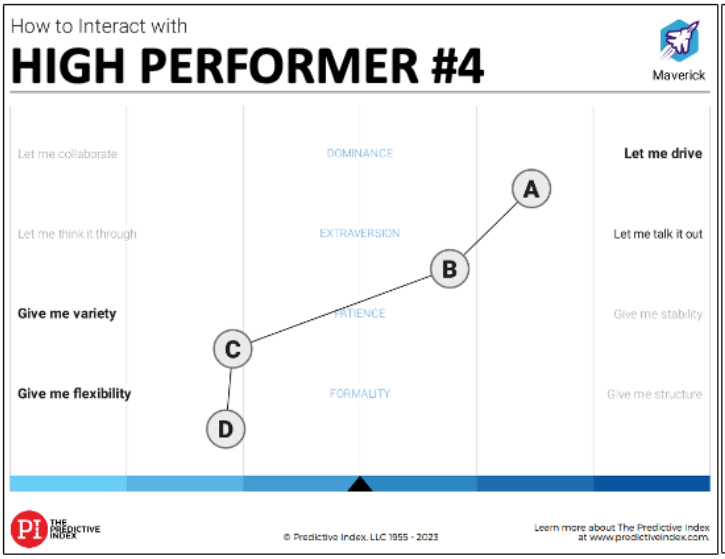
Objective


How to Interact with
HIGH PERFORMER #4
Maverick
Let me collaborate
DOMINANCE
Let me drive
Let me think it through
EXTRAVERSION
Let me talk it out
Give me variety
PATIENCE
Give me stability
Give me flexibility
FORMALITY
Give me structure
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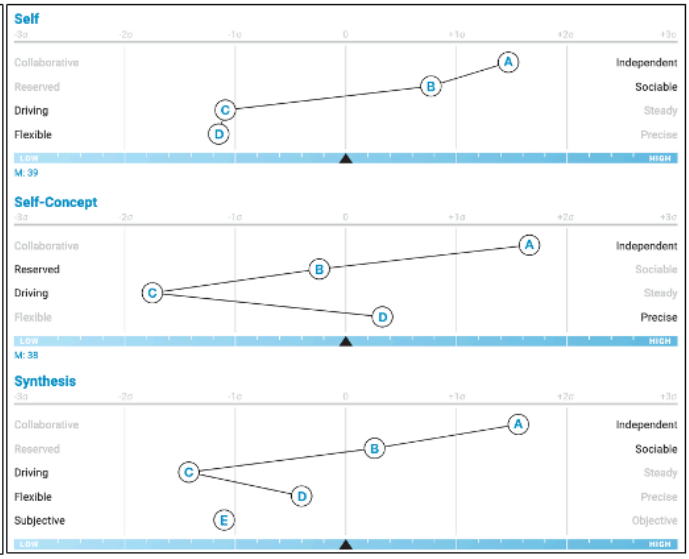
Self
Collaborative
Reserved
Driving
Flexible
Independent
Sociable
Steady
Precise
M: 39
Self-Concept
M: 38
Synthesis
Subjective
E
Objective

In addition, high performing Salespeople express the following behaviors:

Proactivity	Sense of urgency
Work well with others	Eager
Driven to reach goals	Show Initiative
Independent	Connect quickly with others
Strongly independent	Driven
Expressive	Collaborative
	Self-Starter
	Has Confidence

High performing Salespeople possess and demonstrate the following skills:

Persuasive	Confident
Enthusiastic	Flexible to get the sale
Authoritative	Adaptive with communication style

Sales reps have the following skills and competencies:

Strong Communicators	Leaders
Collaborative	Self-Aware
Adaptable	Ethical

Relying exclusively on P.I. (Personality Inventory) test results for candidate selection is not advised, as they may not provide a complete picture of the candidate. The purpose of P.I. test results should be to validate the impressions gained during the interview process. However, if the results appear to contradict your interview findings, it is advisable to conduct a second interview to further investigate and reconcile the discrepancies.

Sales: Enviro-Master Interview Questions

PROBLEM SOLVING / ANALYTICAL SKILLS

1. Please describe your current approach to searching for employment.
2. What has been a stubborn or recurring problem which you would have liked to have solved in your current job but haven't yet?
3. Why are you leaving your current job? How did you reach this decision?
   a. Did you understand the product?
   b. Were there personality conflicts?
   c. Was the compensation fair?
4. How do you decide a prospect is worth pursuing? Give me an example, please.
5. What problems have you discovered at your current or previous company? What types of solutions have you recommended?
6. What do you feel will be the most challenging part of this position?
7. How would you describe a CRM to an 8-year-old?

SELF-IMAGE

1. Looking at your resume, where do you think my concern would be?
2. How would your last boss describe you?
3. If we're at dinner with your friends and you get up to use the restroom, what would your friends say about you?
4. What are two reasons why I should hire you over the other applicants?
5. In what areas do you think our company will have to support you the most?
6. If you were going to buy a car, how would you go about making a decision? How much research would you do? How long would it take you?
7. Give an example of an activity in your life at which you worked very hard to succeed and failed. What did you do then?
8. Are you a confident individual? Why? Please give some examples.
9. Do you think we will offer you this position? Why?
10. You're at quota and there is still one week left in the month. Do you focus on lining up business for the next month or do you focus on blowing out the numbers this month?

INITIATIVE

1. What do you consider to be the most difficult part of this position?
2. Provide me with your total yearly income each of the last three years, and your projected early income for the next three years.
3. Are you money motivated? Specifically, why?

COMPETITIVENESS

1. Tell me the last time you competed for something and lost. How did you feel about that? What have you done since then in regard to that experience?
2. Give an example of a situation in which you were evaluated in comparison with your peers. Where did you rank? How did you achieve this ranking? How did it make you feel? What did you do about it?
3. Would you rather be a top sales representative in the branch of 20 reps., or be a part of the top team of three teams?

JOB SUITABILITY

1. What interest you about this position?
2. Tell me about a time when you had to cold call.
3. Who else are you interviewing with?
4. What do you think you would offer our company?
5. The potential territory will require a lot of travel: Are you OK with that?
6. How do you feel about prospecting and how do you do it?

SUCCESS TRACK RECORD

1. How many people had the same position as you? How did you rank?
2. Have you ever been ranked number one at something?

STRESS

1. Describe a time when you were under a lot of pressure to perform. What was the outcome?

CAREER AMBITIONS

1. If I were to hire you, what would be your expectations of me? Of this company?

2. Why do you want to sell our products?

TEAM SELLING

1. Give me an example of a team selling success story.
2. What is the purpose of team selling?
3. How do you determine the roles and responsibilities of the team members?
4. Given a choice, would you use a team to help sell? If so, how?

ATTENDANCE / PUNCTUALITY / WILLINGNESS TO WORK

1. Describe an average day in your last position. What were your hours?

HANDLING REJECTION

1. What have been some of your major disappointments? How did you deal with these disappointments?
2. I don't think you're the individual we're looking for.
3. Give me an example of the last three account losses that you had and why you lost them.

ABILITY TO LEARN

1. How willing are you to overcome some of the weaknesses we have discussed today?
2. What are the titles of some of the books and tapes or CDs in your personal self-development library?

DEPENDABILITY

1. How many jobs have you held in the last 5-10 years? How do you feel about that?

ORGANIZATION / ATTENTION TO DETAIL AND TIME USAGE

1. How do you set priorities?
2. What do you do when your schedule is upset?

INTERPERSONAL COMMUNICATION SKILLS

1. How much of your job involves listening? How do you show that to your customers?
2. Have you ever done any public speaking? How did it go?
3. What do you think is the importance of what I just said?

4. What types of group presentations have you done?
5. Given the choice, what percentage of time would you spend on the phone vs. face-to-face?

CONFLICT

1. Have you ever sold somebody something that he was dissatisfies with? How did you handle that?
2. Have you ever experienced a problem with a customer and those within your own company? How did you handle that?

MOTIVATION

1. Tell me about someone who has influenced you. What was it that you respected the most about that person? Why?
2. If you were to prospect every day for five days, and not find a single lead, how would you feel?
3. What is the most money you have ever made in a month? A year?
4. Tell me about your best vacation.

GOAL ORIENTATION

1. What were some obstacles you had to overcome to get where you are today? How did you do it?
2. What are your income goals? Personal five-year goals?
3. Where do you write down your goals?
4. What are your inco9me expectations for this career?
5. How do you track your goals?

PERFORMANCE STANDARDS

1. Describe your most successful year, month and day.

BUYING CYCLE

1. Pretend you are in the market for a home theater system. Tell me about how you would go about shopping for that.
2. What was the last big purchase you made and what was the process you followed?

NEED FOR APPROVAL

1. Tell me about a time when you were involved with a salesperson who you thought was ineffective. What could that person have done better?
2. What type of salesperson do you think people buy from?
3. What do you think is the number one turn-off about salespeople for a potential customer?

EMOTIONAL ATTACHMENT

1. Tell me about a time when you didn't get a sale that you really wanted, or a time when the outcome was not what you had expected.
2. Tell me about a scenario that is the exact opposite.

MONEY FEAR

1. How much did you make last year?
2. What kind of car do you drive? What did you pay for it?
3. Don't tell me the figures if you know, but do you know your parents' annual income?
4. What is the most expensive thing you have ever sold? Ever bought?
5. What do you think the average salesperson makes?
6. How would you respond to a customer who said your price was too high?
7. The average service offering that we sell is $100,000. When was the last time you sold something of equal value?

NEGATIVE SELF-TALK

1. What is the best advice your grandmother ever gave you?
2. What do your parents/family/loved ones feel about this opportunity?
3. How do you feel about that?
4. Is anyone else in your family involved in sales?

SALES STRATEGIES

1. Why would someone buy our line/product/service from you?
2. What do you think about before pulling the door to a cold call?
3. Describe the sales process, as you understand it. OK, sell me something.
4. What would you do if I told you that you were not going to get this position?
5. What do you think is the most important part of selling?

Salesperson Selection Grid

Candidate Name:

Date:

Blue denotes 'Must Have Items'

SCORING: 0= Non-existent; 1= OK; 2= Excellent

Primary Job Functions	S- Skills	E- Experience	A- Attitude	R- Results	C- Cognitive Skills	H- Habits
Prospecting for new business	*Cold calling skills, savvy with Gatekeepers, can work without leads*	Cold calling, working referral sources, networking, etc.	There is more business out there than I can possible get to. I just have to find it!	Has built a large book of business from "scratch"	Knows how to structure an appropriate prospecting plann	Prospects on a daily basis without fail
Quickly qualifies opportunities	*Skilled in questioning techniques to determine pain/needs. Can find a Decision Maker*	Knows how to determine value of prospect/opportunity	Don't waste my time with people that will not quickly become customers	*High win percentage or conversion rate. Better than average in their current industry*	Recognizing clues and cues from prospects and reading between the lines	Does not give their time to activities that don't directly impact sales growth
Selling value vs. price	*Able to create need in prospect that goes beyond price comparison*	Sold highest price product/service successfully	Being priced high is an advantage not a disadvantage	Consistently closed business against lower priced competitors	Can determine "pain" in prospects and relate it to specfic services we offer	Does not try to close deals based on price as the sole differentiator
Presenting to decision maker	*Comfortable and smooth in front of decision makers. Able to get deals closed fast*	Experienced in selling short sales cycles	Win their hearts and minds so they don't consider alternatives	Won business during the presentation that would otherwise not close	Ability to read non-verbal signals from the audience	Follows a consistent process for presentations
Managing accounts (Business Development Reps)	*Ability to balance time between prospecting, managing accounts, etc.*	Managed many accounts while still growing customer list	Proactive management vs. reactive fire fighting	Kept existing customers happy while growing	Understanding factors that influence customer's needs	Maintaining a plan for account management and growth
Goal Setting	Able to set a S.M.A.R.T goals	Sets goals in many areas both professionally and personally	You're either working your plan or you become a part of someone else's plan	*Raised performance in behaviors and results from setting goals and planning*	Developing approproate behaviors/results goals	Has a habit of setting personal goals from themselves
Understanding The Industry	Learning from others, finding a mentor	Experience in learning different industries and selling in them	Must be done quickly	Short learning curve in new industry	*Ability to learn industry-specific concepts, terms, processes, venacular*	*Remains coachable with the ability to apply what they learn in their role*
Understanding The Competition	Gathering competitive information from prospective clients	Has leveraged competitive information to win business	Our competitor's weakness is our strength	Shift in strategy/tactics based on competitor's strengths/weaknesses	*Ability to process data from multiple sources and create strategy*	Systematically gathering date
Primary Job Functions	S- Skills	E- Experience	A- Attitude	R- Results	C- Cognitive Skills	H- Habits

Recruiting and Interviewing Conclusion

In summary, securing top-tier employees necessitates moving beyond the reliance on merely posting classified job advertisements. Leading organizations actively recruit and rigorously assess potential hires, resulting in enhanced performance and accelerated growth compared to those who passively wait for candidates to approach them.

Focus on determining if the applicant has the key characteristics of a great salesperson.

1. Hunter mentality
2. Relentless follow up skills
3. Charisma
4. Drive
5. Resilience
6. Empathy
7. Tenacity
8. People skills
9. Ability to be a consultant
10. Confidence

Tip: During the interview process, it is important to self-reflect on the candidate and ask yourself if the candidate worked for the competition, how big of a threat would they be? If you believe them to be formidable, the candidate could be a great hire.

In addition, the Franchisee should be ready to answer questions the applicant may want to ask. A **good applicant** may and should ask questions like the ones below:

1. Is this a new position or am I replacing someone? If I am replacing someone, why did they fail?
2. Where do you see this company being in the next 3-5 years?
3. What are the promotion opportunities?
4. What are the habits of top performers in this company and what does their compensation look like compared to others?
5. What does a “week in the life” look like for this position?

Make a decision - Hire or move on quickly

Learning Activities and Training Tips

Once a new candidate has been selected and hires, this manual will help guide you through the onboarding process of a Salesperson that has been proven to be effective with Enviro-Master. **Tip:** "Onboarding a Salesperson" course is available on EMU

Before Day #1

- Take time and have a plan for the Salesperson's first few weeks
  - **A new hire checklist is below and will be emailed to you once you submit an Enviro-Master Bootcamp enrollment form**
- Order their business cards immediately to present on day #1
- Create and have a pathway for success for them, discuss it at length, and show them what it takes
- Be understanding, be patient – they're drinking from a firehose learning a new system
- Explain why we do things, not just how or what to do

Below are some of the specific tasks, activities, scheduling, and requirements expected to be accomplished by you with your Territory Sales Executive:

- Have their onboarding schedule ready to present on day #1. They will need to follow the onboarding guide in order to complete all learning activities.
- Hold off on scheduling any Inside Sales appointments for the first few weeks of their tenure. You want your new Salesperson to be comfortable in cold calling before moving onto appointment-based prospecting.
- Submit or have your Sales Coach submit the **Enviro-Master Bootcamp Enrollment Form** which can be found in the *Resources* section of EMU. Simply search 'Bootcamp' for instructions.
- Introduce them to your service team – they are now a vital part of your business and directly responsible for its growth.
- Take them on a tour of your warehouse. Show them all the products we use.
- Set aside time each morning to review the prior day and discuss the current day's activities.
- Discuss after each day what the Territory Sales Executive experienced and offer constructive feedback as needed.

Salesperson Onboarding Checklist

Before Day #1 and Week #1			
Task:	**Owner:**	**Completed:**	**Date:**
New hire paperwork completed	Franchisee/Office Manager		
Comp plan explained in full detail	Franchisee		
Business cards ordered	Franchisee/Office Manager		
Business email address created	Franchisee/Office Manager		
Ride-a-longs scheduled with Ops	Franchisee/Ops Manager		
Sales Bootcamp enrollment form completed: Enrollment form also adds sales rep to newsletter, Power Wednesday calls, TSAM distribution list, and Podcast app	Franchisee/Regional Sales Coach		
Week #2 - Sales Bootcamp			
Task:	**Owner:**	**Completed:**	**Date:**
Laptop or tablet with a camera	Franchisee/Salesperson		
Zoom downloaded	Franchisee/Salesperson		
Confirmation of Zoom invite on Salesperson's calendar	Salesperson/Dir. Sales Training &		
Access to work email and calendar	Franchisee		
Quiet place without interruptions for sessions	Franchisee/Salesperson		
Week #3 - Field Training			
Task:	**Owner:**	**Completed:**	**Date:**
Defined Territory:			
Territory mapped out with defined outlines	Franchisee		
Provide list of current customers in territory	Franchisee		
Territory map printed or shared digitally	Franchisee		
Documents for the field:			
Agreements	Franchisee		
Addendums	Franchisee		
QC forms	Franchisee		
W.A.R. Document	Regional Sales Coach		
Credit card forms	Franchisee		
Business cards	Franchisee		
Pricing guidelines for Franchise location	Franchisee		
Zoho/CRM access			
Introduction to Zoho	Franchisee/Dir. Inside Sales		
How to leverage inside sales appointments	Regional Sales Coach/Field Trainer		

Onboarding – Week #1

As the Franchise owner, it's crucial to ensure that your new Salesperson is seamlessly integrated into your franchise operations. This section outlines how to create an effective onboarding experience for your new Salespeople.

Week 1 should always be spent in the field with your service team learning exactly *Who We Are* and *What We Do.*

Monday - Day #1

Begin by incorporating a warm welcome into your **Monday Morning Meeting.** This is your chance to introduce your new team member to the existing team, encouraging interaction and relationship-building from the outset. The Monday Morning Meeting is an ideal platform to emphasize the importance of collaboration and teamwork within your Franchise.

Prior to the arrival of your new Salesperson, be sure to provide them with the necessary equipment required for their role. Distributing their business cards on their first day can create a warm and welcoming atmosphere. It's highly recommended to present them with an iPad that's already configured with their company email, ready for immediate use. Additionally, you may consider acquiring an Enviro-Master Padfolio (available in the Enviro-Store) and some Enviro-Master shirts and gifts. This thoughtful preparation ensures that they feel not only welcomed but also fully prepared and equipped for their responsibilities within your franchise.

Fostering Company Culture: During the onboarding process, take the opportunity to convey the unique culture and core values of your franchise. Emphasize how these cultural elements drive success within your organization. Encourage your new team member to embrace and embody these values throughout their tenure.

Remember, an effective onboarding process sets the stage for a productive and harmonious work environment within your franchise, ultimately contributing to its overall success.

Have their onboarding schedule ready to present: Following the conclusion of the Monday Morning Meeting, take the initiative to introduce your new Salesperson personally to both the Operations Manager and the Technicians with whom they will be working closely. Encourage them to exchange contact information and arrange pre-scheduled meetup times for their convenience. Once these introductions and logistics are sorted, have your new Salesperson accompany the team on their first Sani route. This hands-on experience allows them to observe our operational procedures and gain valuable insights into how we conduct our business. It's a great way to immerse them in our work and facilitate a smooth transition into their role.

Onboarding Schedule Week #1

Monday and Tuesday: With a Sani Route

(You can choose the same or multiple technicians depending on skill-level and location of their route)

During the next two days, the Salesperson will have the valuable opportunity to closely observe the intricacies of our Sani-Service operations. It's essential to ensure they witness a diverse array of customer scenarios, including Sani-Service, paper programs, Microfiber Mopping, and Foaming Drain Line service.

As your Salesperson embarks on this observational phase, they should focus not only on the services themselves but also on the interpersonal dynamics between our technicians and customers. Understanding these relationships is a crucial aspect of their role, as they will be responsible for selling both our services and the trust we build with our clients.

Encourage your Salesperson to gain insights into how we manage these accounts, ultimately contributing to the cleanliness, safety, and overall health of our customers' facilities. This holistic understanding will enable them to effectively convey the value we offer and foster lasting, mutually beneficial relationships with our clients.

Wednesday and Thursday: With a Scrub Route/ReFresh Route/Install Route

It's crucial to ensure that your new Salesperson gains a comprehensive understanding of our services, as you want them to offer these solutions to every potential prospect. To facilitate this, it is highly recommended that the new Salesperson observes the full spectrum of our services during their initial days on the job.

Moreover, within their first week, it's advisable for the new Salesperson to observe at least one installation process. This firsthand experience will vividly illustrate the transformation our services bring to our customers. Encourage them to capture before-and-after photos of these services, creating a visual portfolio they can readily share with prospective clients to showcase the significant impact we make.

Furthermore, the sales representative should familiarize themselves with the wide array of businesses that can benefit from our services on a recurring basis. From restaurants to gas stations, warehouses of all sizes, and outdoor spaces, the potential client base is extensive. With our versatile offerings, the possibilities are virtually limitless, and this knowledge will enable them to identify and target prospective clients effectively.

Friday: With Ops Manager/Franchisee

Now that your new Salesperson has had a chance to witness our operations, it's time to immerse them in your culture and share the vision of your business. We suggest dedicating a few morning hours to spend valuable one-on-one time with them, during which you can conduct a more in-depth tour of your warehouse.

During this extended tour, give your Salesperson the opportunity to explore all our product offerings, such as paper products and upgraded urinal screens. Encourage them to physically handle these products to grasp their benefits better. Showcase the range of dispenser options and even demonstrate how soap is mixed. This hands-on experience will deepen their understanding of our offerings.

This is also the perfect moment for your new Salesperson to ask questions about their field experiences and discuss their role within your company. It's a two-way dialogue where you can share your insights and expectations while listening to their perspectives.

Furthermore, this is an excellent time to provide a more detailed overview of your new Salesperson's compensation plan. Ensure they have a comprehensive understanding of the potential earnings they can and should achieve. Additionally, share with them the geographic outline of their territory so they have a clear understanding of their sales focus.

Before concluding the day, make sure they are fully prepared for the Sales Bootcamp scheduled for the following week. Ensure they have access to a laptop or tablet (iPad with cell service is recommended as a Franchisee purchase) with a camera and Zoom application downloaded, ready for Monday morning. Also, provide them with the Zoom invite for the entire week, and don't hesitate to reach out to the Sales Support Team if any assistance is needed to facilitate a smooth transition into the boot camp.

Week #2 - Enviro-Master Sales Bootcamp

Enviro-Master offers a week-long “classroom” training on a bi-weekly basis which is facilitated by the Director of Sales Training & Development. In this class, the new Salesperson will learn the fundamentals of selling Enviro-Master. *Please consult with your Sales Coach on availability.*

By the end of the week, your new Salesperson will be expected to know:

1. Who We Are & What We Do
2. Our place in the market and the EM difference
3. The basic understanding and practice of the sales pitch
4. How to get in the field and start selling!

As the Franchisee, you play multiple roles within your business, and your time is precious. These courses cover essential aspects of selling Enviro-Master, relieving you of the need to address specific terminology and language, ultimately saving you valuable time in onboarding your Salespeople.

Enviro-Master Sales Bootcamp enrollment fee is $500 which is put into a pool for a contest with all new sellers in that class. There will be a 1st, 2nd, and 3rd place winner announced after 4-weeks of selling proceeding the graduating class. This further incentivizes new sellers to get out and start closing business quickly!

To qualify for the prize money, a new Salesperson must:

- Sign at least 2 deals
- Sell a minimum of $200 in weekly service revenue
- Be in attendance for every Bootcamp session

The Director of Sales Training & Development will gather performance data and continually update the group and Franchisees on progress to drive accountability and sales. Once the winners are announced, a credit to the Franchisee’s Weekly Fee Statement will be applied for the amount of the winnings. The Franchisee must apply the winnings to the seller’s paycheck.

Below are the items covered EM Sales Bootcamp throughout the week:

	Monday	Tuesday	Wednesday	Thursday	Friday
8:00 AM	LMS Modules (Welcome to EM)	Write out and practice pitch on your own	Self study/practice pitch	Self study/practice pitch	Self study/practice pitch
9:00 AM					
10:00 AM	Intro to EM	Selling our system	Solution selling	Territory/time management	Selling against the competition
11:00 AM	Intro to our products & services	**Selling other services** - selling paper, MF mopping, drains, windows, hand sanitizer, scrubs, FOH and BOH scrubs, ReFresh	Asking great questions	Intentional follow-up	Intro to 1:1
12:00 PM			Group roleplay - **the pitch** with **bundling services**	Group roleplay - **the pitch**	Group roleplay - **the pitch**
1:00 PM	Break	Break	Break	Break	Break
2:00 PM	Resources available (CRM, LMS, EMU, documents, PodCasts) - **your mobile office**	Winning mindset	Recap of selling other services	Selling ReFresh and Windows	Assumptive closing
3:00 PM	Intro to Corp Accts	**QCs** and the power of referrals/Google Reviews	Objection handling	Selling industrial accounts	Filling out paperwork (service agreement, ACH, CC forms, etc.)
4:00 PM	Intro to pitch	Group roleplay - **the pitch**	Group roleplay - **the pitch**	Group roleplay - **the pitch**	Group roleplay - **the pitch**
5:00 PM					

Week #3 – In the Field with Trainer

During week #3 of the onboarding process for a new salesperson, a pivotal transition occurs as the Franchisee or Sales Coach takes an active role in guiding the salesperson's journey. This week is designated to essentially "push them out of the nest."

By the time this week arrives, the new salesperson has already completed a week of intensive Bootcamp training, equipping them with a fundamental understanding of the pitch and the ability to navigate their way to decision makers. During this pivotal week, the Franchisee or trainer's role is to lead and reinforce the knowledge and skills acquired in the prior weeks, acting as a supportive guide. This process involves continuous guidance, constructive feedback, and necessary course corrections as the salesperson actively engages in real-world scenarios.

Again, it is not recommended to have Inside Sales appointments set for the next several weeks so that the new Salesperson can become more comfortable in pulling doors on their own.

Franchisees should manage their expectations by understanding that achieving a sale in the first week may not be realistic in the current market landscape. Recent changes in the industry have led to extended sales cycles, often surpassing the traditional "one call close" approach. It's essential for Salespeople to avoid undue pressure and self-criticism by recognizing these market shifts and focusing on building sustainable **sales pipeline** rather than immediate sales outcomes. Your role is to build the new seller up rather than putting in a position where they would become down on themselves for not performing.

The following week #3 schedule has been proven effective with onboarding new Salespeople:

- **Monday**
    - Franchisee or trainer will meet at a central location and new Salesperson will observe 1:1 meetings between Sales Coach and other Salespeople
    - If time allows, Salesperson and Coach will get out in the field and start pulling doors
    - Trainer and Salesperson will plan the week around the specified sales territory
    - Sales Coach typically runs the first few days of cold calling to “show the way”

- **Tuesday**
    - Franchisee or trainer and Salesperson will meet at central location and trainer will jump in the car with the Salesperson
    - The trainer will lead the cold calls and lead by example, showing the cadence in which a successful Salesperson runs their day
    - Trainer and Salesperson will typically pull up to 25-30 doors

- Show them how to qualify and quantify opportunities and how they fit into their pipeline
- Show them how to effectively manage the geography of their territory and keeping track of notes from their calls

- **Wednesday**
  - Franchisee or trainer will lead the first half of the day of cold calling
  - Trainer should allow new Salesperson to start leading the second half of the day
  - Trainer should be present during these sales calls to provide support and answer any questions the new seller can't articulate
  - Trainer should check in with new seller after every call to correct any bad habits that start to form and to get their own constructive feedback. "How do you think that went?"
  - It's important to remember that they're drinking from a firehose this week, so they WILL make mistakes but don't let them beat themselves up – there are thousands of other businesses to call on to gain a sale!

- **Thursday**
  - Franchisee/trainer and Salesperson will meet at central location
  - By this point, the Salesperson should be able to lead the day with the trainer to assist
  - It's good practice to let the new seller go into a few calls on their own and to ask them how those cold calls went. What went well, what do they need work on? Feel free to roleplay with them in the car before their next round of cold calls and ask them if they need assistance
  - It's a good sign when a new seller says "I don't need you for this one" which means they're starting to understand the sales process
  - Continually check in with them – going into every few cold calls

to ensure they're on the right track and breaking bad behaviors as you see them

- **Friday**
    - The Franchisee/trainer should be able to make the determination on whether the new seller has good grasp on the sales process or not and if they are able to run the day on their own
    - If they require more time with you on Friday, it's vital to make a quick decision on whether it's worth investing more time in their development or to move on with another candidate
    - If the seller is able to run the day on their own, the trainer should make themselves available via phone for any questions that arise throughout the day to advise on best practices

Managing Your Salespeople

In simple terms, salespeople require effective management. This applies even to the most experienced sales professionals who benefit from someone ensuring their personal development aligns with the business growth plan. Whether you choose to enroll in the Sales Coaching Program or handle sales management independently, having a well-defined Sales Leader is crucial for defining and achieving success for your sales team.

A Sales Leader

A Sales Leader communicates sales status and actively participates in sales activities with the Sales Team. A good sales leader fosters a strong relationship by doing the following:

- Articulating values of the organization
- Keeping the vision clear
- Setting clear expectations
- Coordinating activities
- Identifying needed resources
- Setting milestones
- Facilitating and mediating conflicts
- Driving accountability

Setting Sales Goals

Sales leaders should actively participate in setting attainable and measurable sales goals because it is essential to their success. Clear and achievable objectives provide a roadmap for the sales team, fostering focus and motivation. When goals are measurable, it becomes easier to track progress and make data-driven adjustments to strategies. This not only boosts team confidence but also ensures that resources are allocated efficiently. Ultimately, setting such goals empowers sales leaders to drive performance improvements, enhance accountability, and deliver consistent results, all of which are crucial for their overall success in achieving both individual and team objectives.

5 Important Steps to Achieve Sales Success

As the Franchisee, you have a vested interest in developing your Salesperson's capabilities. In most cases this is accomplished through coaching. Coaching is an ongoing, two-way process that the Franchisee and Salesperson share knowledge and experience to maximize the Salesperson's potential and help achieve agreed upon goals. Coaching relies on collaboration and requires a positive, supportive, and emotional bond between coach and person being coached.

Many people use the words coaching and mentoring interchangeably, but the two functions differ. Coaching focuses on immediate performance problems and learning opportunities, while mentoring emphasizes long-term personal development. Moreover, while a coach (you/Sales Coach) supervises, a mentor can not only be you but also the Sales Coach are and/or another person. Finally, a coach directs the learning and instruction during the coaching process, while the mentored person takes charge of his or her own learning during the mentoring process.

Key Ideas:

A Sales Leader coaching process has 5 steps

1. **Preparation** — Observe the sales skills, listen for signals where your help may be needed, estimate the probability of improvement, and ask the Seller to **prepare for coaching**.
2. **Initial discussion of skills and performance** — Share your observations with the Seller, ask questions and listen actively to their responses, and explore potential causes of problems or need for additional skills. Next, agree on goals and create an action plan that will best address performance problems or close skill gaps.
3. **Ongoing dialogue** — Check your Seller's progress on the action plan, refine your approach, blend inquiry with advocacy (presenting your ideas or opinions) and give feedback.
4. **Follow up/Meetings** — Regularly discuss what is working well, "start doing" and "stop doing" to make the needed adjustments in the goals or the coaching process. See the sample 1:1 Agenda as a guide.
5. **Quantifying opportunities** – It's important as the Sales Leader to keep your Salespeople based in reality. They will often hold onto opportunities in their pipeline longer expecting them to close, but the Sales Leader must dig in to ensure they're still active or if it's time to "close their file."

Sales Meeting Agenda

1. Victories
    a. Closed sales
    b. Closed filed
2. What's your plan for this week?
    a. Schedule and territory management – day by day
    b. This week's follow-ups
        i. Are they scheduled meetings or "drop bys"?
    c. What are you excited about, what are you planning to close?
    d. Do you have any meetings you need help with?
3. Sales Pipeline
    a. What's new, what can we move forward?
    b. What needs to come off?
    c. What are the dollar amounts?
    d. Where do they fit in your pipeline? 50% or 80%?
4. What do you need my help with?
    a. Ask them what they need improvement with
    b. Allow them to self-reflect on their own progress
    c. What obstacles can we remove from their world to make it easier for them to sell more

A sample W.A.R. Document (Weekly Activity Report) can be found in EMU and is available for download. In this document, you will find several tabs that guide the 1:1 conversation with your Salesperson. These items keep the Seller focused on what is important regarding their open opportunities and where they need to spend their time. This document can also serve as the Salesperson's sales pipeline where they will need to update on progress regularly.

Continuous Management and Observing Behaviors

1. Observe your Salespeople's behavior both informally (for example in a meeting) and formally (joint sales calls). Learn what the person is doing well and what skills may be lacking.
2. In case of performance problems, assess the impact of the seller's behavior on others and on the ability to achieve the stated goals.
3. Discuss your observations with the Sales Coach and ask them to observe the seller in question.
4. Link observed behaviors to the impact of others — When you meet with your Salespeople to share what you observed, discuss your observation of the employee's

actual behaviors instead of suppositions about his or her personal character or motives. Try to begin the coaching session with a positive observation and then focus on any constructive feedback. Next, explain why the observed behavior is a problem. Throughout this discussion, avoid stating supposed motives such as "your habit of interrupting customers indicates you want to dominate people," or "this behavior tells me you are not open to new ideas and that you do not like this type of sales."

Separate Your 4 Roles as a Leader

In running your business it's important to understand you can lead a team, but you must manage individuals. Your job as a Franchisee and Sales Leader is to provide your team with the leadership they need. As a supervisor, you are concerned with managing metrics. As a trainer, you make sure your employees have the knowledge they need to perform their tasks. As a Coach, you encourage. And as a mentor, you show people how to perform through exhibiting the behaviors yourself. **Below shows how these roles break down:**

Supervisor: this role is where you focus on managing the activities and metrics of your associates. In managing a Salesperson, it's important to understand that you can only manage activity and behaviors, you cannot manage results. The only way to improve results is to improve their activities and behaviors.

Trainer: Being an effective trainer is one of the most important things you do as a leader. Telling someone what to do is not training. To have effective training, it's important that you always understand:

1. The Purpose of the training – Why do they need the training
2. What will they learn
3. What will the employees be able to do and how will they perform
4. How will it be implemented
5. What is the Impact on results of the training
6. How do you encourage the trainee to participate and learn

When you consider training and what you are trying to accomplish, it's vital to know there are essentially two types of training you will be involved in.

1. **Jumpstart** – this is where you are training on a new concept or procedure to an existing employee or our business model to a new employee
2. **Continuous Improvement**- this is where you are always working on improving what and how you execute an existing process

Coach: this role is where you focus on applying existing skills more effectively. You as the coach should approach this in two ways.

Tactical: Applying existing knowledge to a specific situation

Strategic: Accessing a situation to plan a strategy

90% of all employee failure is a direct result of them not having a clear understanding of the expectations. Therefore, as a coach, it's important that you follow a process to ensure results. **We recommend the following**:

1. Set Clear Expectations
2. Assess Performance, not the individual
3. Create a Game Plan to WIN
4. Provide Feedback
5. Recognize Results

Mentor: The role of a mentor is truly to lead the way. To be a great mentor, you must be able to *talk the talk and walk the walk*. Individuals that are in leadership roles who employ the motto of "*Do as I say, not as I do*" are not nearly as effective as those who employ the strategy of "*Do as I do*." Mentor titles are earned and not given, and if you wish to lead your sales team and organization, you must be able to get results personally.

Overview the Sales Leader's role

You will understand what makes an effective Sales Leader as well as learn how to create a vision, motivate, and implement a sales development plan.

A Sales Leader

A Sales Leader will create a vision that the Salespeople will support with their hearts and minds. Simply stated, a vision is a description of an altered and improved future. A vision has three important purposes:

1. Clarifies the general direction for the future since people are often confused or disagree on the paths their organization should take. By establishing a clear direction, a vision helps your Salespeople make decisions and move forward more confidently.
2. Motivates people to act in the right direction even if it's personally difficult. The alteration required to support a vision is not usually easy. Often people are asked to learn new skills quickly or work with constrained resources for a length of time. An effective vision helps to overcome people's reluctance.
3. Helps coordinate the actions of the Salesperson efficiently. If you establish a clear vision, the representative can figure out what to do by themselves. Without a well-articulated vision to guide them, Salespeople will spend valuable time constantly checking for direction.

How: Communicate effectively, implement skill building activities and execute the sales development plans.

Communicate Effectively

Key Ideas

Try to identify what would most energize and inspire your Salespeople to achieve your desired results.

1. When you communicate your vision, clearly spell out the benefits of your alternative future in term of its impact on them. Be sure you use terminology and concepts that the Salespeople will easily relate to and understand.
2. One prerequisite for communicating your vision effectively is the credibility you establish with your Salespeople. Credibility derives from two factors: Expertise and Trust.
3. When you exercise sound judgement that proves you are knowledgeable about your ideas and accumulate a history of successes, your Territory Sales Account Manager will perceive you as an expert. If you are candid and sincere and put their interests ahead of your own, you will earn their trust.
4. Only by establishing your trustworthiness and your expertise will you build the credibility you need to get your Salespeople to believe in and follow your vision.
5. To successfully motivate, you must uncover their inherent motivations. Everyone has motivational energy; it just may not be directed effectively in the workplace.

As a Sales Leader, your role is not to try and motivate but rather to help them motivate themselves. Instead of trying to impose a solution on your sellers, work with them to uncover the barriers that prevent them from achieving desired sales goals. If the employer is successful at aligning his/her company goals with the seller's personal goals, success will happen!

Note: best applied after onboarding when you know each other.

Skill building activities

1. It is recommended to schedule a day/time to establish a recurring meeting to practice and fine-tune sales pitch.
2. Practice and certify all sales pitches from their EM Bootcamp training; Franchisees' first (lead from the front) then Salespeople.
3. Use and implement all sales tools (CRM, EMU, and territory planning)

Define a sales development plan

Once you have determined the Salespeople's skills, interests, and values, you are ready to draft a sales development plan. You and your Salesperson will create this together. This plan should contain the following information:

1. Specific sales goals along with a timeline
2. Action steps might include:
    - Training
    - Certifying
    - Coaching
    - Work assignments

Retain

RETENTION PROGRAM

As your Franchised Business grows larger, you as the owner are removed further and further from the customer. It becomes truly impossible for an owner to do all the things he or she must do and build relationships with hundreds of customers (if not thousands of customers). Enviro-Master knows from experience that if a culture of customer retention is not developed with both Technicians and Salespeople, then you will lose customers at a much higher rate. Having the required number of Sales Representatives in their own exclusive territory with an ownership mentality will result in not only a high growth rate, but also a high customer retention rate. **Below are some additional items Enviro-Master recommends you establish in managing your sales staff.**

Maintain a positive environment for your sales staff. Salespeople must believe in the product and services they represent as well as the company that employs them. Make sure all service commitments are met on a timely basis. Additionally, never discuss financial matters regarding your Franchised Business's financial condition. For example, a simple innocent statement such as "*you are selling so much I am going to need to pay your commission over time."* This seemingly innocent statement might cause your most important employee to start looking for a job thinking you are going out of business.

Ensure your service department delivers what your Salespeople promise. It is strongly suggested you keep an install calendar and discuss with the Sales Representative each week what the service department can deliver. Nothing will slow sales faster than a good seller being afraid that their service department cannot deliver what is promised to the customer.

Hold a sales meeting each morning following your Monday Morning Meeting. This ensures that your Salespeople are up early and ready to start their day. During this meeting you should discuss sales, installs, pending installs, support needed, and sales plans. This meeting should be a very **positive** event where you **celebrate the successes**.

Quality Control is a critical part of Enviro-Master's business which accomplishes several things. First, it reinforces to your Salespeople that you take quality of service issues very seriously; second, it instills a feeling of ownership within your Salespeople- that their customers depend on them for service and support; and, third, it is an opportune time for the Salespeople to upsell additional products and services to its customers.

Ride with your Sales Representatives on a regular basis. Think of yourself as a coach and it is your job to ensure your Salespeople meet their goals. As a coach it is difficult to help someone if you are not with them in-person. Being with your Salespeople allows you an opportunity to view them in action – their presentation strengths, weaknesses, and their demeanor with the customer. Working with your Salespeople also allows you to build a good relationship and team atmosphere.

Always Remember to Manage Like a Coach Using Five (5)

Basic Principles

1. Set Clear Expectations
2. Assess Performance
3. Create a Game Plan to Win
4. Provide Feedback and
5. Recognize Results. **Salespeople need continuous positive coaching to be successful**. Regularly scheduled rides are one way to keep your Sales Rep on track for success.

Make the position fun. You can set goals, hold sales contests, and award prizes for accomplishing the goals and/or winning the contests. These simple ideas are a way to make things more interesting and fun. You should always plan on taking your Salespeople to the Enviro-Master National Convention as an award. Salespeople love to network, hear how others are doing, and receive recognition from their peers. Salespeople also love to be part of the big picture, which gives them additional confidence when approaching National and accounts.

When a problem develops and your Salesperson is not consistently making sales quota . . .

The following is recommended:

1. Ride with them to determine if their sales presentation needs revisions. (Are they just pitching a sale without bonding with the customer?)
2. Are they making enough cold calls to fill their pipeline?
3. What % of cold call accounts are they closing vs. Inside Sales leads?
4. At some point if the Sales Representative does not turn their sales around, you must take action: A **Performance Improvement Plan (PIP)** is recommended which should detail the actions needing to be taken to turn their performance around.

   A sample PIP can be found in the *Resources* under *Franchisee Resources* in *EMU.*

Retain. Grow. Gain.

Adopt a philosophy of Retain, Grow, Gain with everyone in your organization.

1. Retain existing accounts by maintaining relationships and QC visits on a regular basis.
2. Grow existing accounts by adding additional products and services. Remember that

people don't like to be sold something they don't need but **love** to be presented solutions to problems they have.

3. **Gain new accounts**. Always work to gain new accounts. The more accounts you have, the more visible you will be in the marketplace.

Develop a sales plan and review regularly. It is very important that you work with your Salespeople to develop goals and put a plan in place to reach those goals. This is not a one-time event, but an ongoing dialogue and process that requires regular and consistent review.

Why Salespeople Quit. You have heard it said that people are hired by companies, but they quit because of Managers.

1. Good Salespeople quit when they feel underappreciated by their managers or are not getting adequate support from the company's leadership. Salespeople need constant encouragement and support and should receive this from ownership. The best sales managers are those that lead from the front, show Salespeople the job, and don't simply tell it.
2. Good Salespeople quit is change in compensation. Enviro-Master has done extensive research on pay plans for Sales Reps and, in order to execute the strategy of Retain, Grow, Gain, Sales Reps must be compensated accordingly. This compensation consists of a base salary, new sales commission, and a residual commission.
3. Salespeople often leave their positions when their territories are modified. Therefore, it is crucial to ensure that, prior to hiring your initial Salesperson, all territories are segmented according to the guidelines outlined in your Franchise Agreement. For instance, if your Franchise Agreement stipulates the need for six Salespeople by year #3, you should divide your sales territories into six sections and allocate new Salespeople to the areas where new rooftops are needed. Assigning excessive territory to a Salesperson can result in extended travel time for your service team and reduced route efficiency.

Appendix II: Office Management Guide

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System Introduction

This manual describes the basics of what is required on a weekly basis to operate the system. More in-depth video-based training is available on the Enviro-Master University (EMU) site.
Our platform leverages off the shelf software, which in both cases is cloud-based. No additional software is required to be loaded on your local laptop or desktop computer. We support both PC and MAC environments.

System Overview

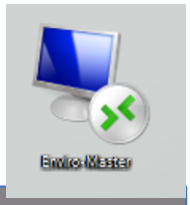
Our system consists of 3 main platforms:

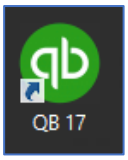
1) QuickBooks (QB) – accounting and reporting platform
2) RouteStar Online (RSO) – routing and pricing platform
3) RouteStar Mobile (RSM) – technician schedule and invoicing platform

The routing platform and technician system are 100% integrated, meaning that the changes are live between the 2 systems. The integration between the QuickBooks accounting and RouteStar routing platform is via the QuickBooks Web Connector, which runs on a 30-minute synchronization.
QuickBooks is accessed via the TRAPP Remote Desktop, while the routing platform and technician system are accessed via a web browser

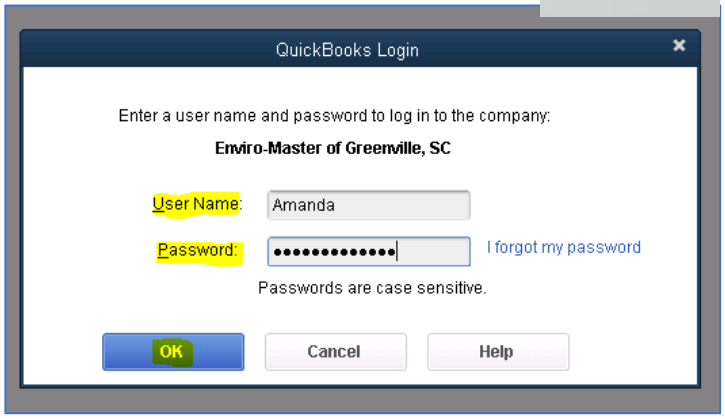
Accessing QuickBooks

On your local desktop, click on the Remote Desktop icon (pictured to the right). Once you are logged on to the Remote Desktop you can now access your QuickBooks instance.





Locate the QB icon (pictured to the right - the version number may differ). This is your QuickBooks Icon. Double-click on the icon to launch QuickBooks.

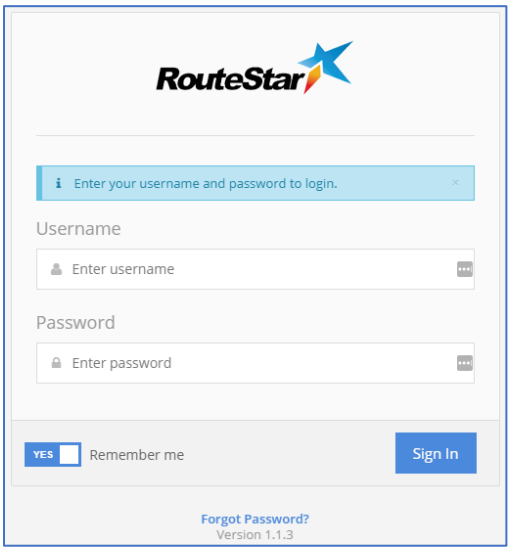


After you double click on the icon QuickBooks will prompt you for your username and password (pictured to the right). After you fill in this information click "OK". You are now logged into QuickBooks.

Accessing RouteStar Online (RSO)

RSO use is intended for Franchise Owners, Office and Operations Managers only. It is designed to be used on a laptop or desktop computer, utilizing the latest version of windows. It is not designed to operate on a cell phone.
Open a Google Chrome browser (**the system only works with Chrome).** Navigate to your URL, example: *"em<company name>.routestar.online/**web**/"*

RSO will prompt you for your username and password. After you fill in this information click "Sign In". You are now logged into RSO.
RSO is used to setup customers, setup routing, pricing and customer information. It is designed as a fully functional Customer Relationship Management (CRM) platform, where documents and customer interactions may be stored.
Customer may also be setup in QuickBooks as well, the sync is bi-directional. Items and classes must be setup in QuickBooks, for administrative reasons.



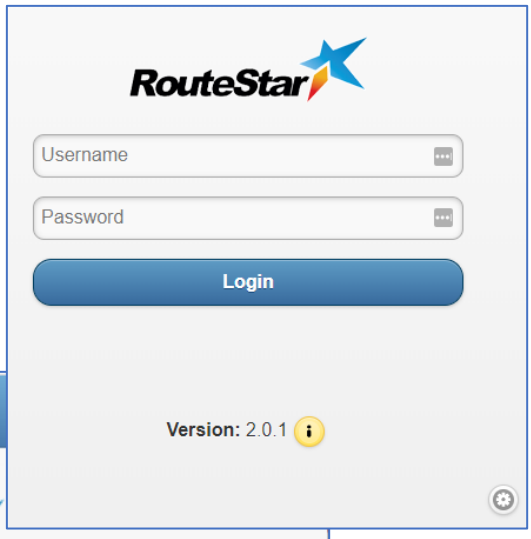
Accessing RouteStar Mobile (RSM)

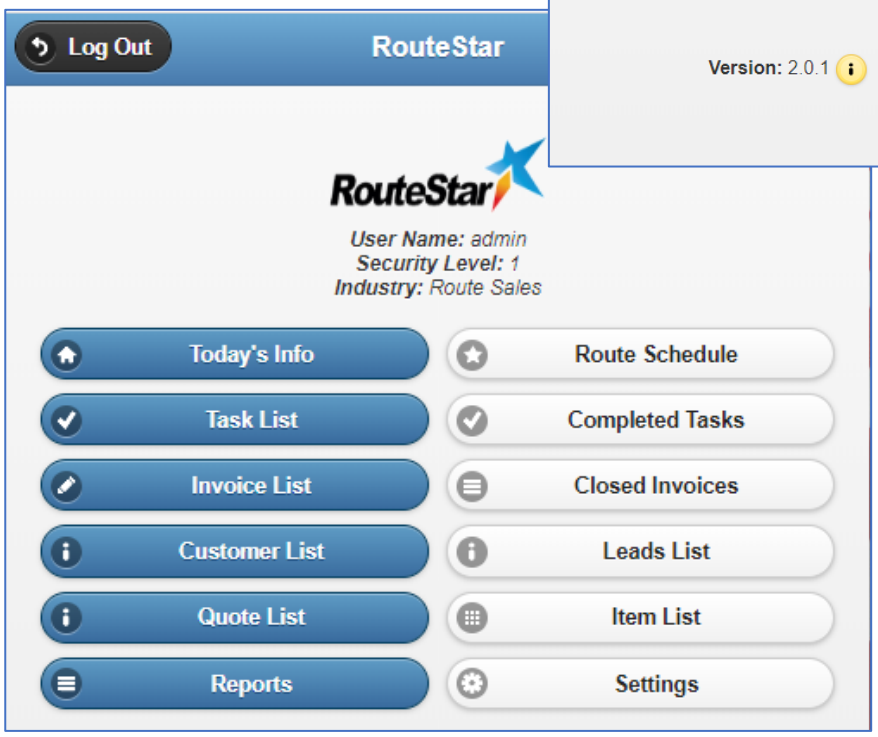
RSM use is intended for Technician or Operations Manager use only. It is designed to be used on a cell phone.

Open any browser on the technicians cell phone and navigate to your URL, example: *"em<company name>.routestar.online/**app**/"*

Note: Notice the subtle difference between the desktop and mobile version URL.

RSM will prompt you for your username and password. After you fill in this information click "Login". You are now logged into RSM. RSM is used to check the route schedule and complete invoices and tasks (see image below).





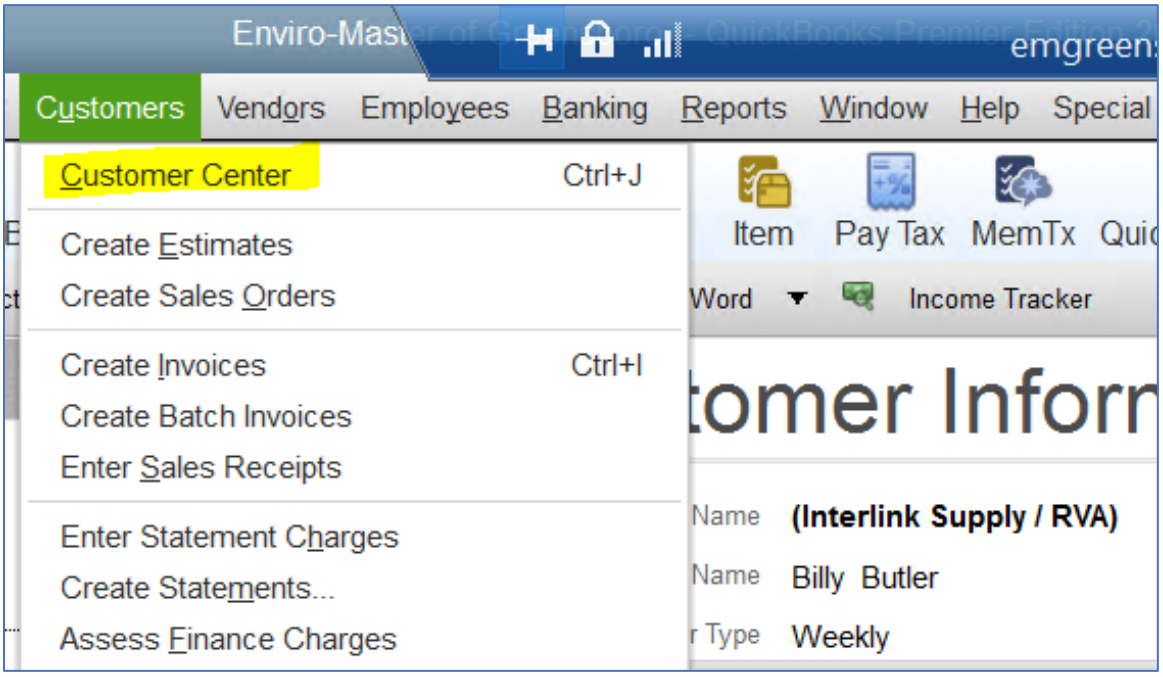
Customers – Office Manager

Customers, Customer Entry

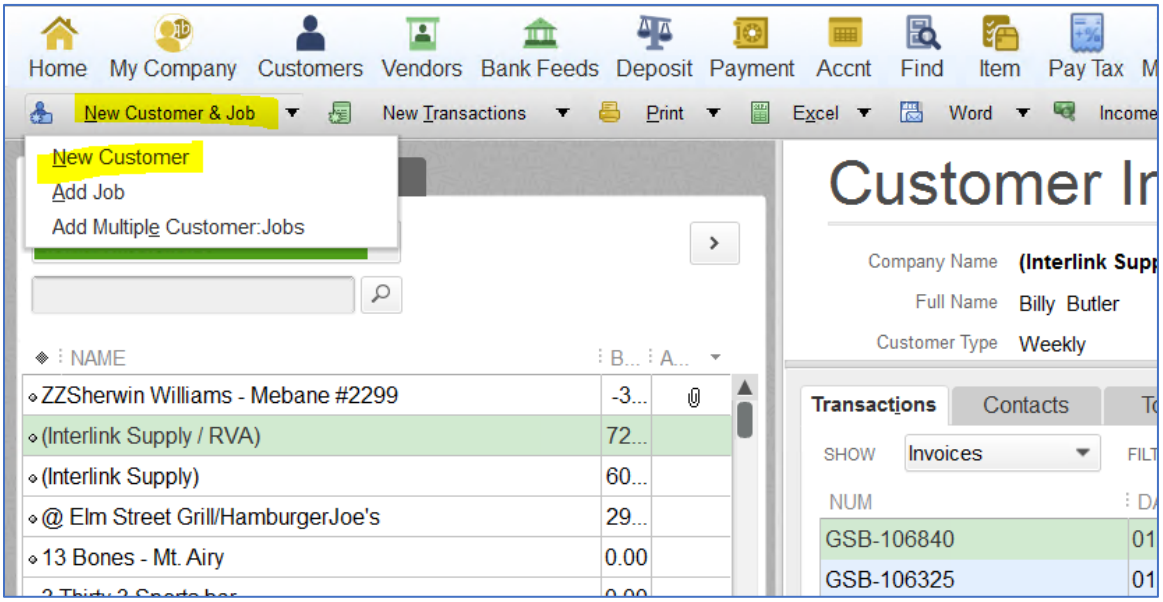
Customers may be entered directly into RSO *or* QB. This manual will detail the QuickBooks side, but in RSO, the fields and data requirements are *near* identical (custom fields in QB are not sync-able).

> Tip: If you require that a customer be setup quickly, so that an installation invoice can be created, set it up in RSO under Customers, Customer Entry and capture the non-sync-able data in QB after the fact.

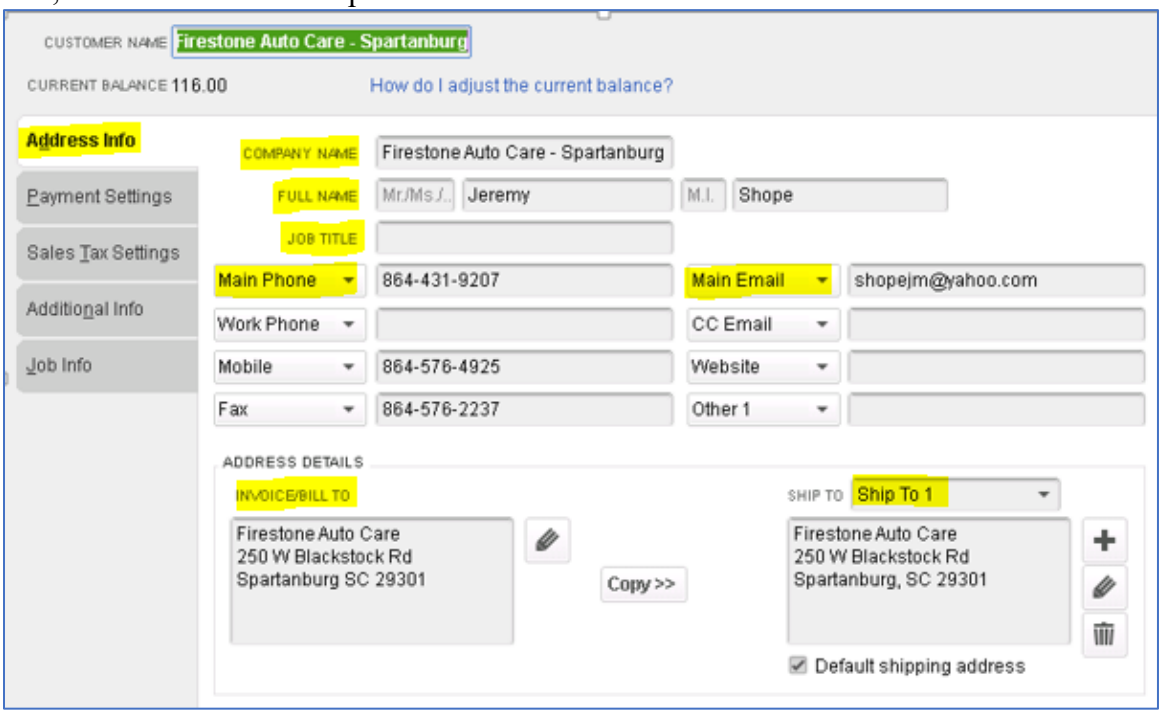
In QuickBooks, go to "Customers" and in the drop-down window click on "Customer Center".



Click "New Customers and Jobs" then "New Customer".



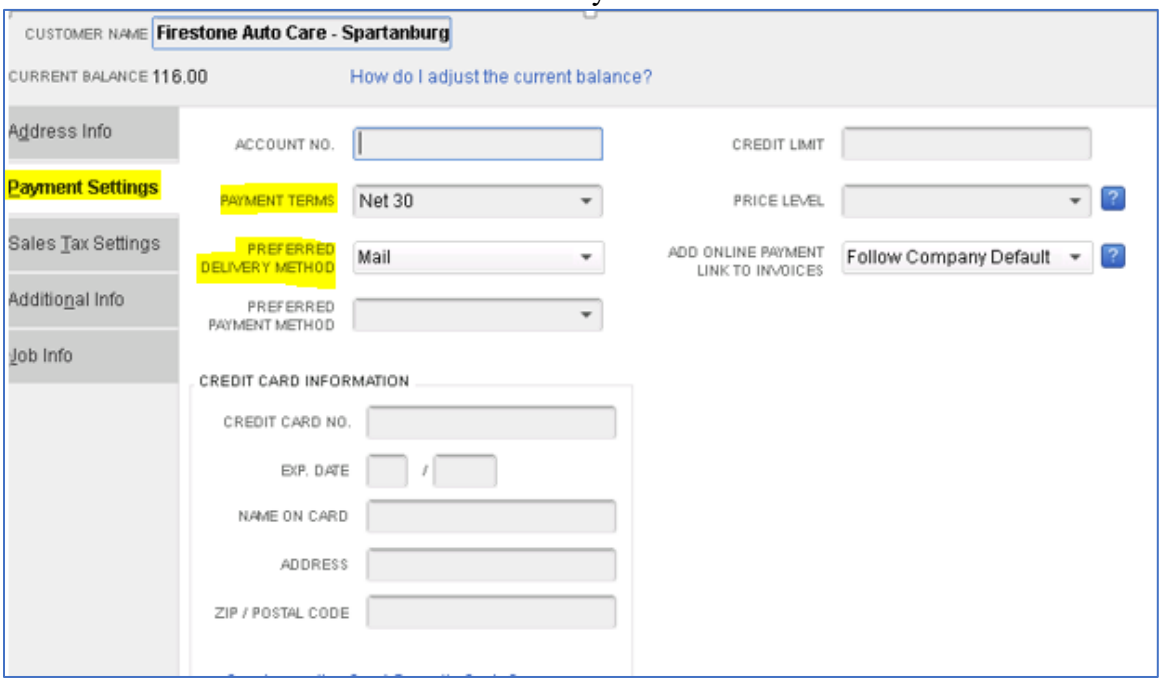
First tab is titled, “Address Info”. Complete all the customer’s contact and address information.



***INVOICE/BILL TO** is where the invoice needs to be mailed, if different from the address the service is performed at. **SHIP TO** is where the location of the service is performed.

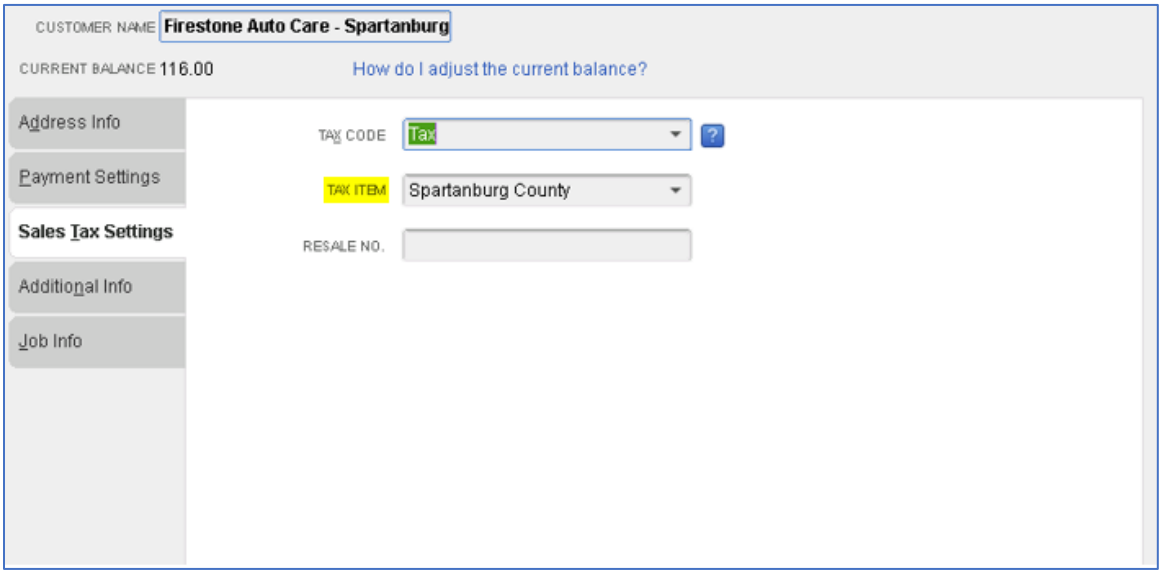
Note: Customer name is repeated in the Bill and Ship Address boxes.

Second tab is “Payment Settings”. Select your customer’s payment terms: Net 30, CC or COD. If the customer is a COD customer you will leave your Preferred Delivery Method as None, if the customer pays through any other method you choose Mail or Email as the Preferred Delivery Method.

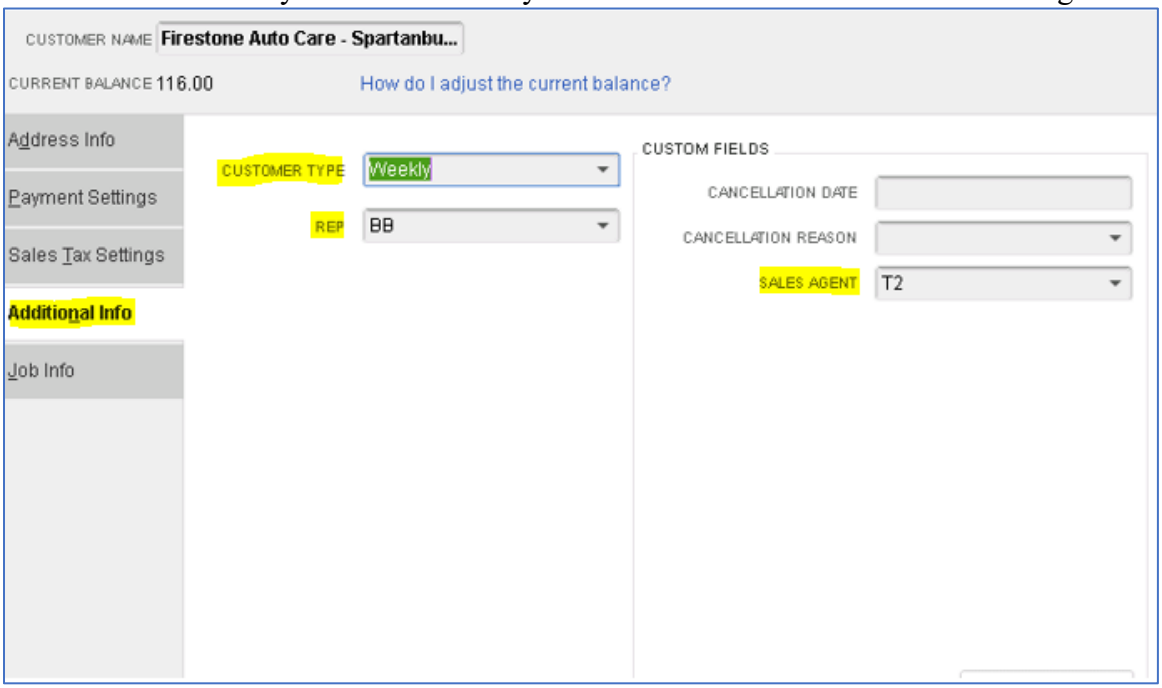


Next tab is “Sales Tax Settings”. This is different for each franchise depending on what state / county your customer is located in. You will need to find out from Accurate Payroll what you should be filling out in this field.

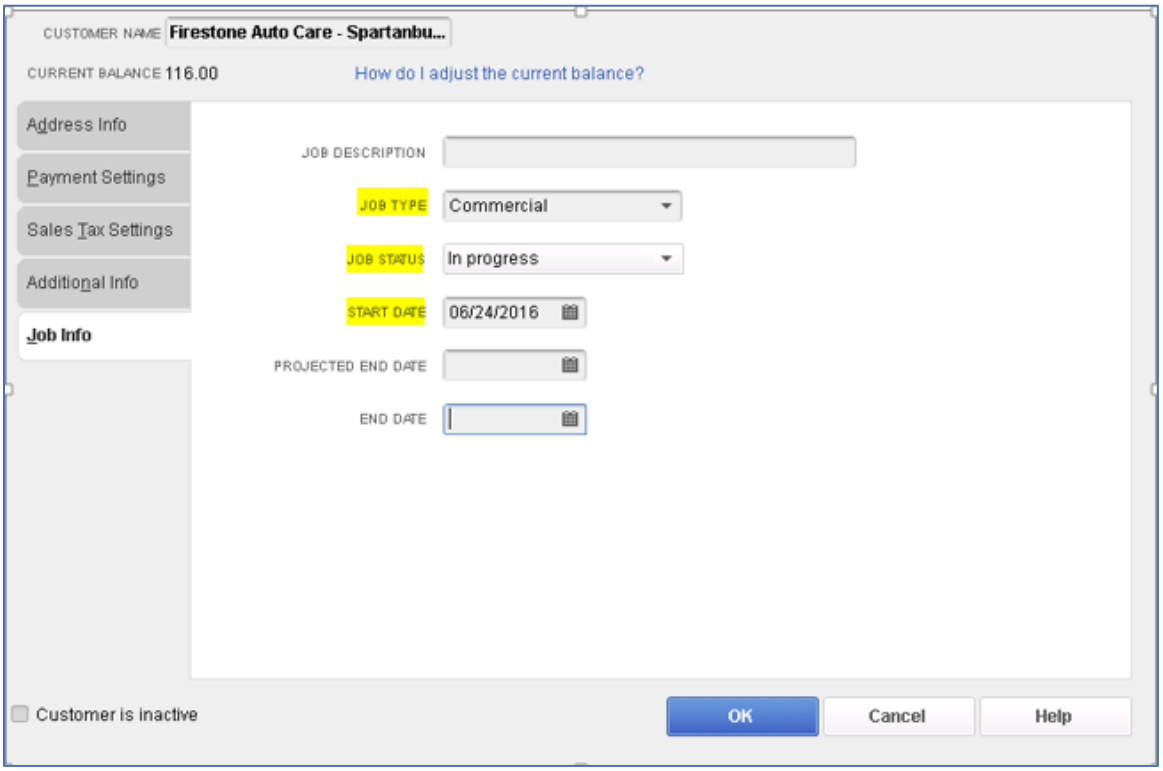
In some states you only have state tax, in others you have county tax. Sales Taxes are associated with customers and applied at the invoice line item level.



Fourth tab is “Additional Info”. You will fill out the “Rep” which is the Sales Rep that sold the account. If this customer was an inside sales lead you want to identify who the lead came from under “Sales Agent”.

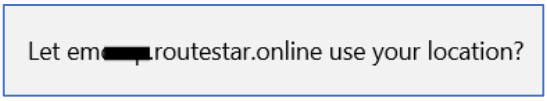


Last Tab is “Job Info”. Job type is always Commercial. Job Status is In Progress unless the customer has canceled. Start date is the Date the service agreement was signed.

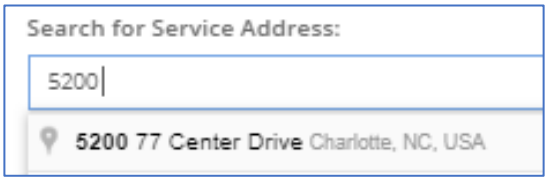


Note: These fields are optional and may be used for reporting purposes in QuickBooks.

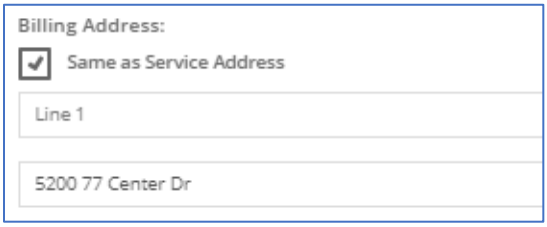
When setting up the Customer Details in RSO, select the Customers, Customer Entry menu option. Complete the information as you would in QuickBooks. When you get to the Service address section, the software will want to know your location, so that it can ‘live’ search for the address. Please allow the location service to be turned on.



When you start typing the service address, the software will ‘suggest a match’ and complete all the fields for you:

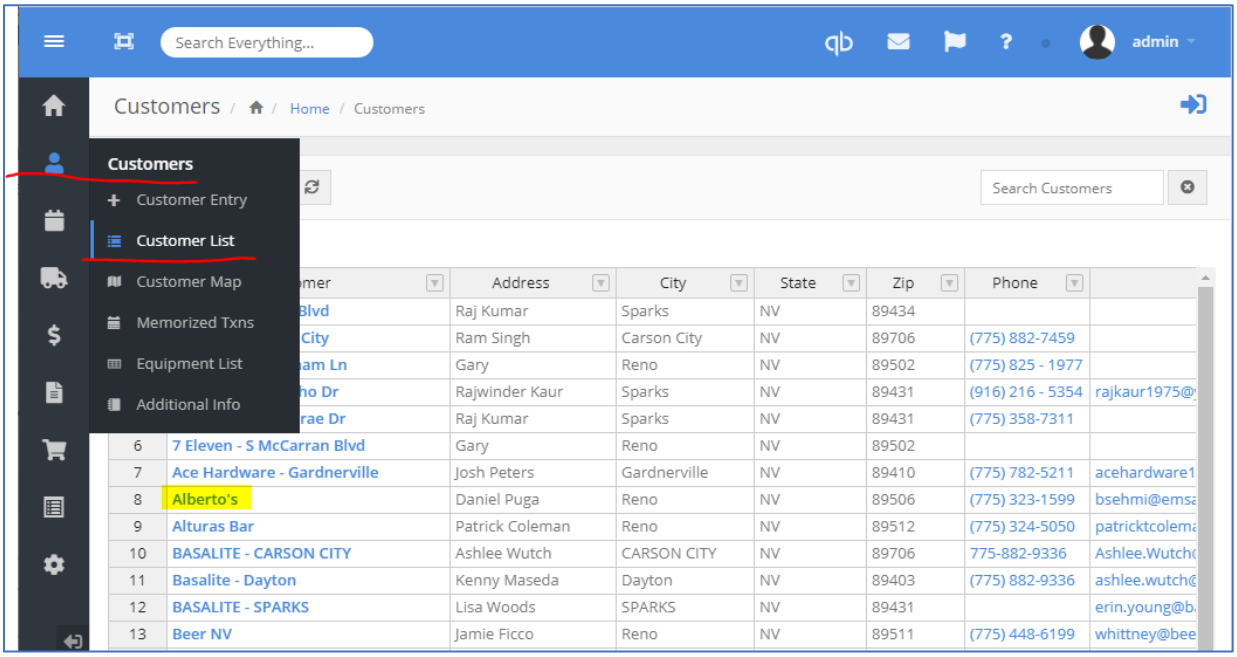


You may also elect to copy that address to the Billing address as well:

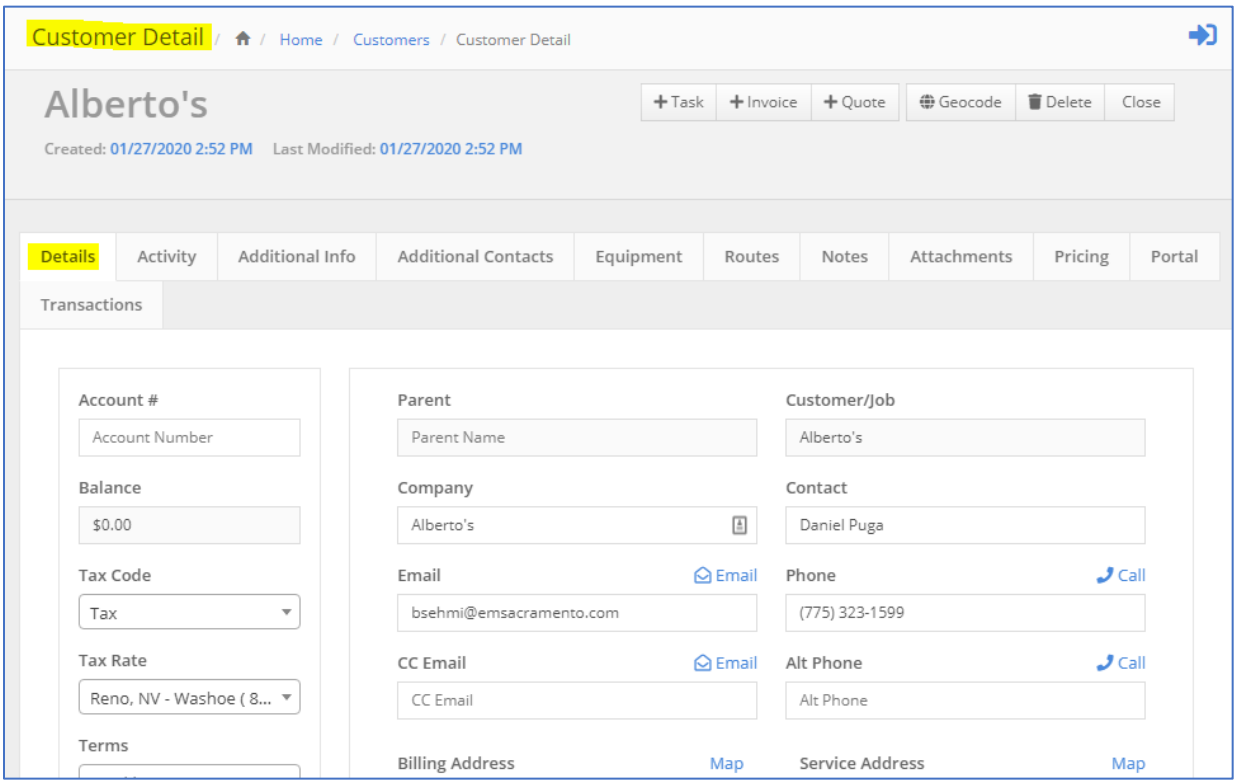


Adding Routing & Pricing (required)

Once the account has been setup via QuickBooks or RouteStar Online, you will need to add the routing and pricing information to the customer. Select Customers, Customer List and select the customer:

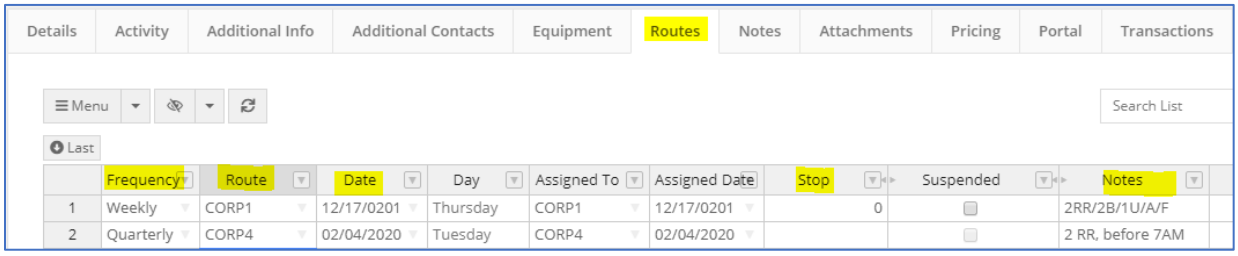


The software will display the Customer "Details" tab by default. There are a series of tabs across the customer record which allow you to adjust the various fields. The default Details tab is essentially the QuickBooks customer information screen:

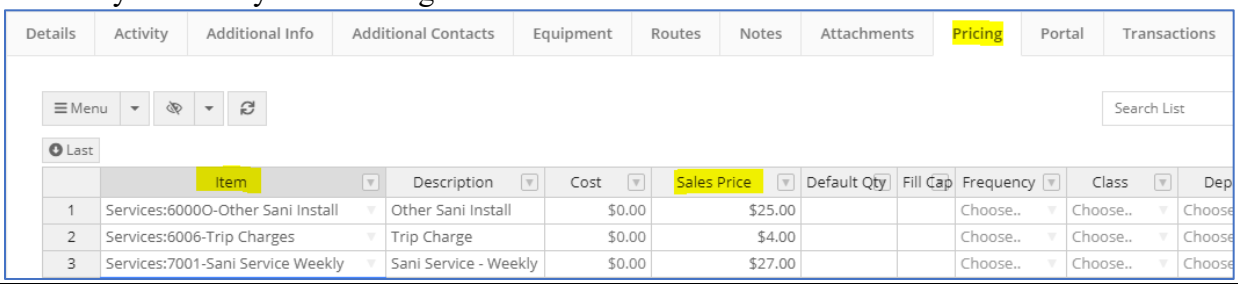


On the "Routes" tab, you are essentially adding the customer to the Route schedule. Highlighted are the areas you will be completing with your information. It's important to add any additional information your Technicians may

need to know in Route Notes. This will show up on the technician's copy of customer invoices and the Route Schedules.

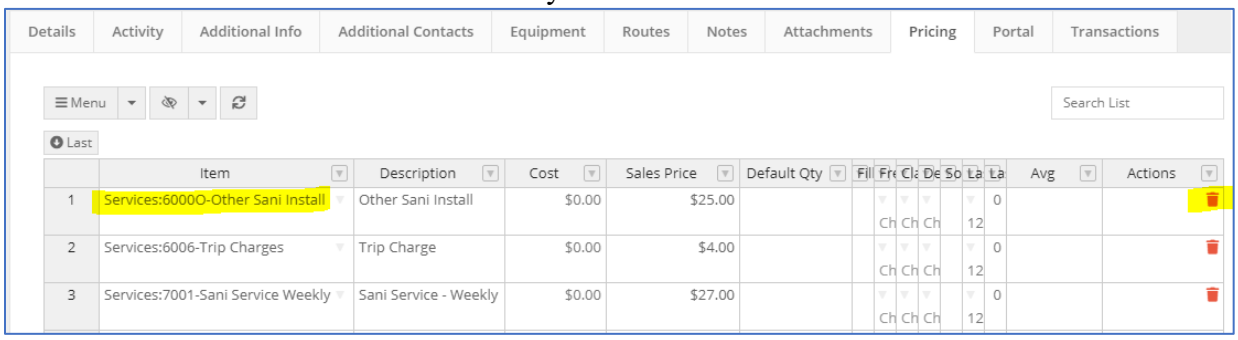


On the "Pricing" tab, add all the line items for the invoice. On an install invoice you will add all Sani service install items, paper products if any, Dispenser Warranty/ Install item as well as any dispensers that are being installed. The only columns you are filling in are the Item and Sales Price.



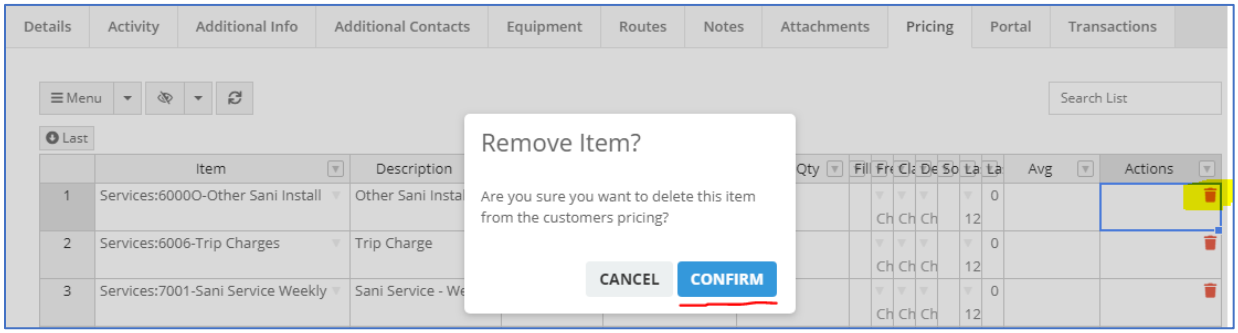
Tip: Add a "Default Qty" of 1 to any weekly service items. This will pre-populate the invoices with a Quantity 1, so that the technicians are aware that the service invoices every time. You would NOT enter a default quantity for inventory items, such as paper.

After you generate the invoice for the install, you will be required to change your new customer's invoice to a regular Sani service invoice. To make these changes go to Customer Detail. On the pricing tab change your line items to regular service codes. In the example below the customer is weekly so you will change the "6000 – Weekly Sani Install" to "7001 - Sani Service Weekly".



Note: If you had already added the 7001-Sani- item to the pricing tab previously, then simply delete the install line item, by scrolling to the right and clicking on the red trash can icon.

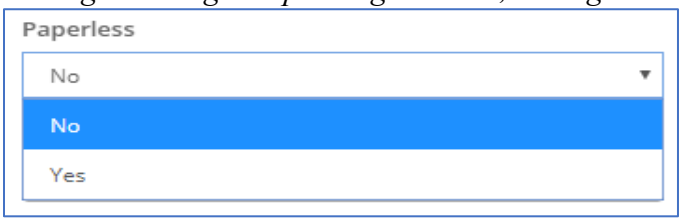
Once you click the Delete Record icon, a “Remove Item” window will pop up asking you if you are sure you want to delete the line item. Click “Confirm”.



Additional Commonly Used Fields

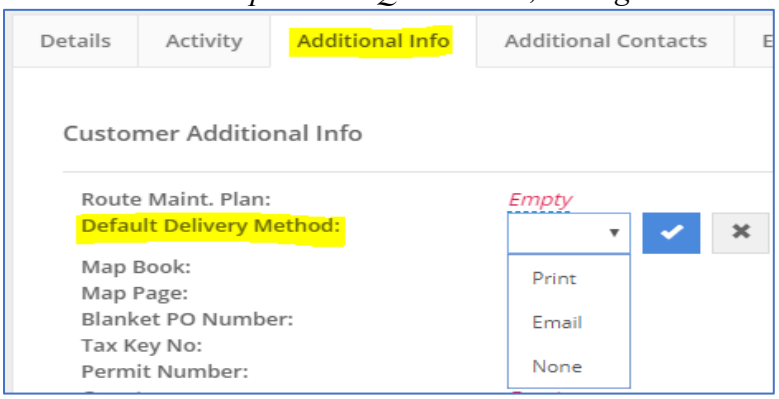
Customer Detail, Details tab: Paperless

When generating and printing invoices, having this set to Yes, means that a paper invoice will not print.



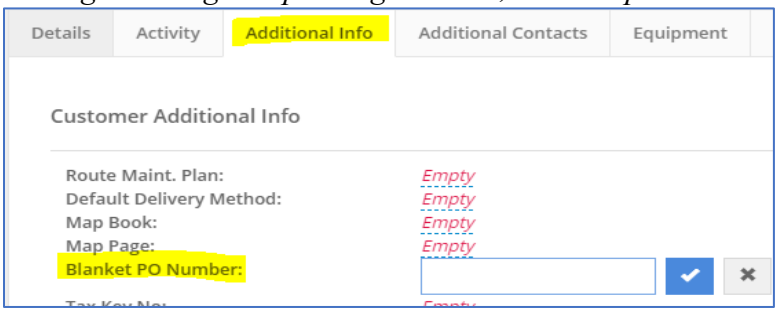
Customer Detail, Additional Info tab: Default Delivery Method:

When an invoice is posted to QuickBooks, setting this to Email will create an invoice in send Form.



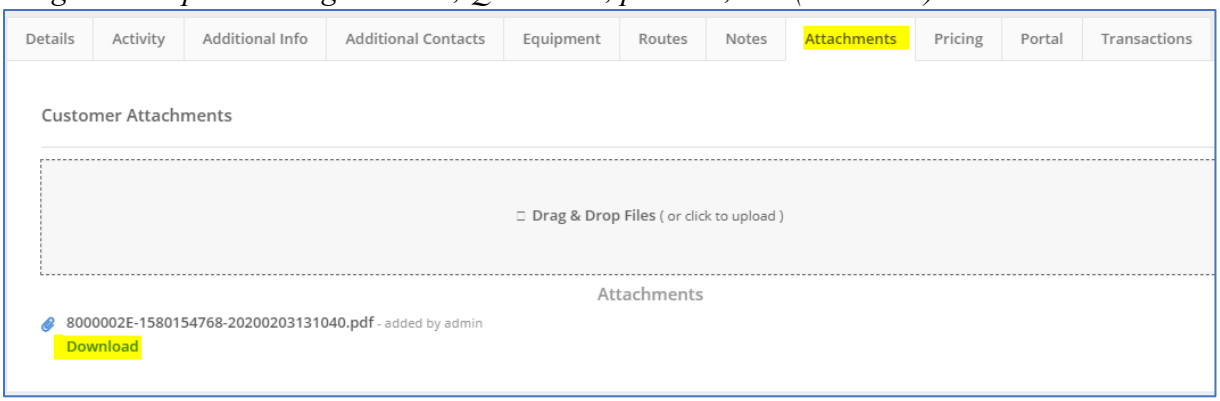
Customer Detail, Additional Info tab: Blanket PO Number:

When generating and printing invoices, this will print a PO# on the invoice.



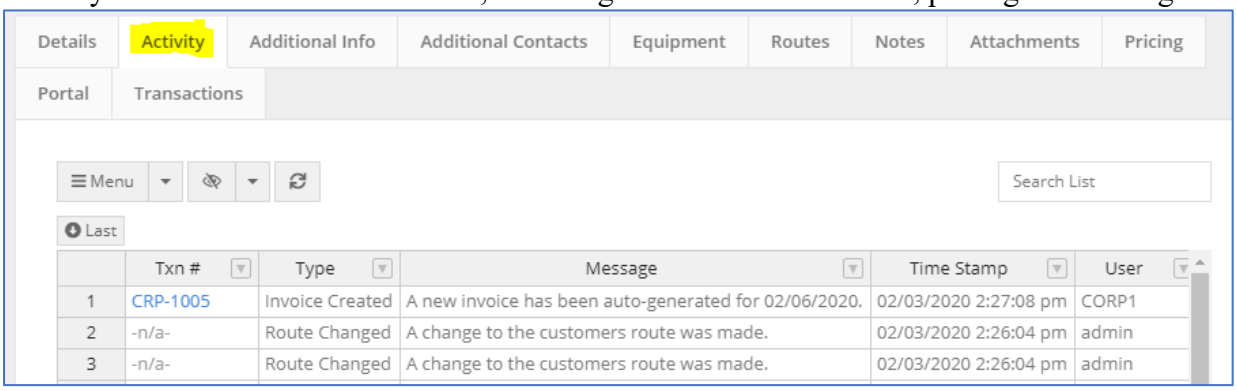
Customer Detail, Attachments tab: Service Agreement

Drag and Drop service agreements, QC Forms, pictures, etc. (unlimited)

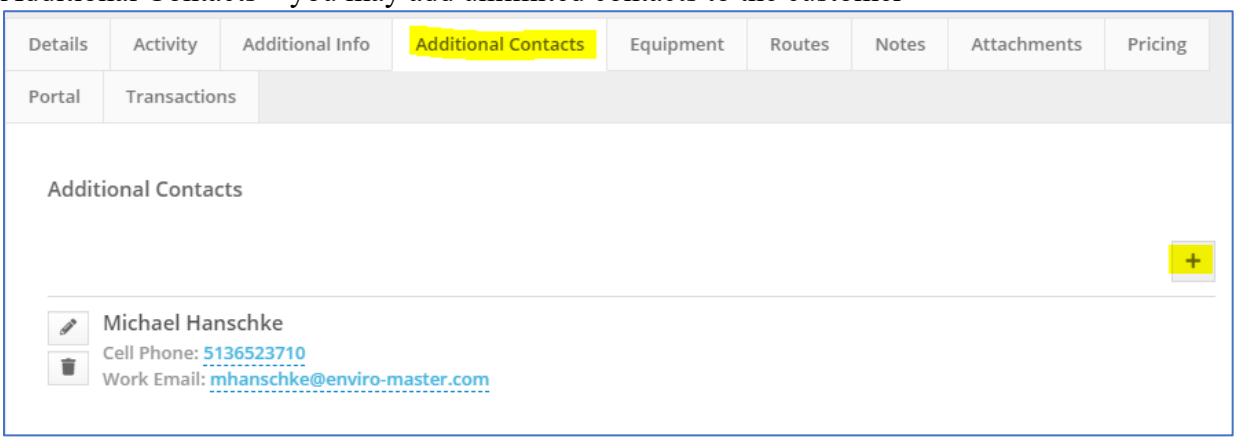


Additional Tabs

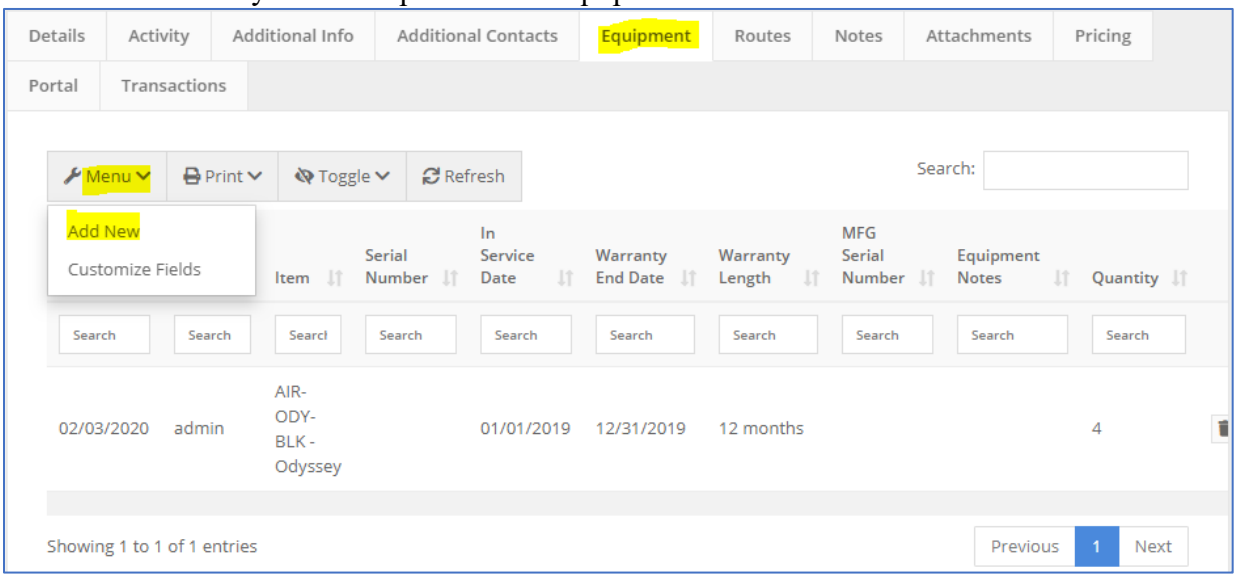
Activity – lists all route advancement, invoice generation and customer, pricing and routing changes.



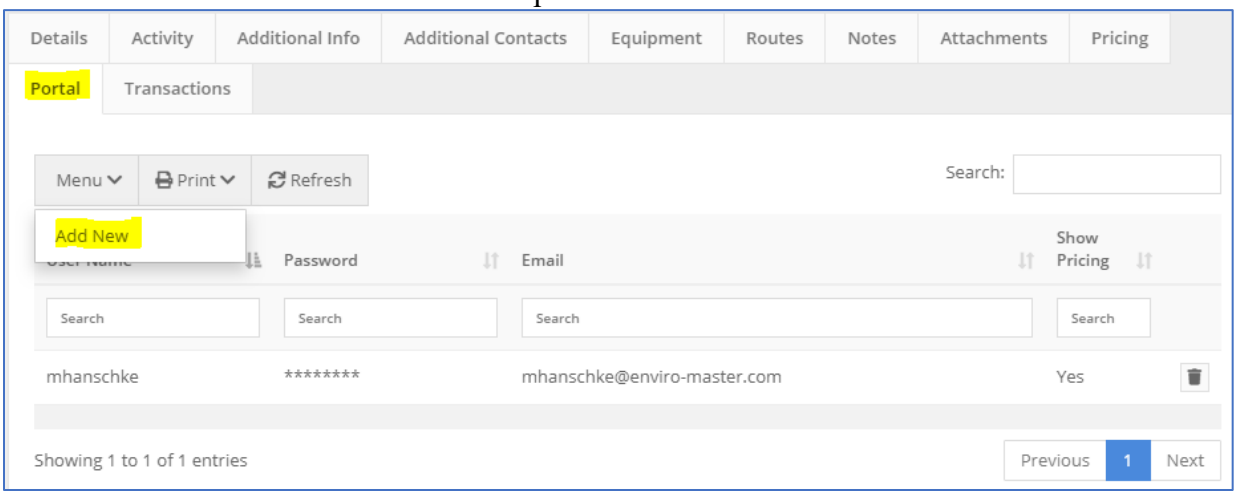
Additional Contacts – you may add unlimited contacts to the customer



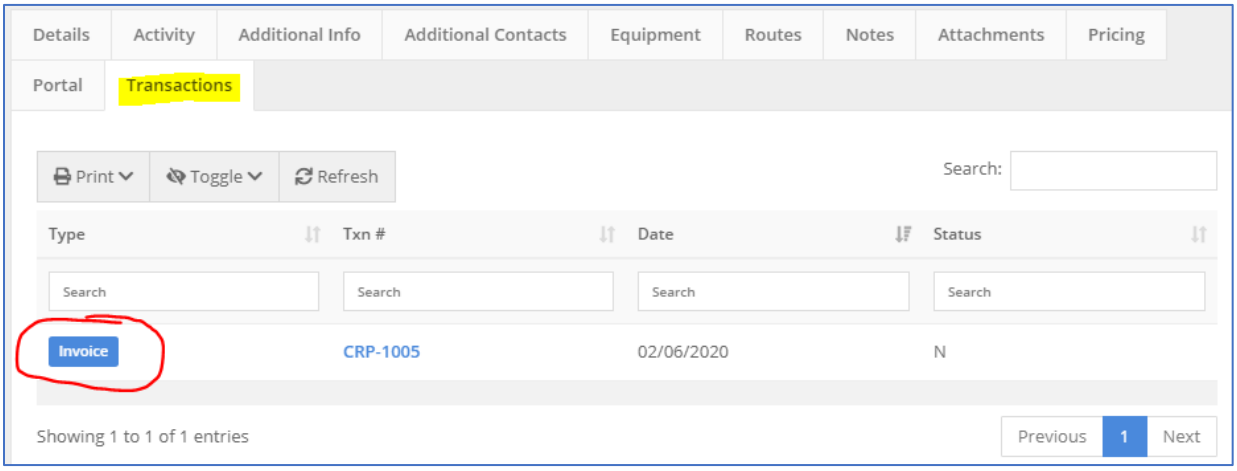
Equipment Information – ability to add dispensers and equipment to the customer record



Portal – administration area for customer portal



Transactions – lists all transaction associated with the customer



Customer Ribbon / Menu Items

On the Customer Record, you have the option to perform other actions for the customer:

Task – create a task associated with this account, to perform an emergency repair, schedule a QC, or a visit.

Invoice – You may create a new adhoc customer invoice from this screen. These invoices will have a "M" prefix and number, which cannot be changed.

Quote – For an existing customer, you may want to Quote a new product or service for them. The Quote field is used to track "Upsells" on the CRM dashboard.

GeoCode – If a Ship To address field is updated, you may need to GeoCode the customer. GeoCoding is what allows us to display customers on Maps.

Delete – If you accidently create an account that *has not been transacted* against, you could delete the customer. Depending on sync timing, this customer will also be removed from QuickBooks, if it had sync'd over.

Note: Customers which have transactions associated with their customer record will not be able to be deleted.

Close – Closes out the customer record and returns to the Customer List / Grid.

Commonly Used Item Codes

Note: Depending on your installation timeframe, these codes may vary. Top2Bottom business solutions (formerly Accurate) maintains Item Codes on your behalf.

Install Codes

5000- Dispenser Warranty/ Install Charge	6000- Weekly Sani Install
6000BW- Bi Weekly Sani Install	7000 - Smart Drain Installs
8000- Monthly Scrub Install	8000W- Weekly Scrub Install
8000BW- Bi Weekly Scrub Install	8000BM -BiMonthly Scrub Install
8000Q-Quarterly Scrub Install	8000BA-BiAnnual Scrub Install
8000A- Annual Scrub Install	8000O- Scrub Install Other
AIR-ODY-BLK - Odyssey Battery D	Foaming Hand Soap Dispenser

***Most paper dispensers start with L

Regular Service Codes

6006 – Trip Charge	6008 – Remove Dispensers
7001 - Sani Service – Weekly	7001SG- Sani&Gaurd Service Wky
7002 - Sani Service – EOW	7002SG- Sani&Gaurd Service EOW
7003 - Air Freshener Service	7006 -Hand Sanitizer Service
7007 - Feminine Hygiene	7008-Lotion Soap service
8001 - Sani Scrub - E4W	8003 - Sani Scrub – EOM
8004 - Sani Scrub – Qtrly	8005 - Sani Scrub - Bi Annual

Product Codes

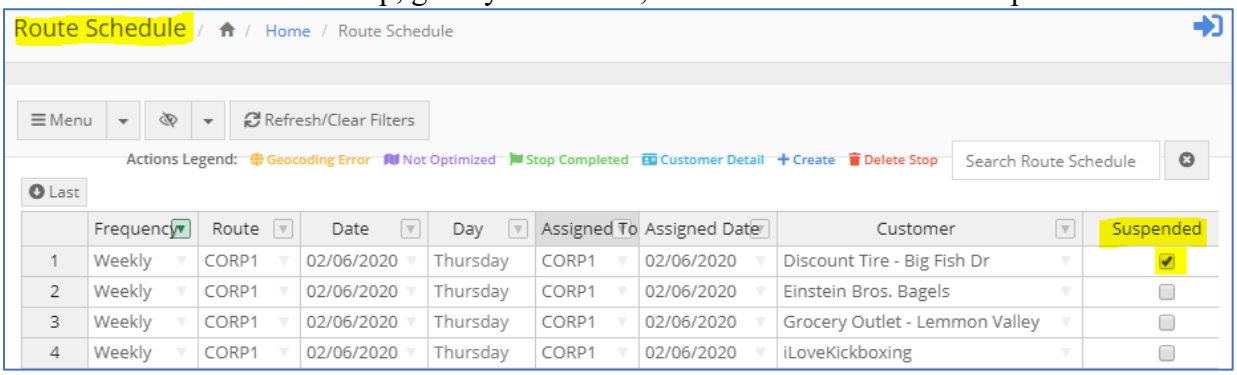
KOR EVM01422-Enzymatic Drain Cleaner	KOR EVM01670 - Deep Wash
L3010 - Poly Scrub	JRT-2Ply
8" HARDWOUND KRAFT	MULTIFOLD KRAFT
HH KITCHEN TOWEL	TOILET SEAT COVER
WAVE URINAL SCREENS	URINAL MATS

Suspended Customers

From time to time you may need to suspend a customer's stop. This can be due to a number of reasons. Whether your customer is going to be closed for an extended holiday, moving locations, financial reasons or has asked you to put their services on hold for an extended period of time, you will need to suspend the customer's stop so that invoices do not print and the customer does not show on your route schedules.

It's important to know that this customer will still remain on your Route Schedule. It will roll forward with all your other customers scheduled stops every time you post route.

To suspend a customer's scheduled stop, go to your Routes, Schedule and check the Suspended checkmark:

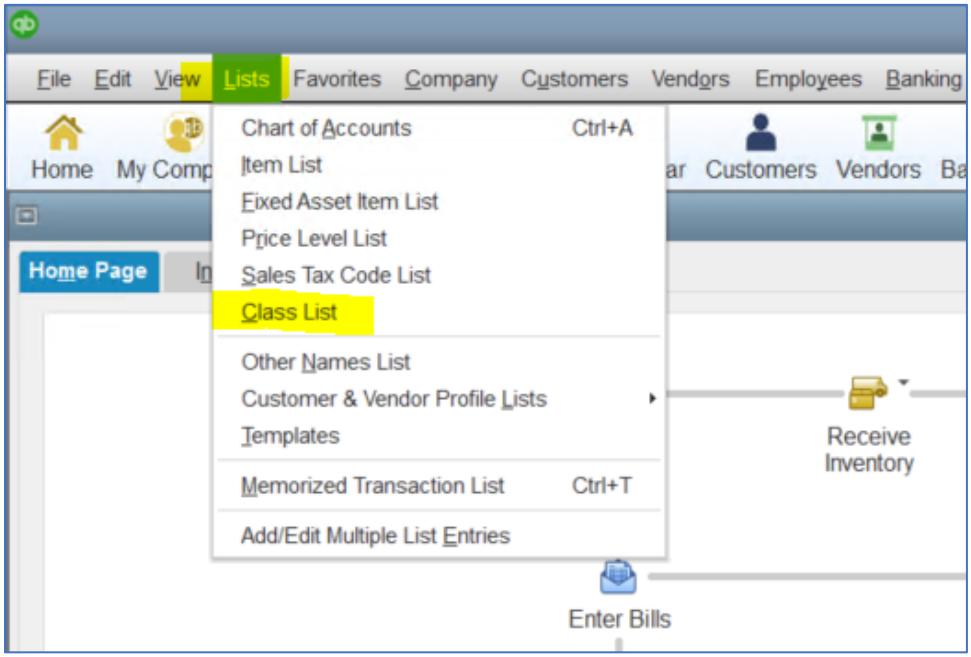


	Frequency	Route	Date	Day	Assigned To	Assigned Date	Customer	Suspended
1	Weekly	CORP1	02/06/2020	Thursday	CORP1	02/06/2020	Discount Tire - Big Fish Dr	☑
2	Weekly	CORP1	02/06/2020	Thursday	CORP1	02/06/2020	Einstein Bros. Bagels	☐
3	Weekly	CORP1	02/06/2020	Thursday	CORP1	02/06/2020	Grocery Outlet - Lemmon Valley	☐
4	Weekly	CORP1	02/06/2020	Thursday	CORP1	02/06/2020	iLoveKickboxing	☐

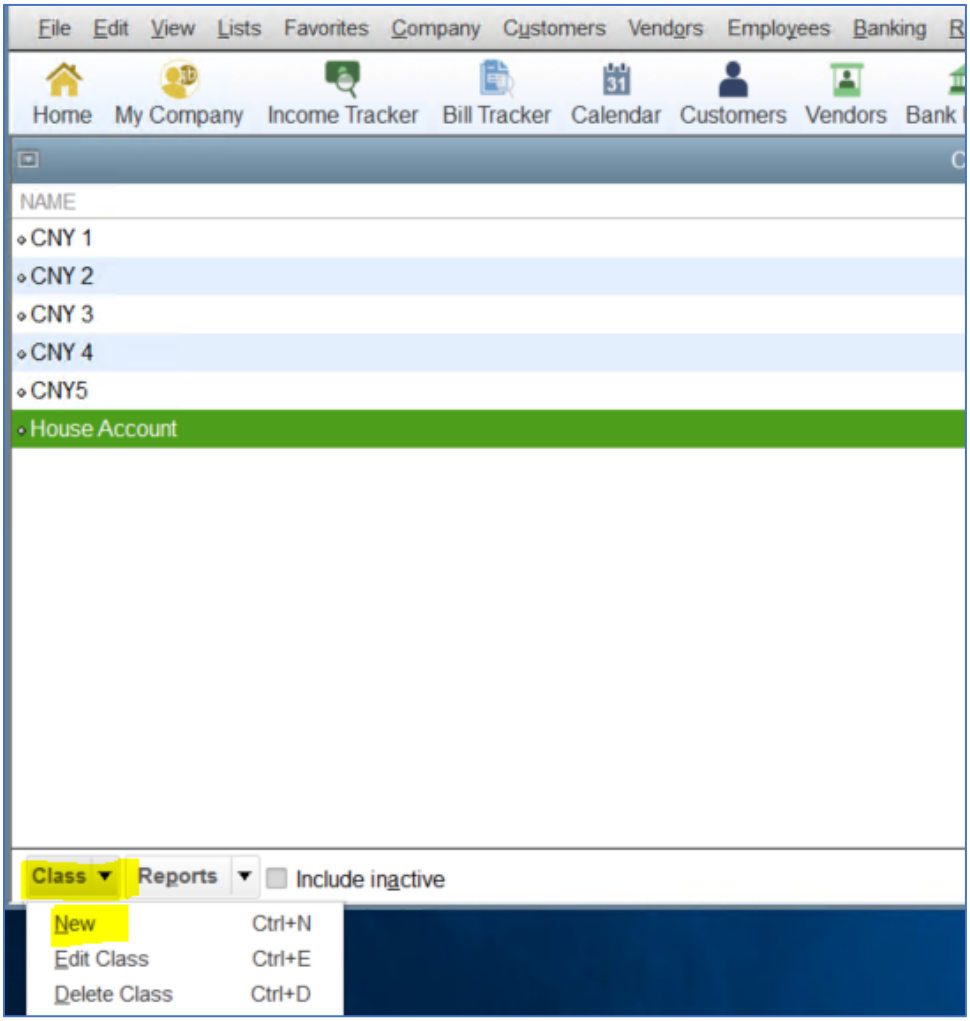
Note: To unsuspend the customer's stop you, click on the checkmark again.

Adding a New Class

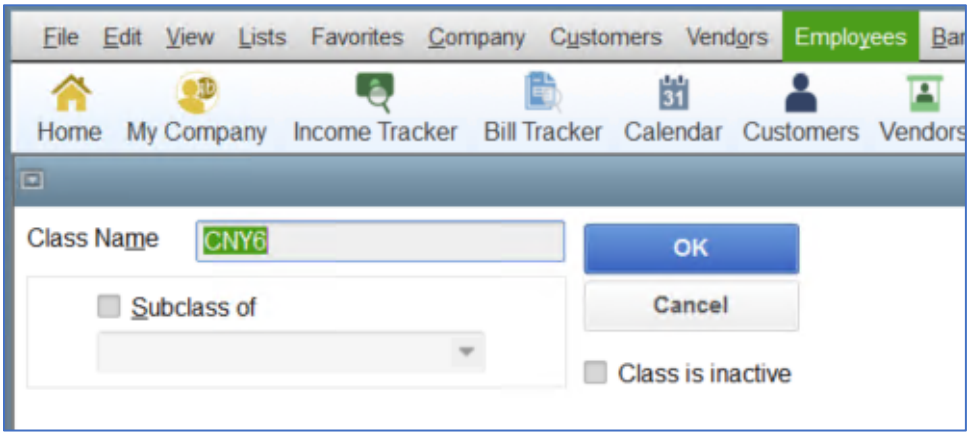
When you add a new route to your franchise you will need to create a new class for the new route. This process starts in QuickBooks. After you have logged into QuickBooks click on List on the tool bar. In the drop-down window select Class List.



This will bring you to a window where you can view all the classes you currently have. At the bottom of the screen click on Class, then click on New.



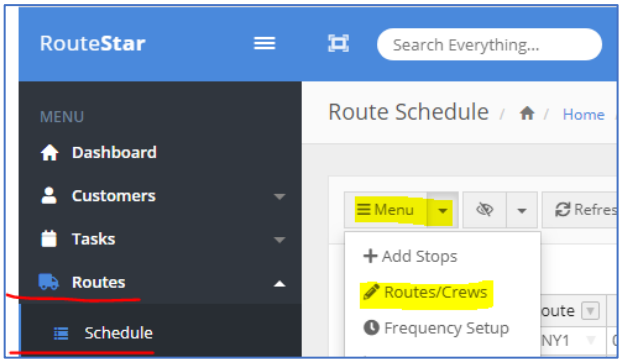
After you click New, a window will pop up like the one below. Beside “Class Name” you will type in the new Route Technicians name and the new route number they will be servicing. Click “OK” when you have created the new Class Name.



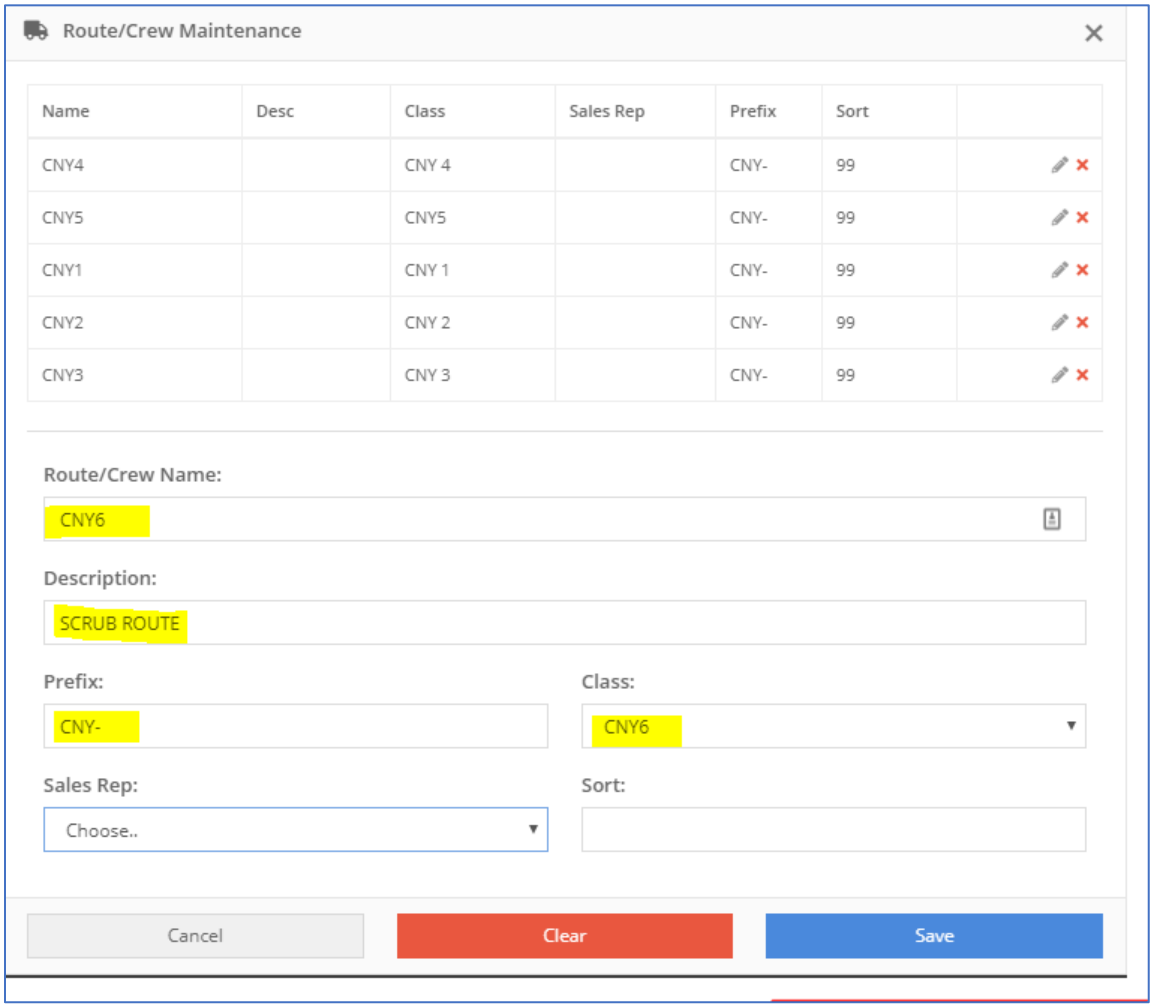
Tip: It's a great practice to keep the class name the same as the route name in RSO. If technicians change (come and go), you do not need to keep changing the class in QuickBooks. Simply modify the Commission Report name for that class in QuickBooks and Modify the Description of the Route IN RSO, which is what prints on the invoices.

Note: It will take approximately 30 minutes for that Class to sync into RSO, so please plan your class maintenance accordingly.

Second step is to assign that class in RSO. Select Routes, Schedule, Menu, Routes/Crews:



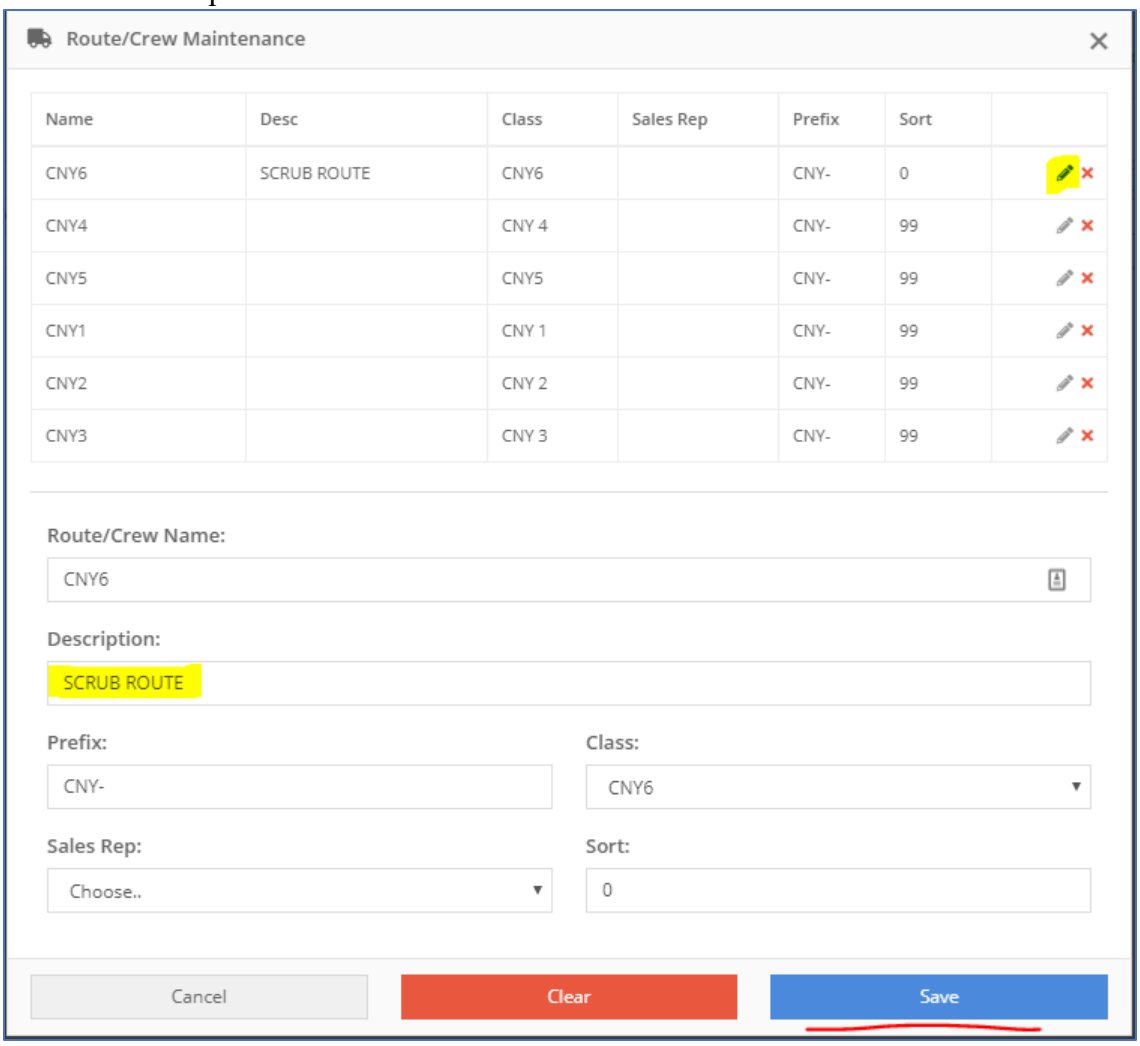
Complete the fields as indicated below. When you are finished click Save. The new route is now ready to use:



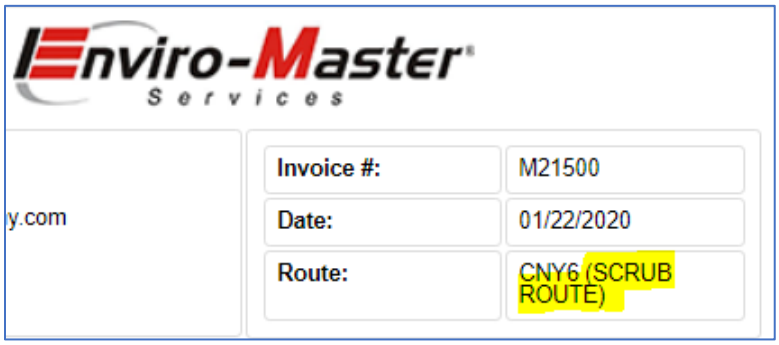
Note: Make sure the Prefix field is the same for all routes. ***DO NOT*** *add any new Prefixes, as these prefixes are related to A/R cash collection system FastCash.*

Editing an Existing Class

If you follow this naming convention, Class names do not really require maintenance, only adding new classes or inactivating existing classes in QuickBooks. If you do have technician turnover and need to change the name on the route, edit the route and update the Desc field and Save:



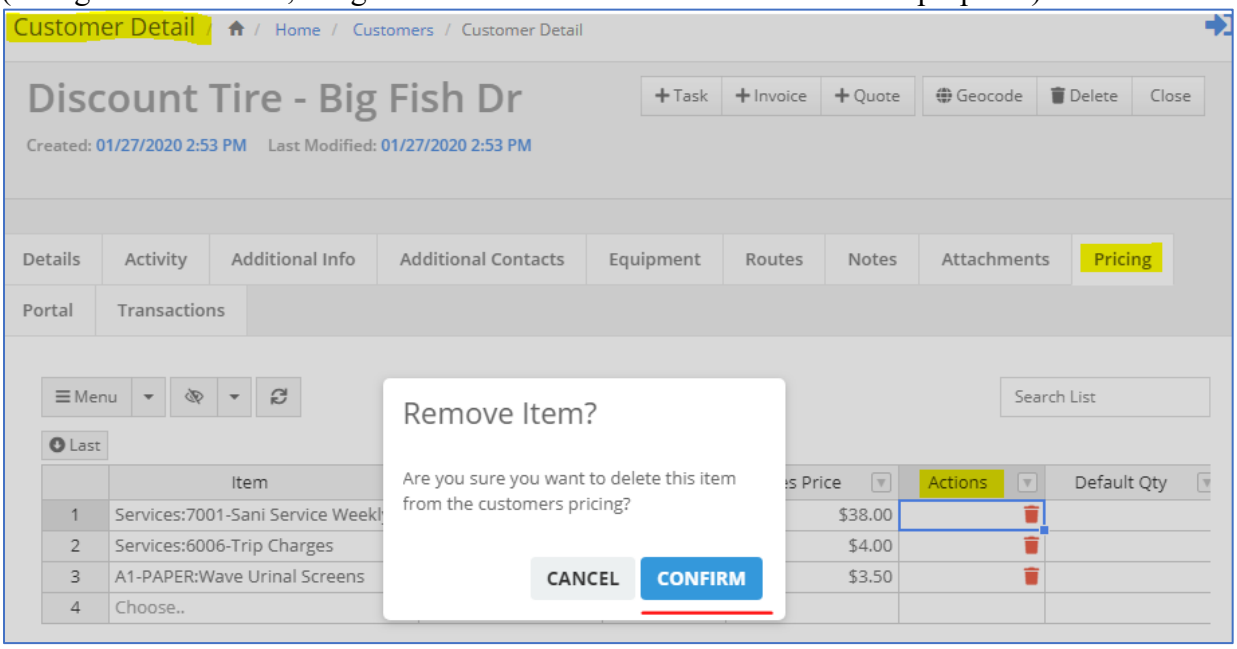
Technician or Route Name on invoice:



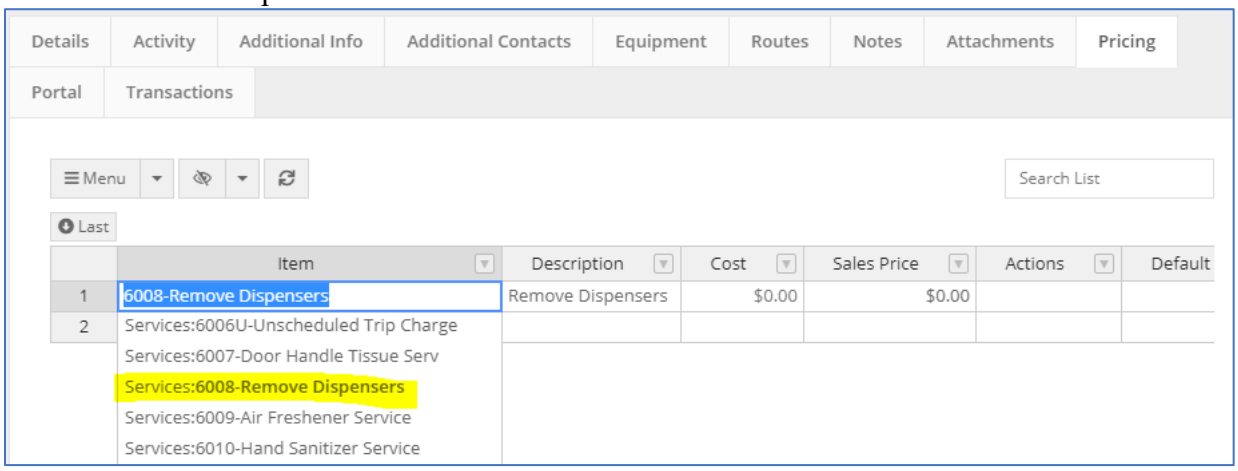
Cancelling a Customer

When a customer calls in and you cannot avoid a cancellation you need to create an uninstall invoice for the Route Technician or Operations Manager to document the uninstall and return of dispensers.

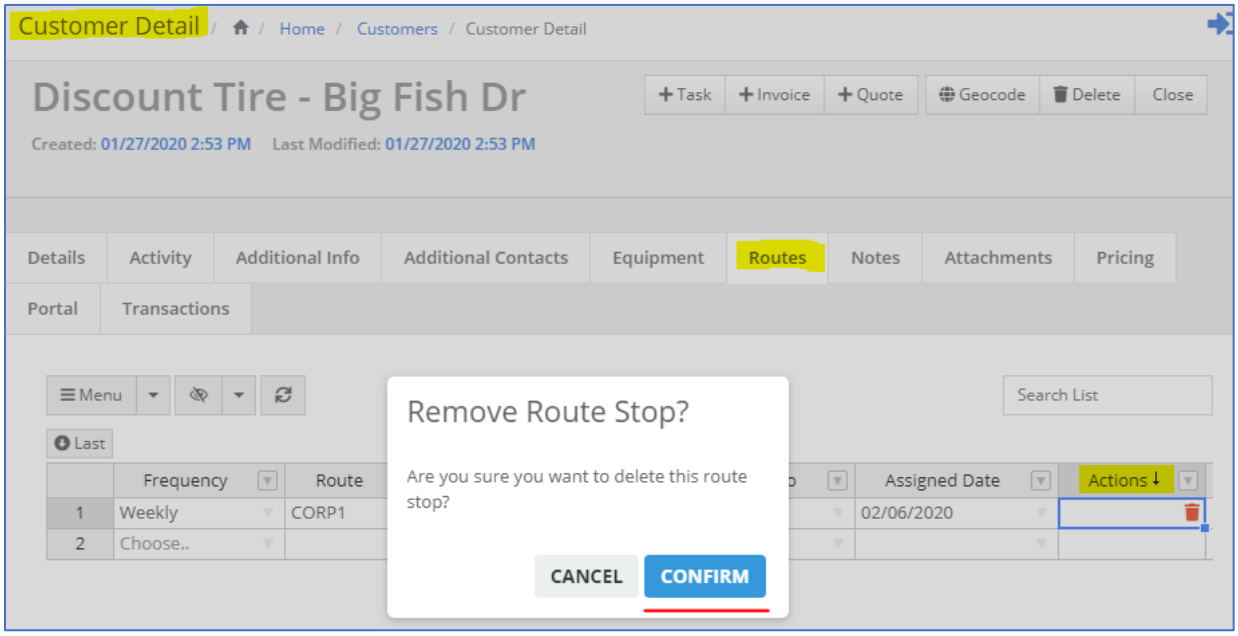
In RSO select the Customer, Pricing tab and delete and confirm the pricing removal by utilizing the delete icons (far right of the screen, image below has column moved for screen size purposes):



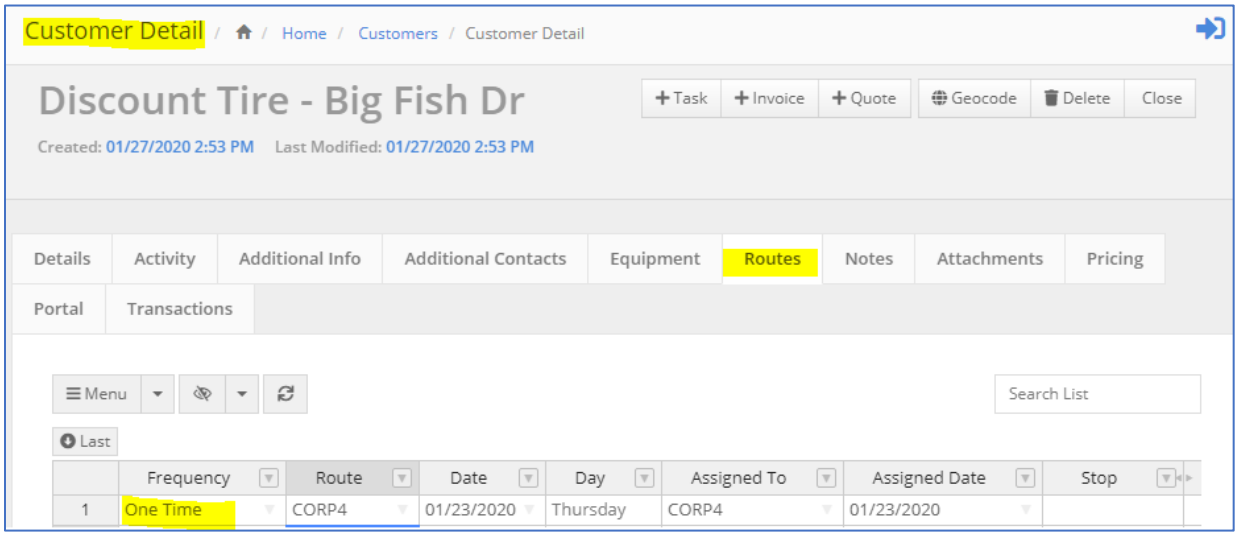
Add the "6008 – Remove Dispensers" line Item:



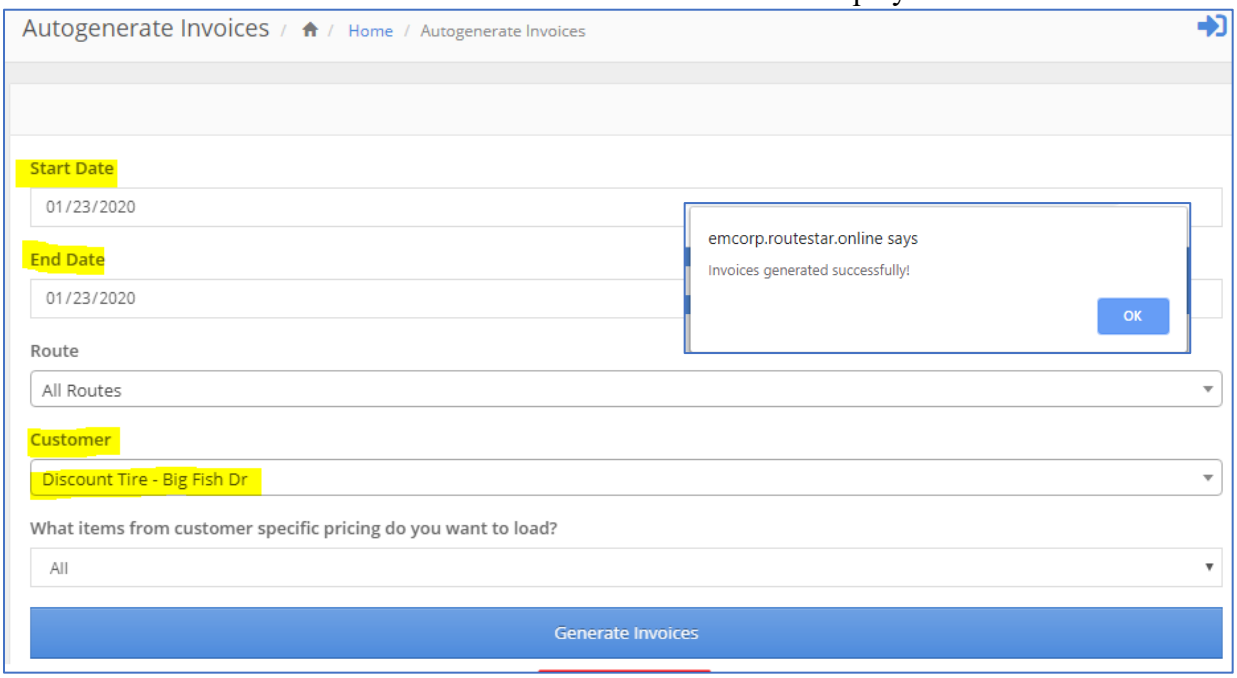
Remove the regularly scheduled service for the cancelling customer by right clicking on the service date and selecting “Delete Record”.



Schedule the uninstall. Under Frequency choose One Time, assign the uninstall stop a Route and the date it will be uninstalled.

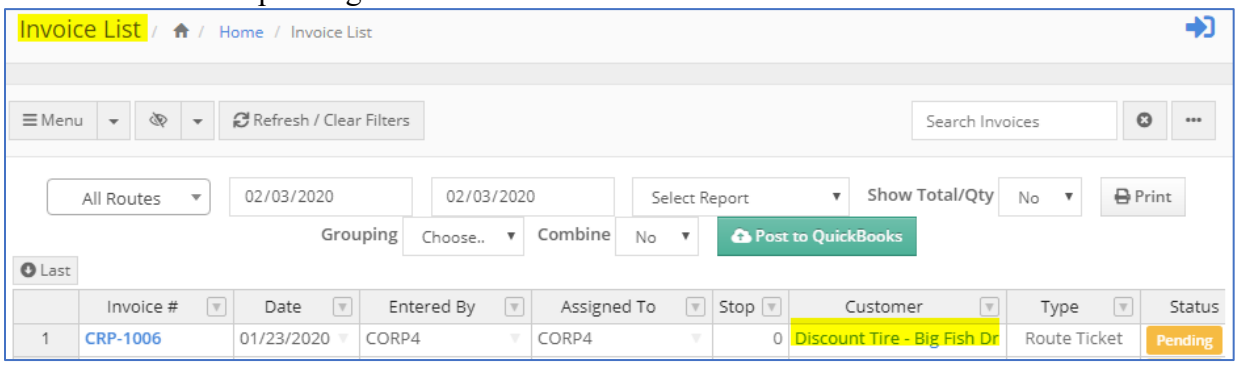


Generate an **individual invoice** for that customer uninstall. Route, Schedule, Menu, Auto-Generate. Select the date as the date you scheduled the uninstall and type in the **customer's name** where it says "Customer". Click the "Generate Invoices" button and a confirmation window will be displayed.

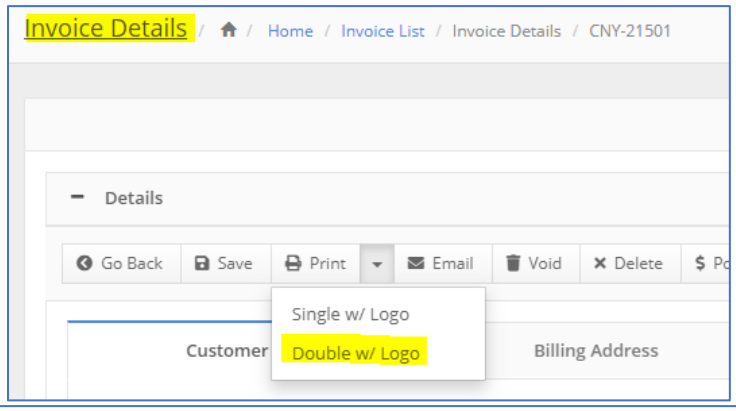


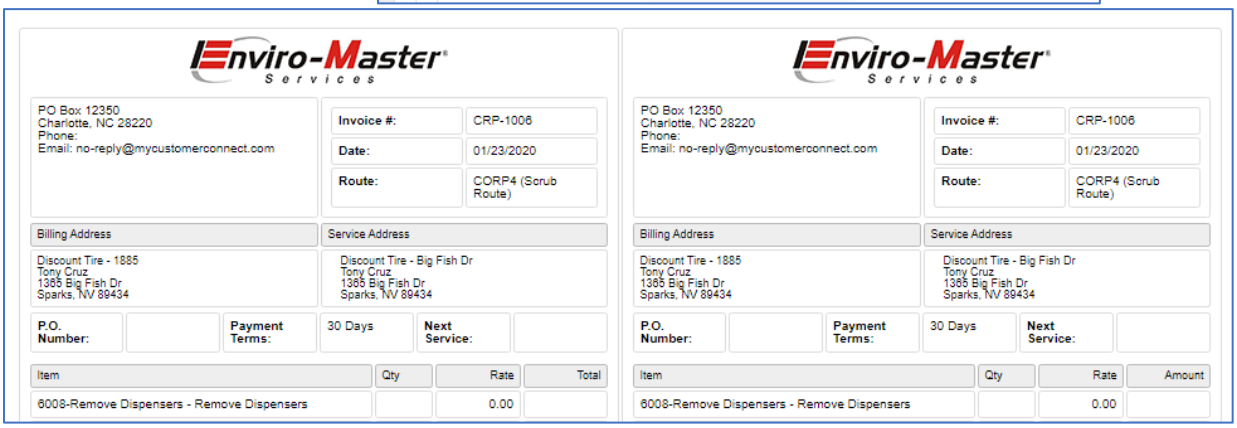
Note: Use the auto-generate invoices method, as it generates an invoice with the correct invoice-prefix.

The screen will switch to the pending invoices Grid:

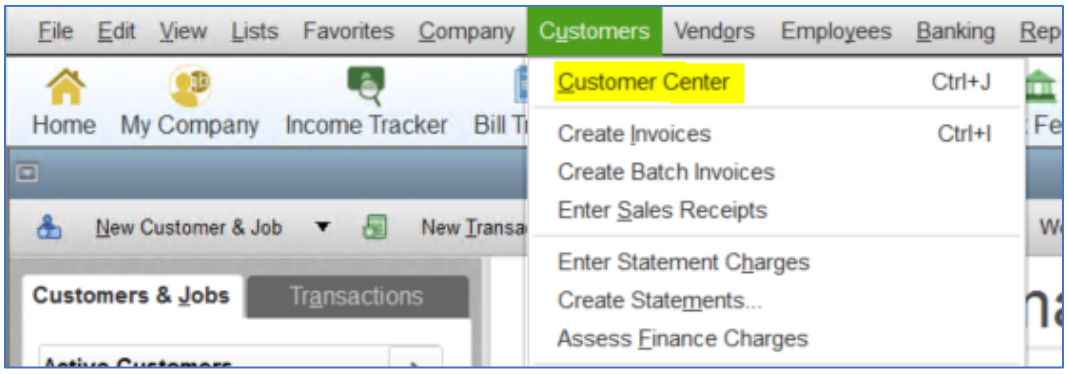


Open the Invoice and Print it:

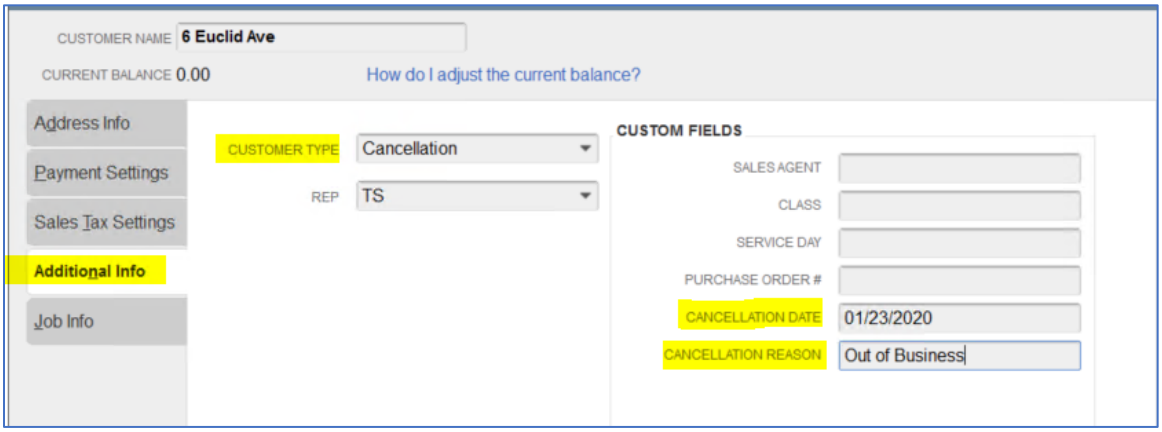




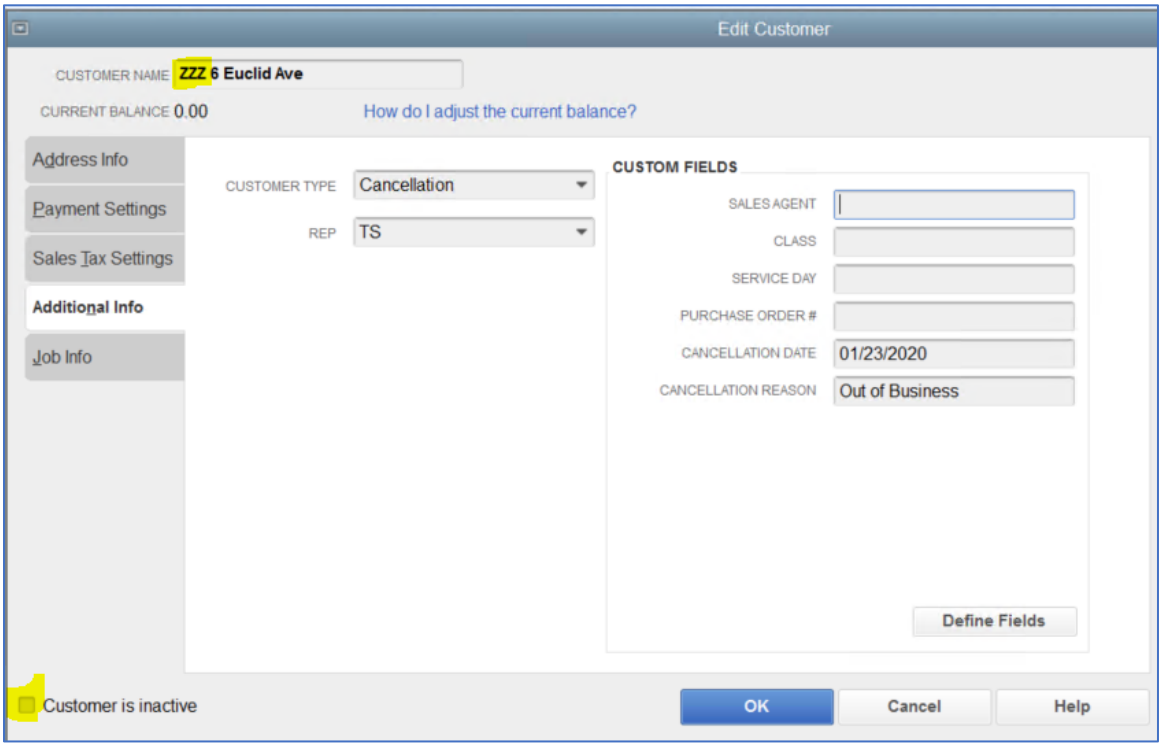
After you receive the uninstall invoice from the Operations Manager confirming the account has been uninstalled and dispensers are returned to the warehouse you can post the invoice to QuickBooks with a Quantity 1 (or a quantity for each dispenser).
You will now need to cancel the customer in QuickBooks. Go to Customer Center in QuickBooks:



Find the customer in Customer Center. Double click on the customer to open the customer's information. Click on the "Additional Info" tab. Under "Customer Type", select "Cancellation". Enter a cancellation reason and then type in the date the customer cancelled. The date has to be input using the two digit month, two digit day and four digit month. For example: 04/01/2016:

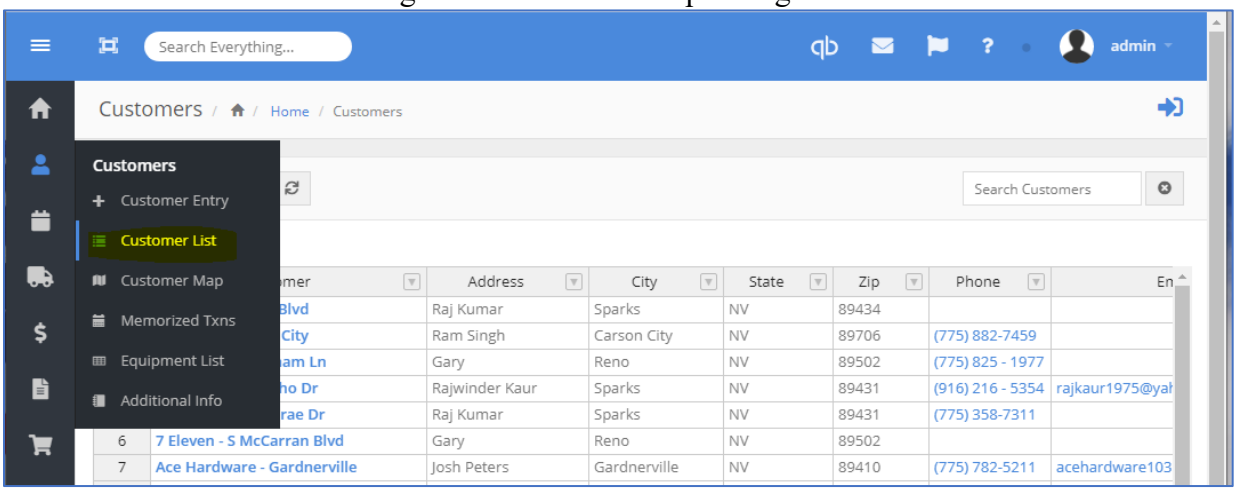


Note: *These fields are optional and may be used for reporting purposes in QuickBooks.*
If the customer does not have a balance due, you will click on the box that says "Customer is inactive" on the bottom left corner. If the customer still has balance you will type ZZZ in front of the customer's name. This alerts the A/R Department that the customer has cancelled, and the remaining balance needs to be collected. Click "OK" when you are finished.



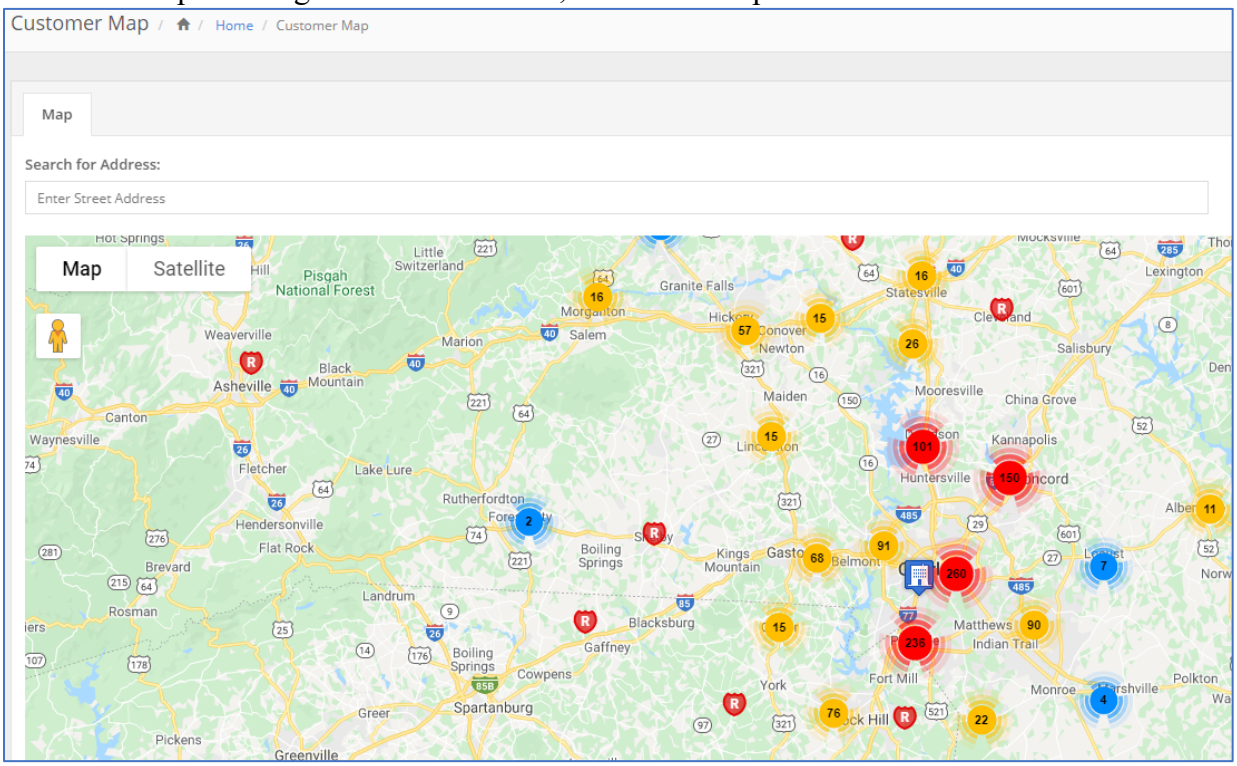
Customers, Customer List

Extensive Online Video training is available for manipulating the Customer Grid.



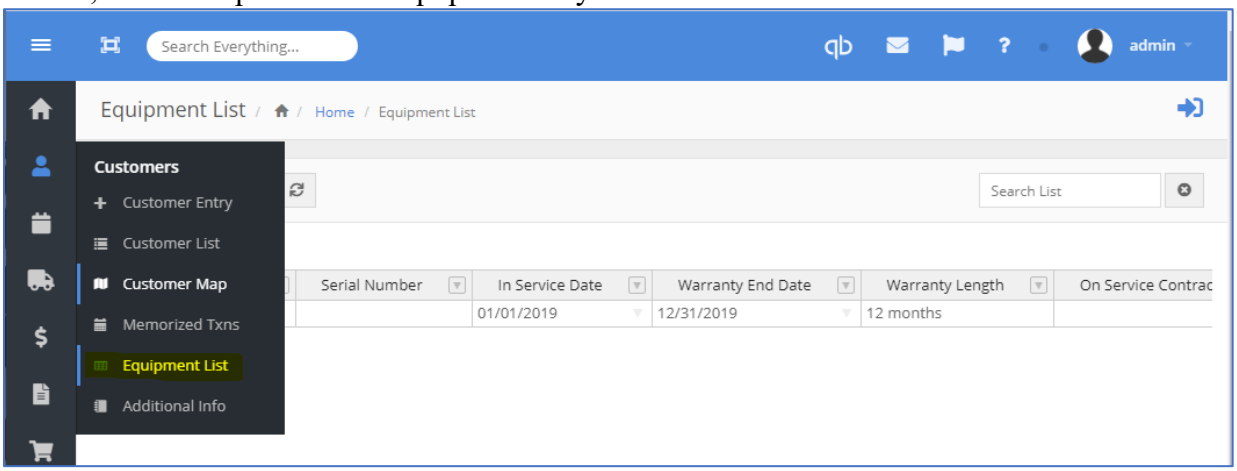
Customers, Map

Zoomable map showing customer locations, routes and stops.



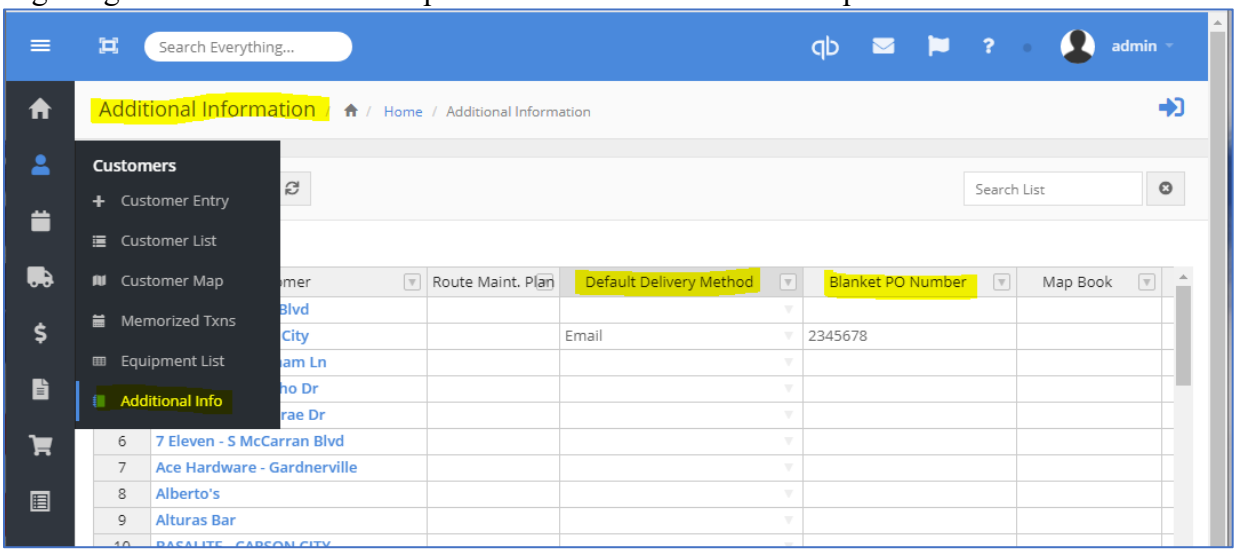
Customers, Equipment List

Ability to add all customer equipment to a handy equipment list for additional tracking. Leverages the Item Master, so that dispensers and equipment may be viewed and tracked.



Customers, Additional Information

A great grid to view some of the prominent fields which contain specific information:



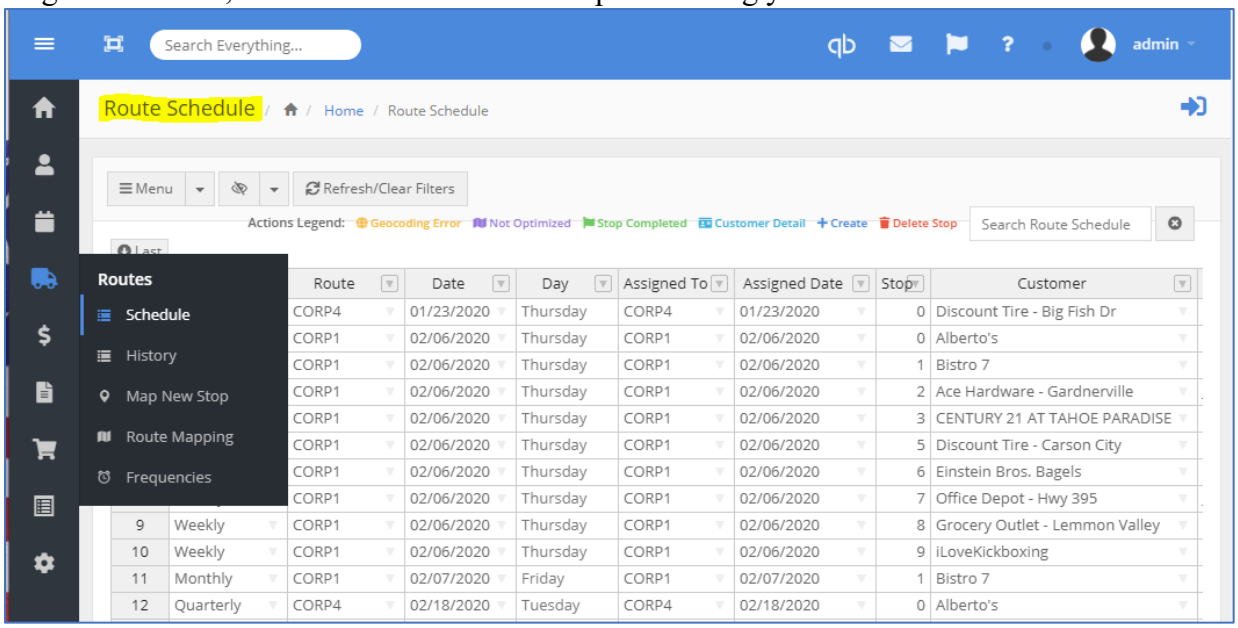
Invoicing – Office Manager

Printing Route Schedules and Generating Invoices

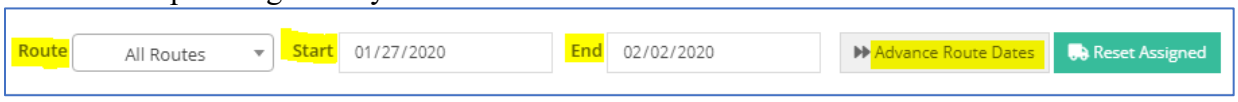
If all new customers have been entered into the system, routing and pricing changes made and cancellations taken care of, you are ready to prepare your paperwork for next week. **This process should be done on Thursdays.** This will allow you enough time to correct any errors on printed invoices and/or address any I.T. issues that may arise during this process.

Advance Route Dates

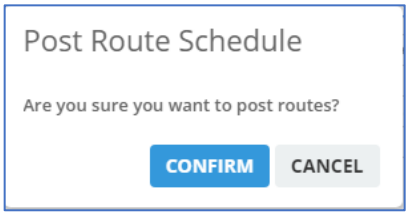
In RSO navigate to Routes, Schedule. A new tab will open showing your Route Schedule:

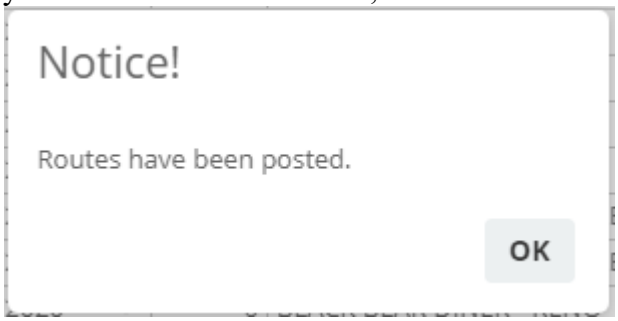


At the bottom of the screen you will enter the dates of the current week you are in to advance the schedule. This means in the "Beginning Date" you will enter the date for this past Monday and in the "Ending Date" you will enter the date for the upcoming Sunday then click "Advance Route Dates".



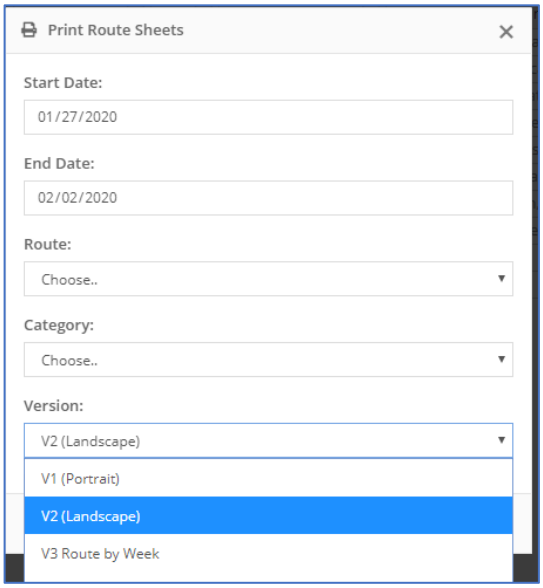
Note: You may advance route any route or execute the entire schedule at once.
A window will pop up asking, "Would you like to Post this Route?", click "Confirm".





Printing the Route Schedule

Now you are ready to print your Route Schedule for the week.
Routes, Schedule, Menu, Print:



There are 3 versions, which will open in a new tab in your browser:

Portrait – Individual Page:

Route: All **Date(s):** 01/27/2020 - 02/02/2020

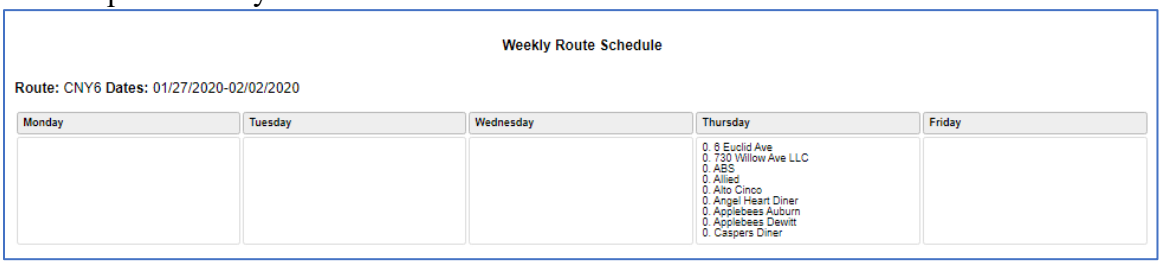
#	Frequency	Route	Date	Category	Customer
0	Weekly	CNY6	01/30/2020		**6 Euclid Ave** **Address:** Patrick Woods Cortland, NY 13045 **Contact: Phone:** **Notes:**
0	Weekly	CNY6	01/30/2020		**730 Willow Ave LLC** **Address:** 730 Willow Ave Ithaca, NY 14850 **Contact: Phone:** 6072729226 **Notes:**
0	Weekly	CNY6	01/30/2020		**ABS** **Address:** Matt Timmons Marathon, NY 13803 **Contact: Phone:** 607 849 7800 **Notes:**

Landscape – Individual Page:

CNY6 - Thursday - 01/30/2020
Total Stops: 9

#	Frequency	Route	Date	Customer	Notes	Terms
0	Weekly	CNY6	01/30/2020	6 Euclid Ave Patrick Woods Cortland, NY 13045		Net 30
0	Weekly	CNY6	01/30/2020	730 Willow Ave LLC 730 Willow Ave Ithaca, NY 14850 6072729226		Net 30
0	Weekly	CNY6	01/30/2020	ABS Matt Timmons Marathon, NY 13803 607 849 7800		credit card

Landscape – Weekly:



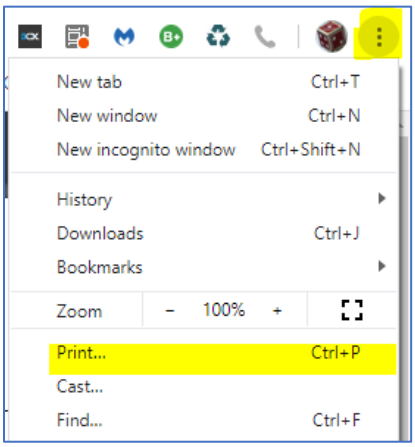
Weekly Route Schedule

Route: CNY6 **Dates:** 01/27/2020-02/02/2020

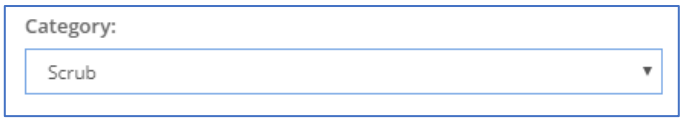
Monday	Tuesday	Wednesday	Thursday	Friday
			0. 6 Euclid Ave 0. 730 Willow Ave LLC 0. ABS 0. Allied 0. Alto Cinco 0. Angel Heart Diner 0. Applebees Auburn 0. Applebees Dewitt 0. Caspers Diner	

:

In all cases, select Print from the Menu, or press Ctrl+P:

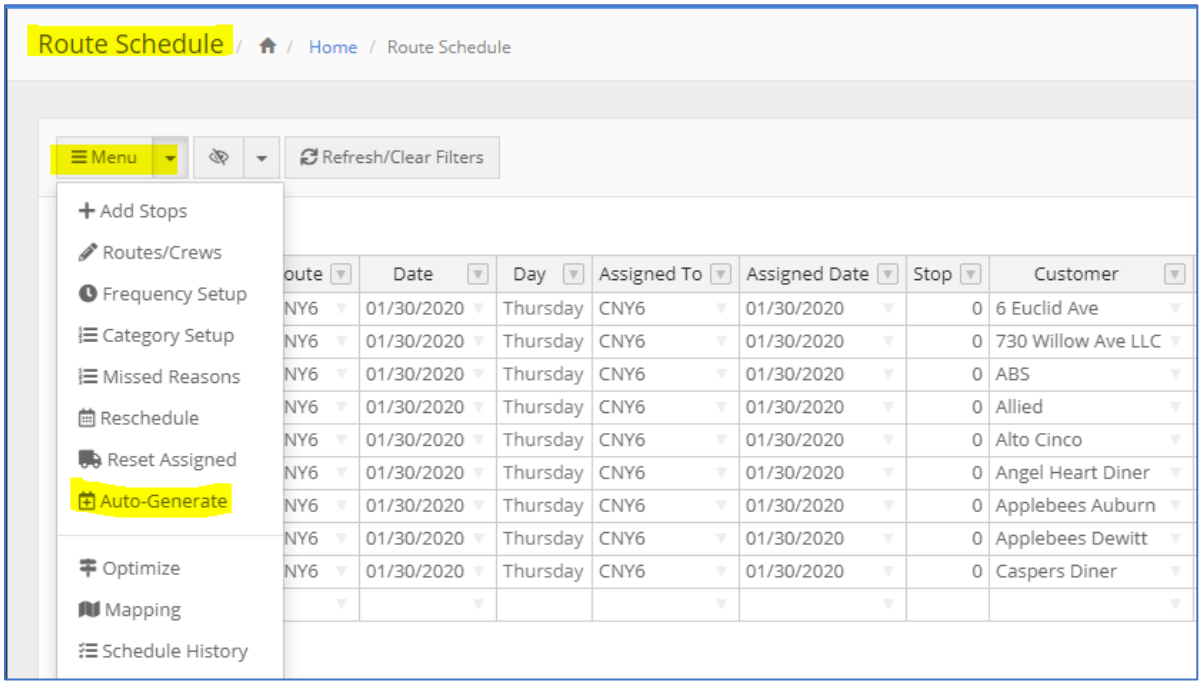


If you would like to print a Scrub Schedule, you may do so by going back to the Print Route Sheets box. Select the dates for next week's schedule in the "Enter Beginning Dates" an enter Ending Dates". In the drop-down window of "Category" select "Scrub".

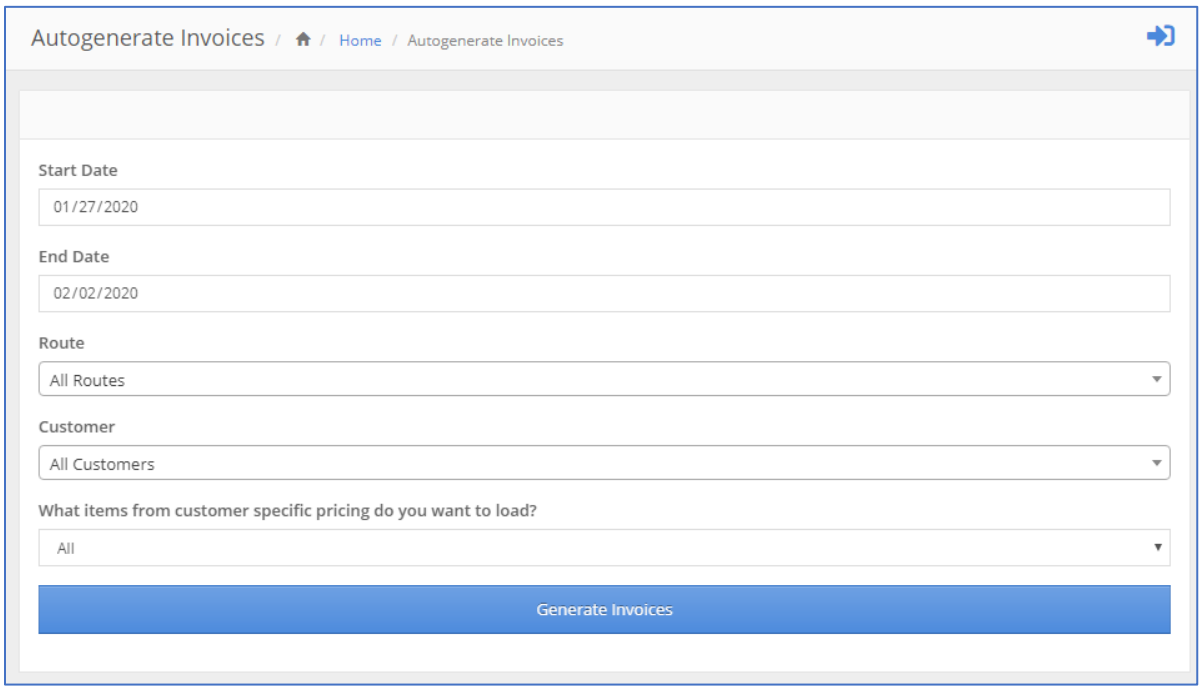


Generating Invoices

In RSO navigate to Routes, Schedule. A new tab will open showing your Route Schedule, select Menu, Auto-Generate:

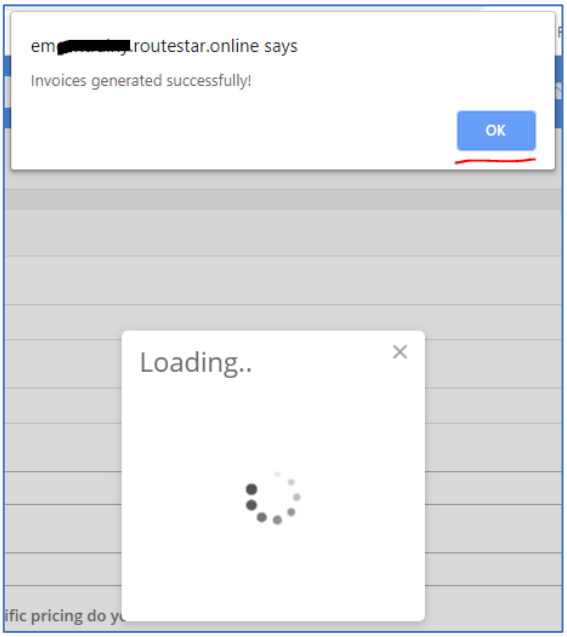


Choose your “Start Date”, “End Date” and the "Route” (if you want to generate route by route) and click “Generate Invoices”.



Note: Be mindful when the calendar week spans into the next month. Make sure you have the correct date range selected.

A window will pop-up confirming Invoice creation. The software will change the Grid to the Pending Invoice grid, where you may print your invoices.

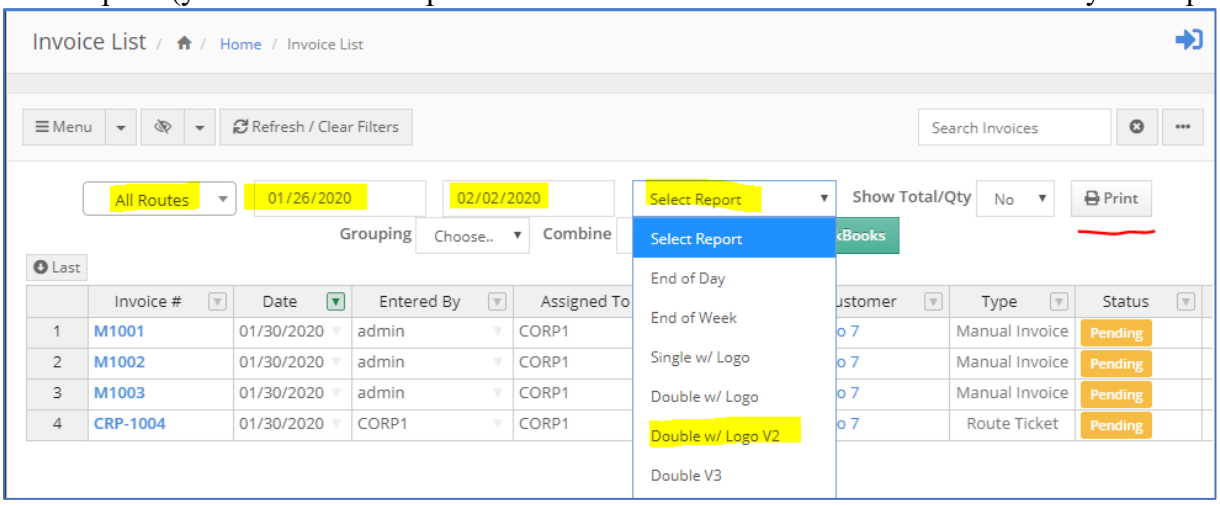


New Feature

It should be noted that the software will only allow you to generate 1-set of invoices. It will not allow the generation of duplicate invoices from the current schedule. For example, if you added 1 new customer after you generated invoices, you could run the same date range to create invoices and the software would only create that 1 additional invoice.

Printing Route Tickets

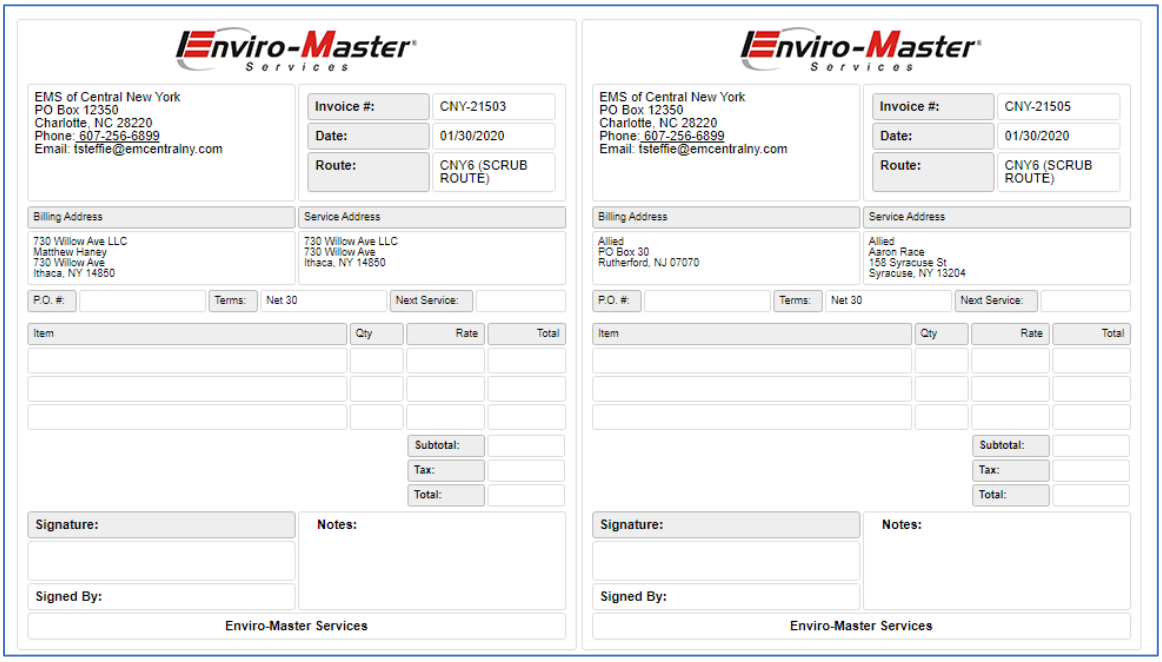
For Franchisees that have gone paperless, there is still a requirement to print some invoices, especially for C.O.D. accounts. You can select the entire invoice date range to print, including all customers and the printing routine will "respect" the paperless setting on each individual customer record. Select Invoices, Pending and complete the date selection criteria for the weeks invoices and the invoice style you wish to print (you will need to experiment and determine the best invoice format for your requirements:



New Feature

When Invoices are generated in the RSO desktop software, the instant in which they are created, they are visible to the field technicians on their cell phones utilizing the RouteStar Mobile platform.

This will result in the invoices being displayed on the screen. Verify the invoices prior to printing:



Enviro-Master Services

EMS of Central New York
PO Box 12350
Charlotte, NC 28220
Phone: 607-256-6899
Email: fsteffie@emcentralny.com

Invoice #:	CNY-21503
Date:	01/30/2020
Route:	CNY6 (SCRUB ROUTE)

Billing Address	Service Address
730 Willow Ave LLC Matthew Haney 730 Willow Ave Ithaca, NY 14850	730 Willow Ave LLC 730 Willow Ave Ithaca, NY 14850

P.O. #: | Terms: Net 30 | Next Service:

Item	Qty	Rate	Total

Subtotal:
Tax:
Total:

Signature:
Notes:
Signed By:

Enviro-Master Services

Enviro-Master Services

EMS of Central New York
PO Box 12350
Charlotte, NC 28220
Phone: 607-256-6899
Email: fsteffie@emcentralny.com

Invoice #:	CNY-21505
Date:	01/30/2020
Route:	CNY6 (SCRUB ROUTE)

Billing Address	Service Address
Allied PO Box 30 Rutherford, NJ 07070	Allied Aaron Race 158 Syracuse St Syracuse, NY 13204

P.O. #: | Terms: Net 30 | Next Service:

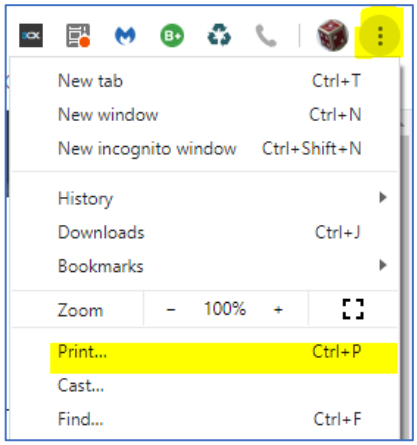
Item	Qty	Rate	Total

Subtotal:
Tax:
Total:

Signature:
Notes:
Signed By:

Enviro-Master Services

Click on the three ellipses on the top-right of then Print or Ctrl+P.



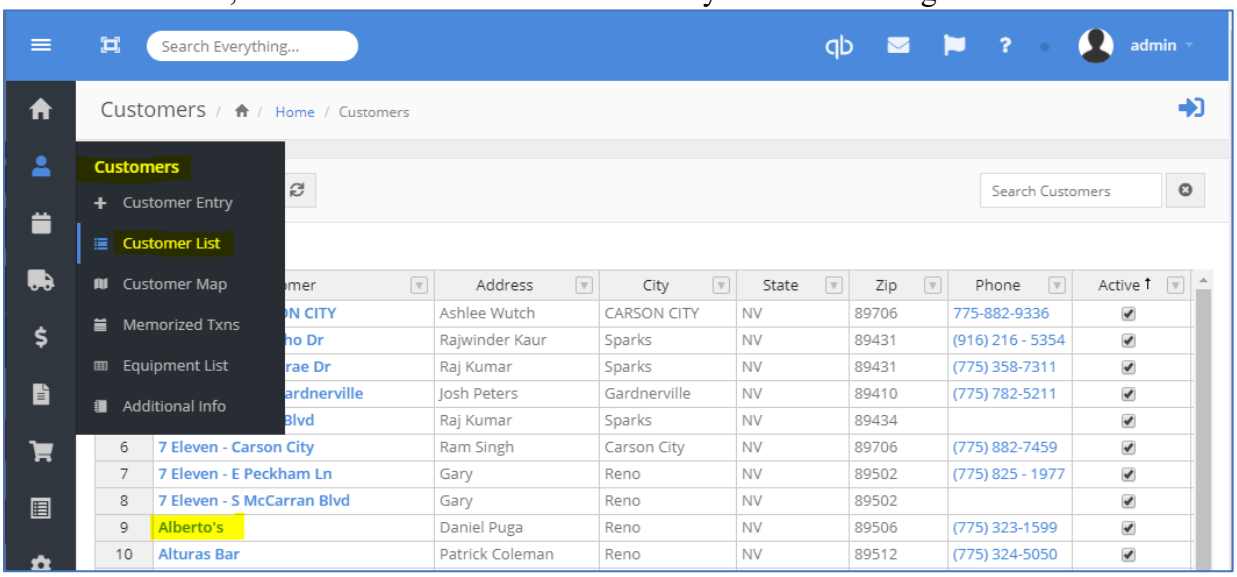
Note: If you are printing multiple routes then you would repeat this process for each route.

Your Technicians are now ready to start a new week.

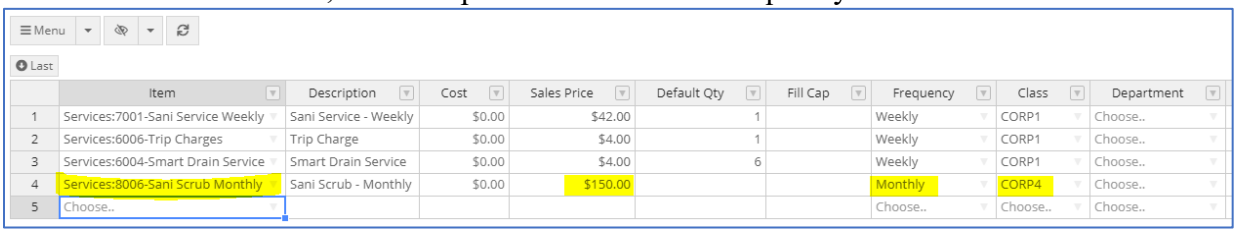
No Syncing Required !

Adding a New Line Item / Generating New Invoice / Creating a one-time Invoice

From "Customers, Customer List" select the customer you wish to change.



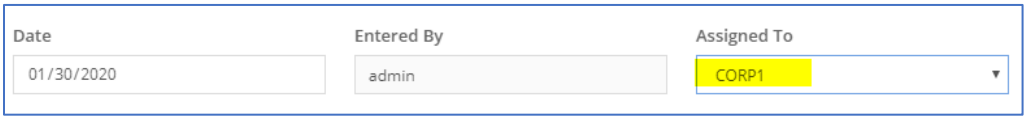
From the "Pricing" Tab, In the column Name under the last line item (In this case 7001-Sani Service Weekly) you will start typing the new item code. When you find the item, you are adding to the customer, select it and tab over to the Sales Price column, enter the price and tab to the Frequency and Class.



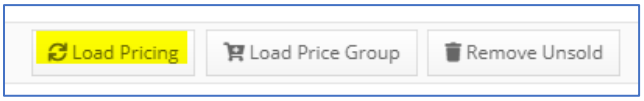
From here, you can either, generate a Manual Invoice:

1) Select the Invoice button from the Customer Detail record

2) Assign a Route, Save and Continue

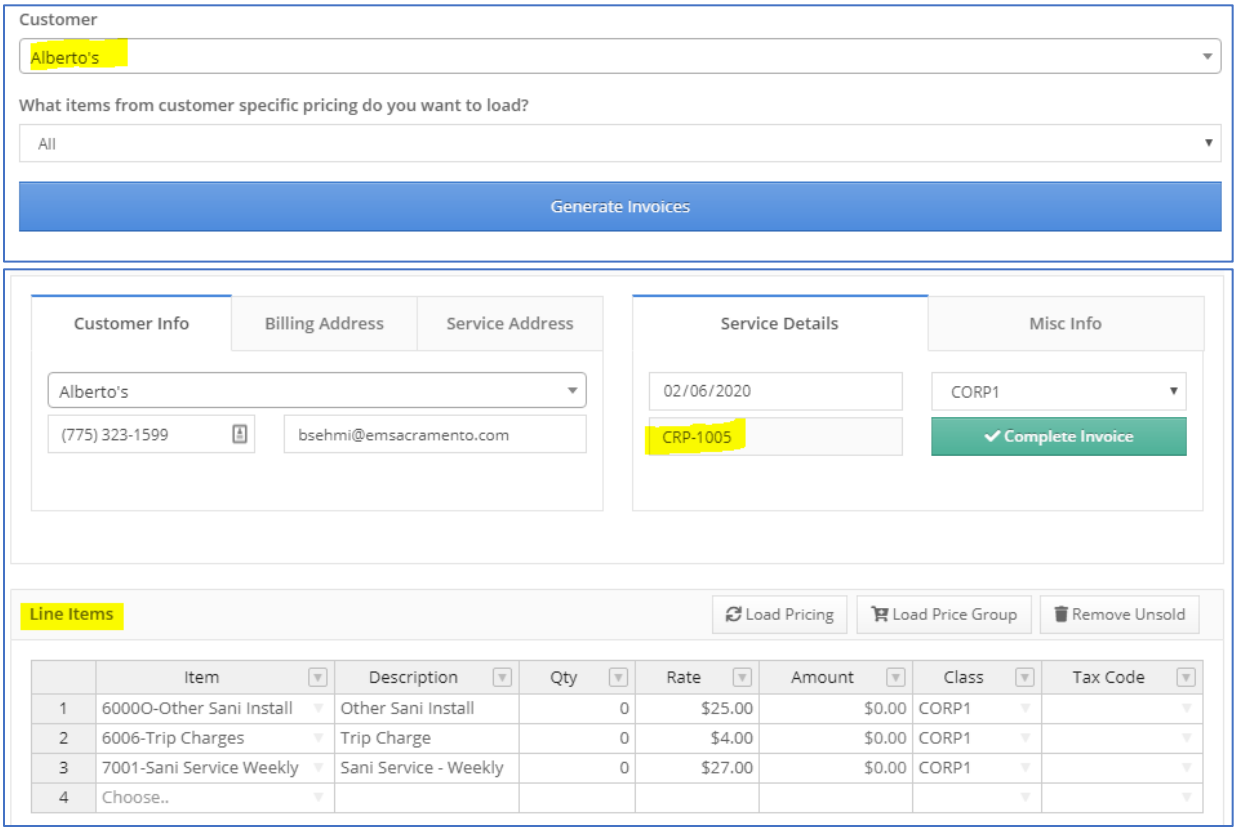


3) Load Pricing



4) Print, Double with Logo

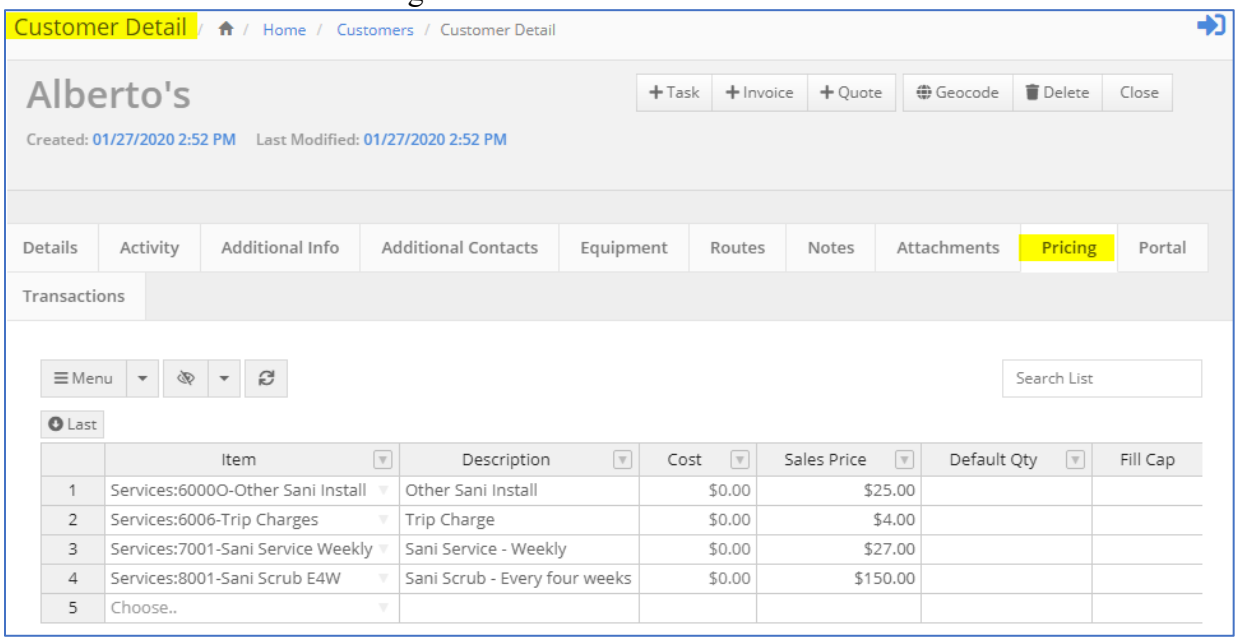
OR, Auto-Generate an invoice from the Route Schedule *or* Pending Invoices. Refer to the Auto-Generate and Print section of the help manual. When generating and printing, ensure you only select that customer:



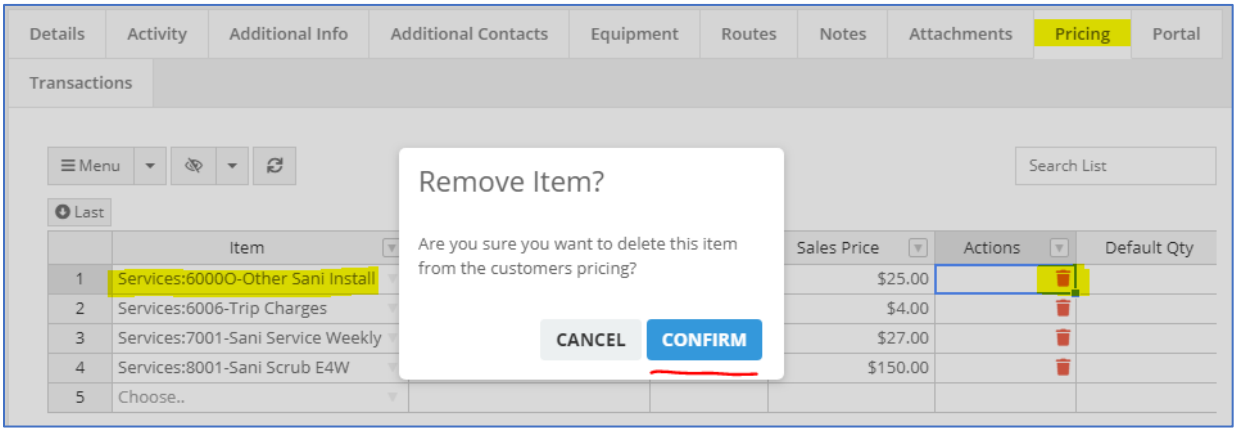
Note: The auto-generate creates an invoice with your company Prefix, in this case CRP-
Note: It also loads the Customer Pricing and Class as well.
Note: If an invoice already exists for this account, a new invoice will not be generated.

Remove an Item from an Invoice no Longer Sold to a Customer

Locate the customer and select the Pricing tab.



Locate the Item to be removed and under the Actions column, select the red trash can to Remove & Confirm the item deletion.

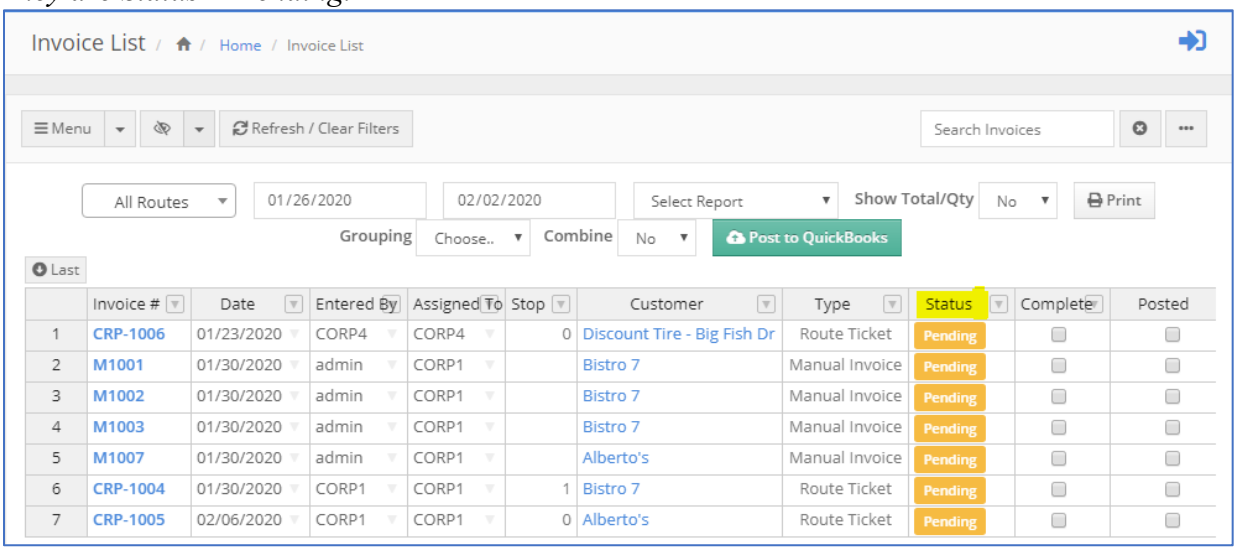


Processing Invoices

Invoices go through 4 stages during their life cycle:

1. Pending

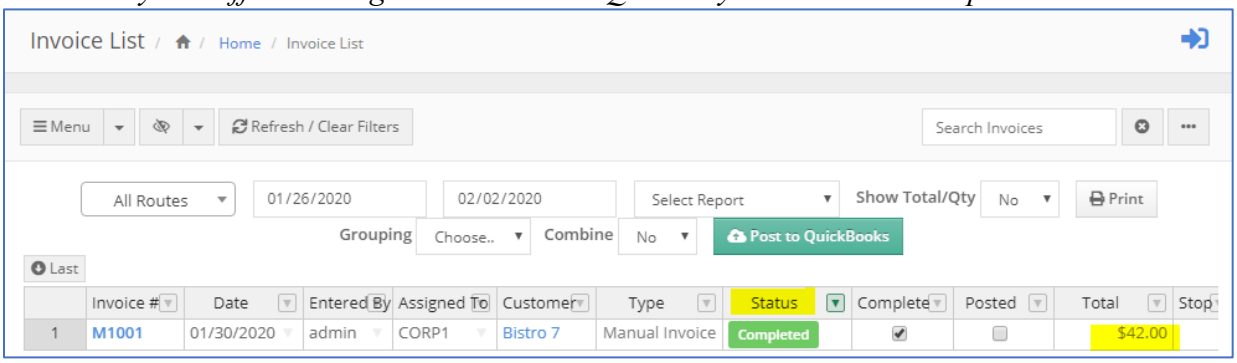
Invoices which have been auto-generated or manually generated and are located in Invoices, Pending and have not been transacted with yet. Typically, the technician will work with this invoice in the field and complete it. They are Status = Pending.



	Invoice #	Date	Entered By	Assigned To	Stop	Customer	Type	Status	Complete	Posted
1	CRP-1006	01/23/2020	CORP4	CORP4	0	Discount Tire - Big Fish Dr	Route Ticket	Pending		
2	M1001	01/30/2020	admin	CORP1		Bistro 7	Manual Invoice	Pending		
3	M1002	01/30/2020	admin	CORP1		Bistro 7	Manual Invoice	Pending		
4	M1003	01/30/2020	admin	CORP1		Bistro 7	Manual Invoice	Pending		
5	M1007	01/30/2020	admin	CORP1		Alberto's	Manual Invoice	Pending		
6	CRP-1004	01/30/2020	CORP1	CORP1	1	Bistro 7	Route Ticket	Pending		
7	CRP-1005	02/06/2020	CORP1	CORP1	0	Alberto's	Route Ticket	Pending		

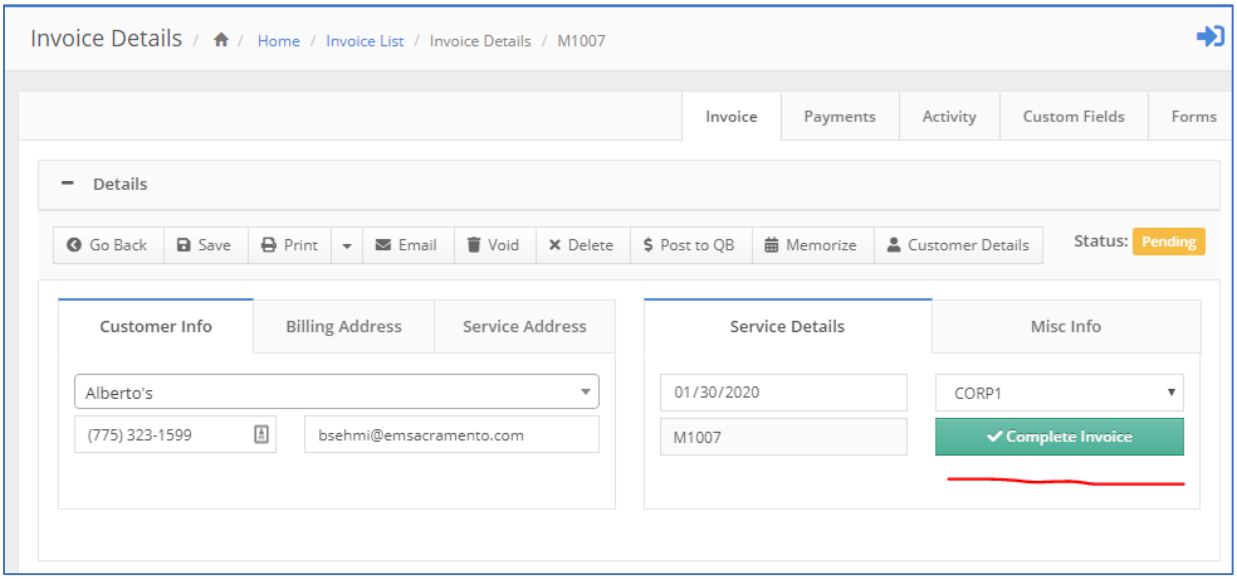
2. Completed

Invoices which have been completed by either the technician in the field or the Office. Typically, they will be reviewed by the Office Manager and Posted to QB. They are Status = Completed.



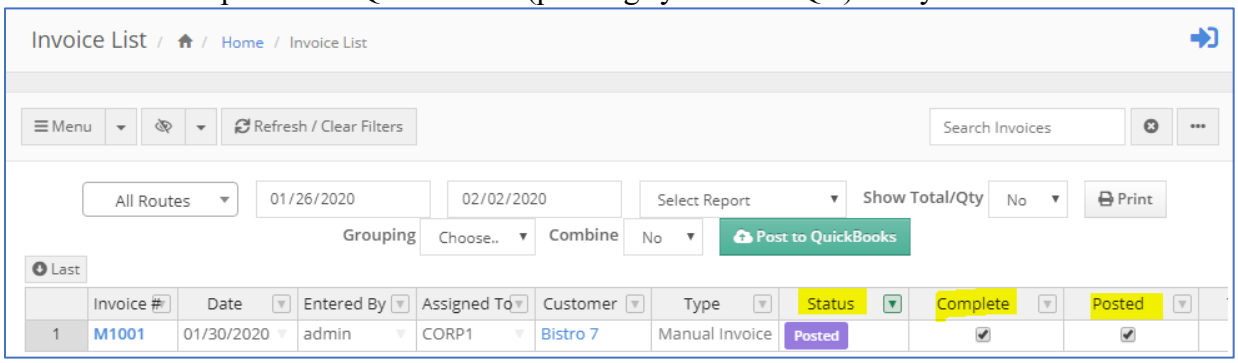
	Invoice #	Date	Entered By	Assigned To	Customer	Type	Status	Complete	Posted	Total	Stop
1	M1001	01/30/2020	admin	CORP1	Bistro 7	Manual Invoice	Completed	☑	☐	$42.00	

Note: To complete an invoice in RSO, simply click on the invoice number, add quantities and select the Green Complete Invoice button.

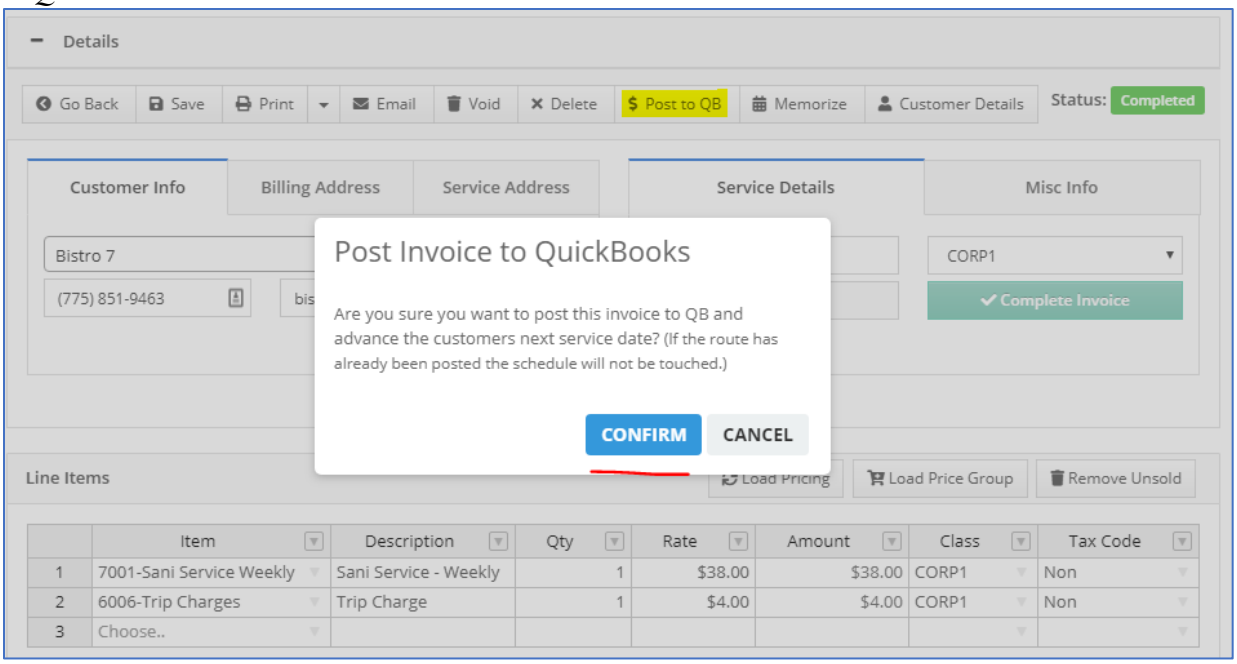


3. Posted

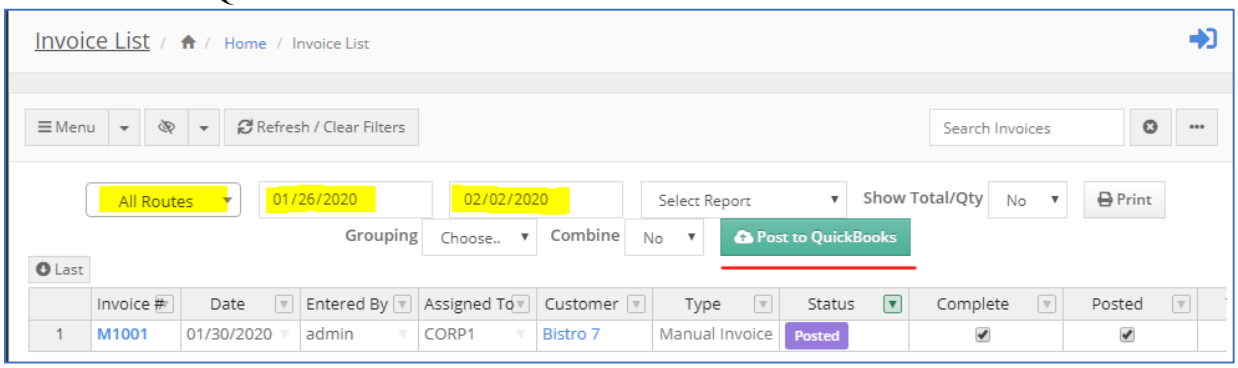
Invoices which have been posted for QuickBooks (pending sync'd into QB). They are Status = Posted.



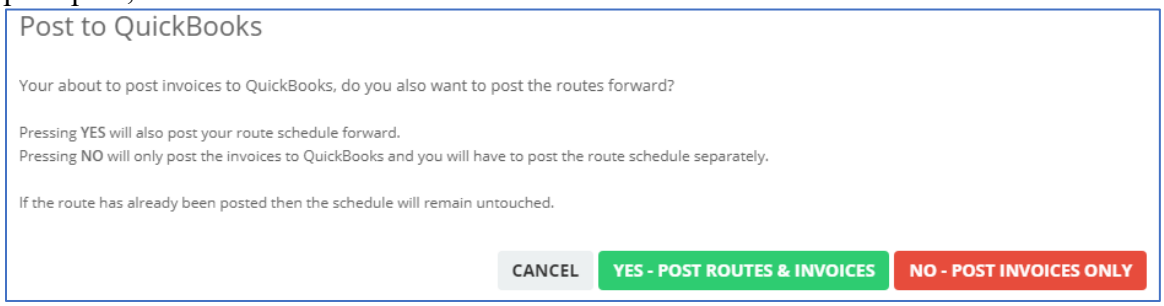
Note: *To post an invoice in RSO, simply click on the invoice number of a completed invoice and select the $ Post to QB button.*



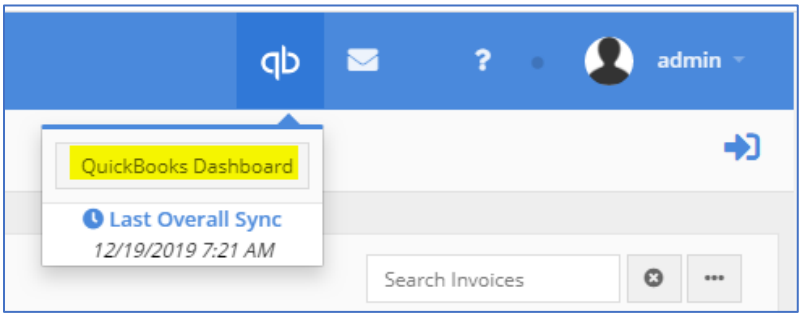
OR, you may elect to post in Bulk, by selecting the dates of the invoices you are posting at the top of the screen. Select the Green “Post to QuickBooks” button.



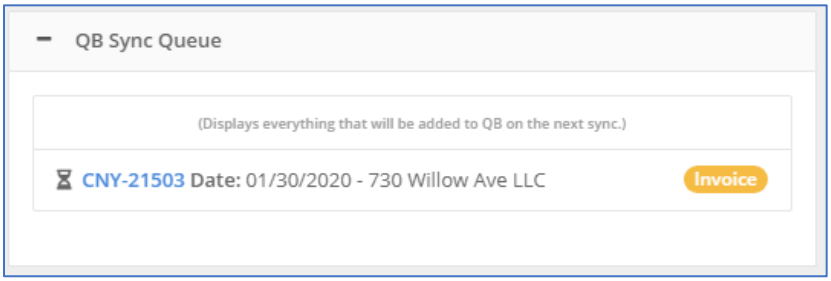
You will be prompted, select NO- POST INVOICES ONLY



To check on the posting progress, check the QB Dashboard:

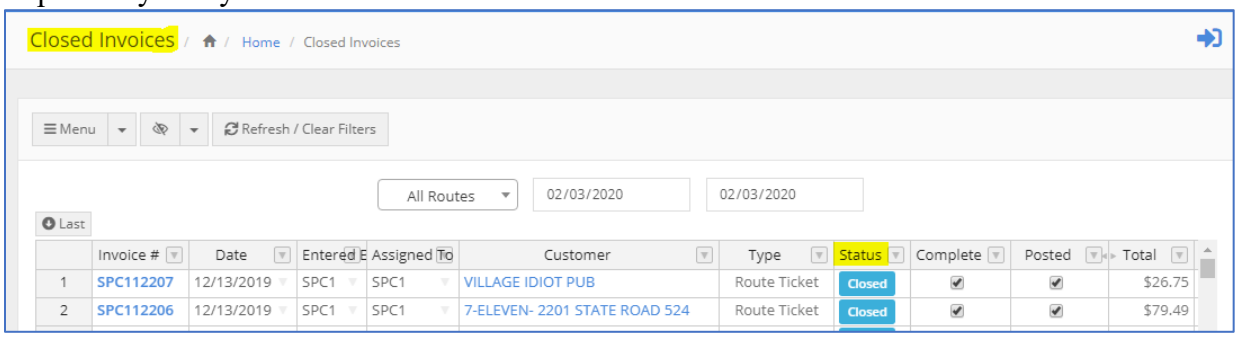


Here we can see we are waiting for the invoice to be background posted over to QuickBooks on the "QB Sync Queue".



4. Closed

Invoices which have been posted over to QuickBooks, are located in Invoices Closed. These invoices are typically not modified, rather used for invoice signature copies only. They are Status = Closed.



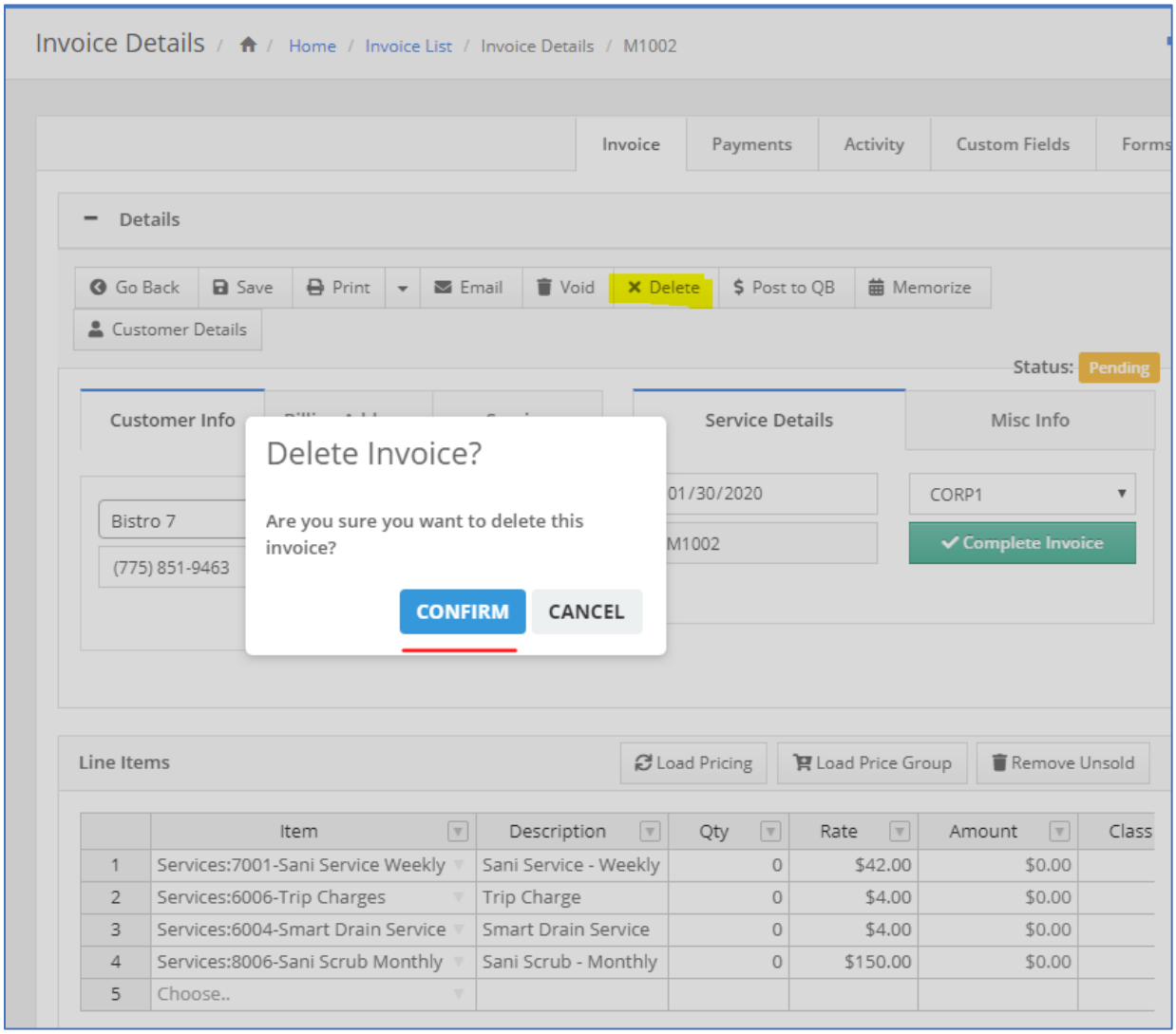
Missed Stop Report

If a stop is missed by a Route Tech, this must be recorded. Once you have spoken with the Tech and the reason has been established, you have 3 options to deal with the missed stop:

1. Open the invoice and delete it – it was created in error and was not required.
2. Open Route History, find the route event and update the reason, then delete the invoice
3. Add a 9999- missed stop reason to the invoice , quantity 1 and then post it through to QB

Option #1

Open the Invoice, select Delete & Confirm:

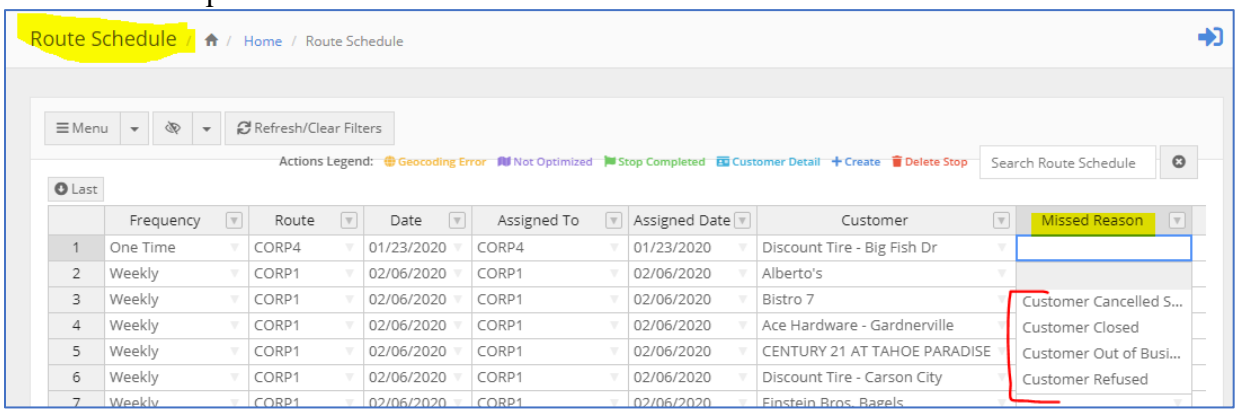


Option #2

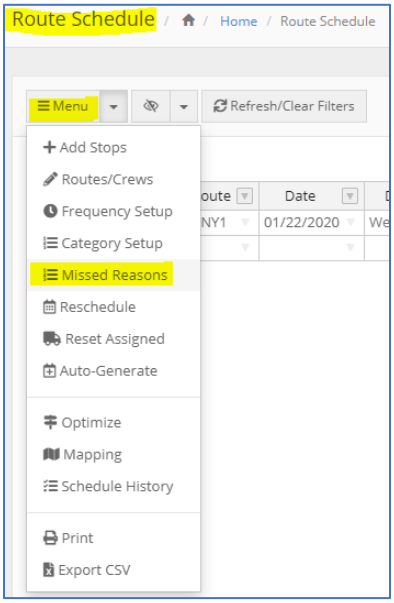
You can create a Missed Stop Report. This can be executed two different ways. ***Before*** you have advanced your route schedule or ***After*** you have advanced your route schedule.

Before Advancing the Route Schedule Method:

Navigate to the Routes, Schedule and locate the stop which was missed. From the "Missed Reason" drop-down menu, select a missed stop reason.

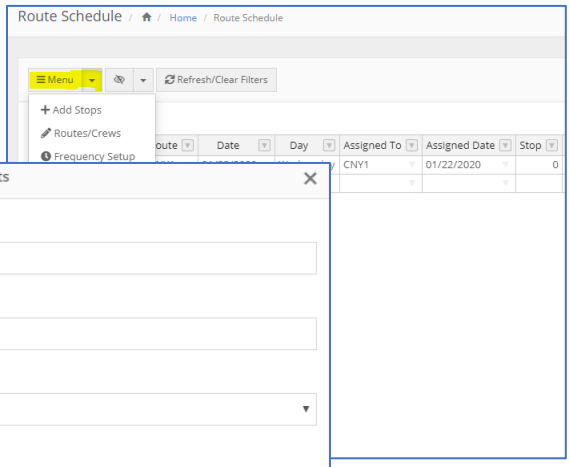


Note: If you do not have the reason populated in your Missed Reason drop down window, select the Menu, Missed Reasons and you can manage the missed reasons from there.



To print the Missed Stop Report go to Routing on your tool bar and in drop down the window select "Print Route Sheets".

Select the dates for the week you want to pull the report for. Usually it is for the current week you are closing. In the drop down widow titled "Version of Route Sheet" select "Missed Stops by Reason".



This will produce the Missed Stop report:

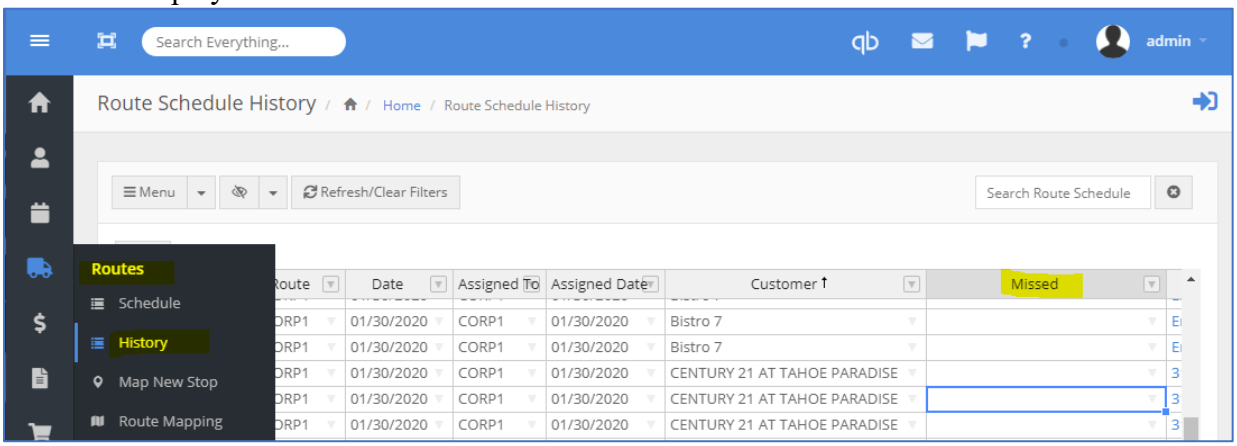
Refused Service
Total Stops: 1

#	Frequency	Route	Date	Customer	Notes
	Weekly	FTW2	07/29/2019	Tarrant Area Food Bank 2600 Cullen Street Fort Worth, TX 76107 817-332-9177 x129	

After you have recorded the reason you still need to delete the invoices, so that it does not get hung up trying to post to QuickBooks. Follow Option #1 for Invoice Deletion.

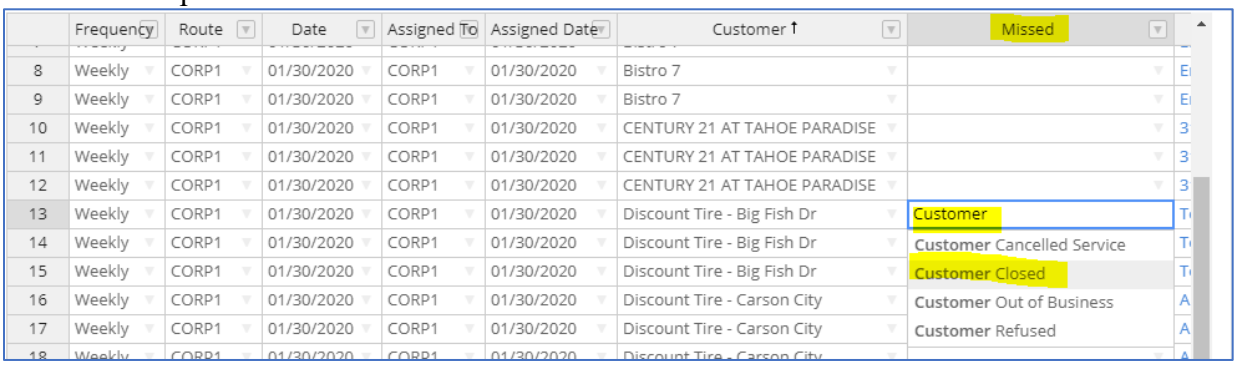
After Advancing the Route Schedule Method:

If you have already posted your schedule for the week but still need to add missed stops, you will need to complete the following steps to create the Missed Stop Report. Navigate to Routes, History and make sure the Missed column is displayed:



Note: This will only list the route event which created the invoice and not the actual invoice.

Locate the stop that was missed and select a Missed reason.



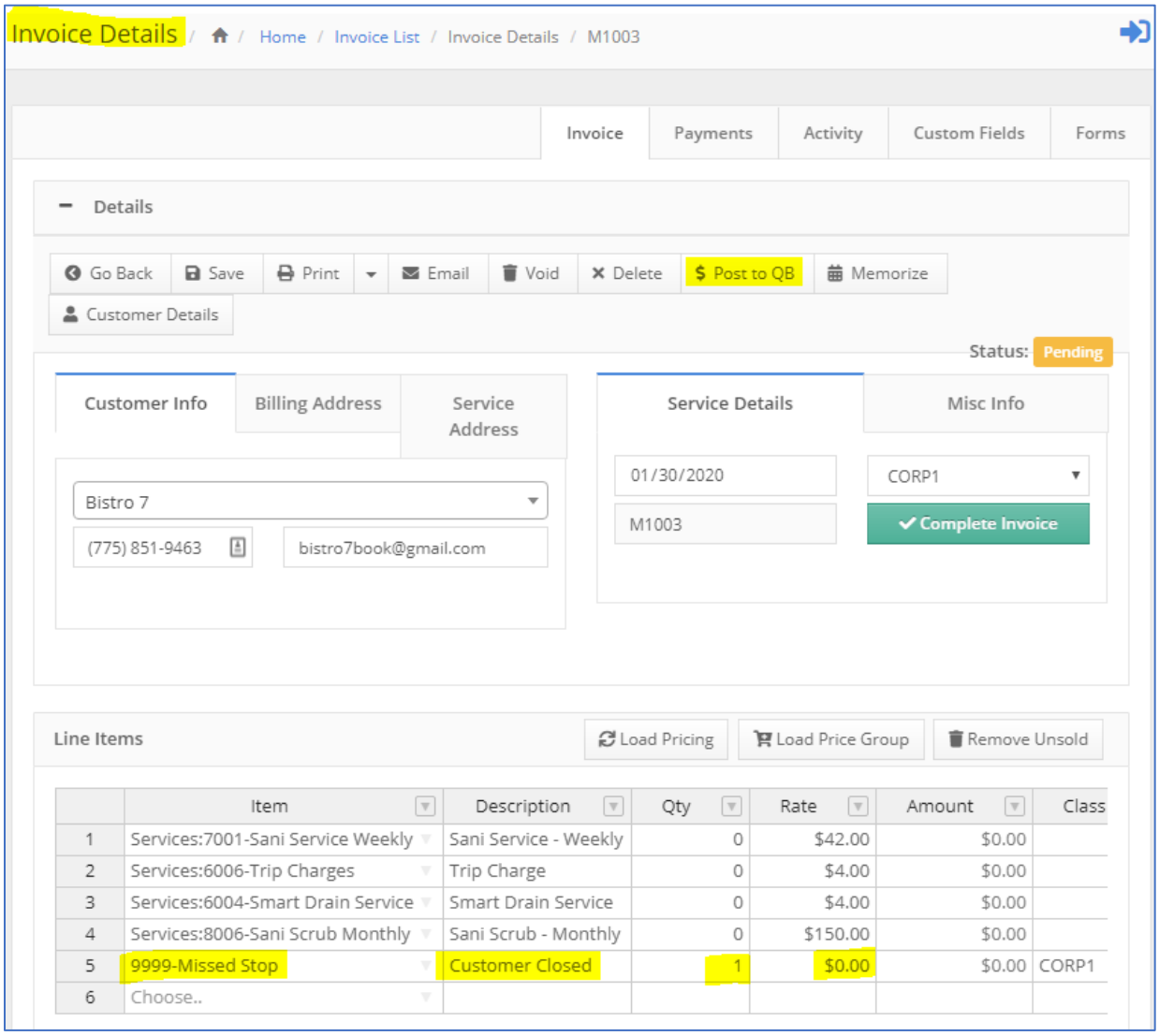
Note: Printing is the same for the Before or After method.

After you have recorded the reason you still need to delete the invoices, so that it does not get hung up trying to post to QuickBooks. Follow Option #1 for Invoice Deletion.

Option #3

The third method is something new and different. This method does not use the Route Schedule History, rather it relies on adding a Missed Item Code to the empty invoice with a Quantity 1 and then posting it though to QuickBooks. Missed Stop reporting is conducted in QuickBooks in this case and all empty invoices are retained with the customer history.

Navigate to Invoices, Pending and select a missed invoice and add a 9000-Missed Stop or 9999-Missed Stop reason code. Be sure to add the reason in the Description. When completed, simply select the "$ Post to QB button":



Note: This method is probably the fastest method to deal with $0 / missed invoices and provides the best audit trail in QuickBooks – the system of record !

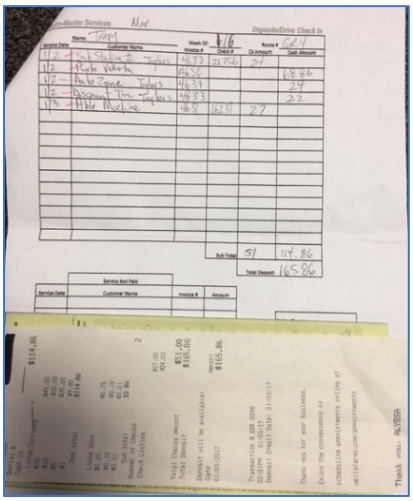
Payments, Collection and Processing

Payments may now be recorded in the field for C.O.D. accounts. Benefit of this new method is that the payment will be posted directly to QuickBooks and applied to the corresponding Invoice.

Note: If the exact amount is not collected in the field, QuickBooks will apply the entire amount to the oldest invoice for that account.

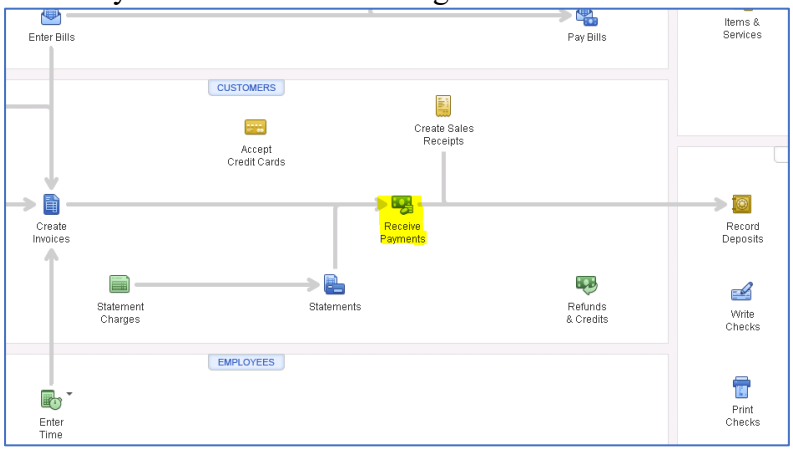
Method #1 – Traditional QuickBooks Method

When the invoices are posted to QuickBooks you can start entering the customer's payments in QuickBooks. You will need the Deposit/Drive Check In sheet to complete this process.

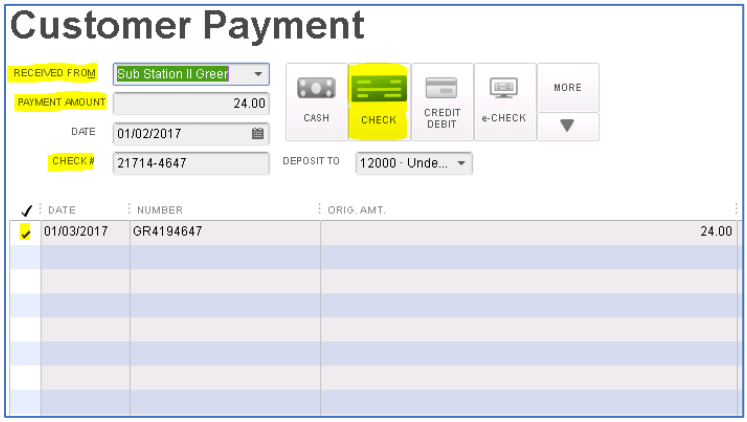


Below is an example of a completed Deposit/Drive Check In sheet.

Go to "Receive Payments" on the Home Page



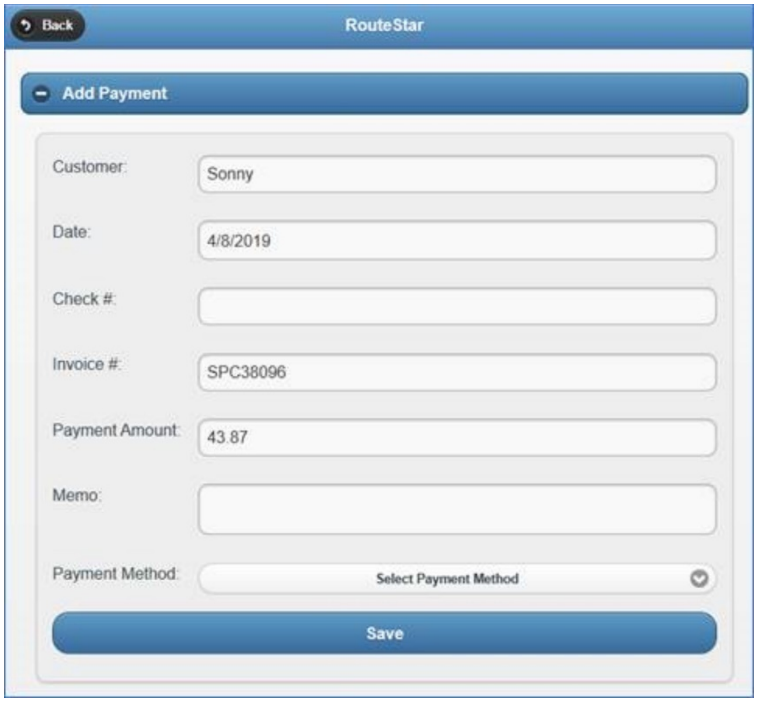
Enter the customer's name, the amount, indicate if it is a check or cash (If it is a check enter the check number. If it's cash, then enter the last four numbers of the invoice you are applying the payment to) Click "Save and New". Keep entering customer payments until all the customers are enter from your deposit sheet. When all the payments from the deposit are entered click "Save and Close."



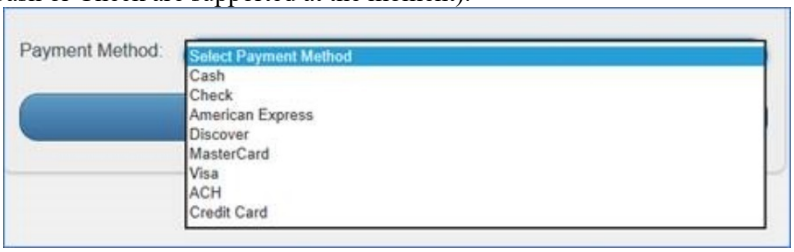
Method #2 – RSM Method

For COD customers, please have the technicians add the payment on the invoice. When completing the invoice, select:

The system will auto-populate the amount:



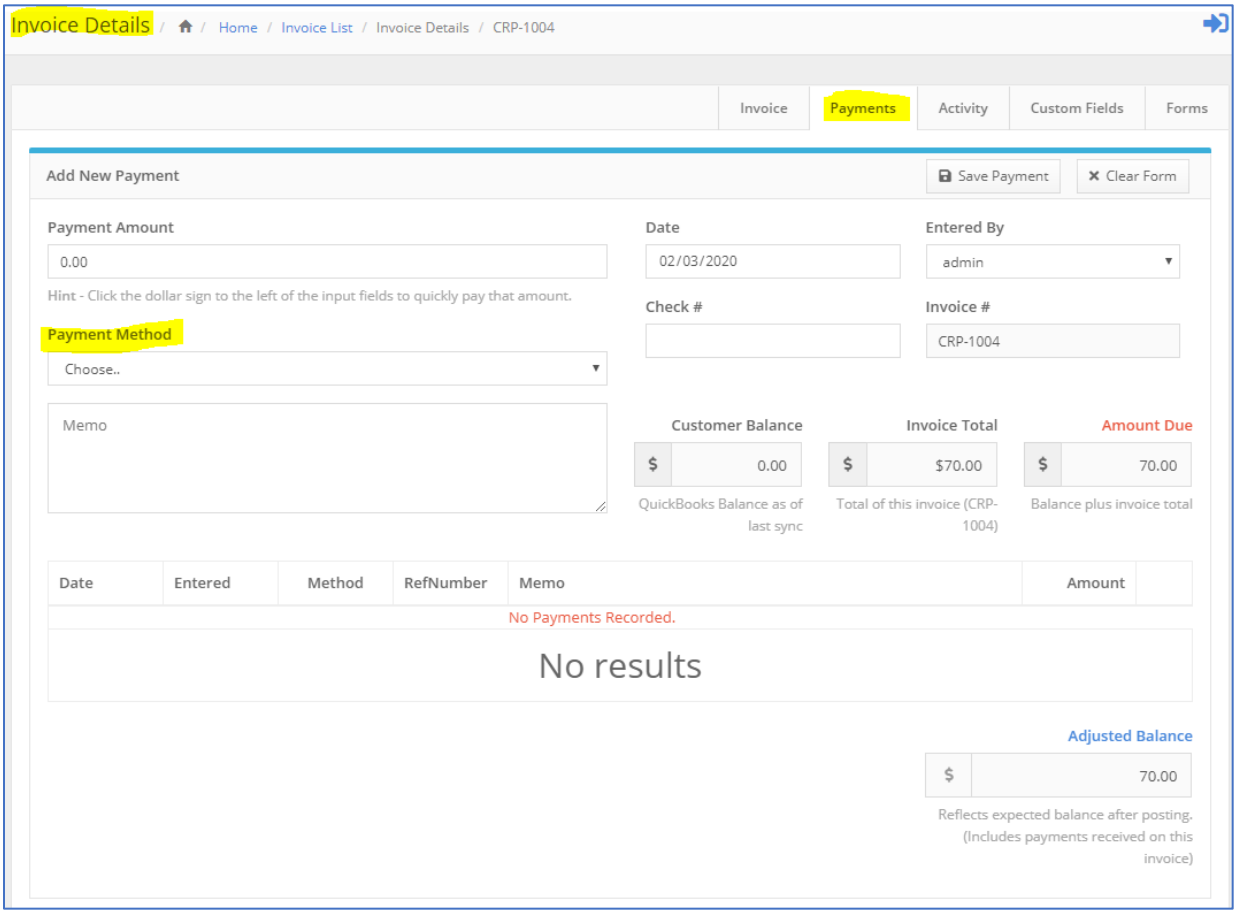
If payment by check, enter the check number in the Check # field. Add any notes in the memo field. Select the Payment Method from the drop-down and Save (only Cash or Check are supported at the moment).



The system will return to the Sign and Complete screen.

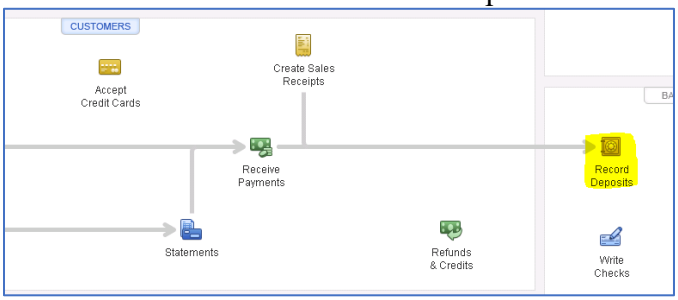
Method #3 – RSO Method

Alternatively, you may also record the payment in RSO on the payment tab on the invoice. Payments will be posted and applied in QuickBooks automatically.

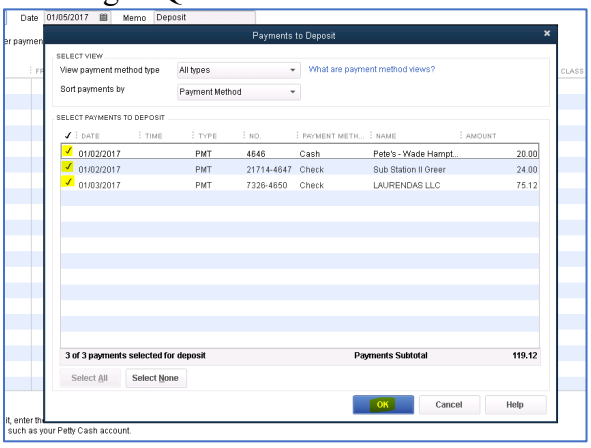


Record Deposits

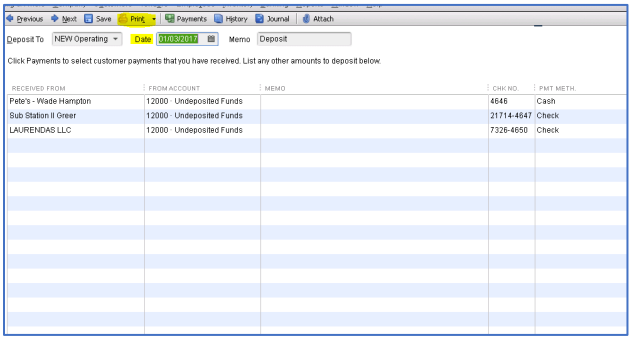
From the home screen in QuickBooks. Find and click on “Record Deposits”.



Click on all the customers that make up the deposit the technician made. Double check that the deposit slip from the bank match the amount you are entering in QuickBooks then click “Ok”.



Record the date at the top as the date the Technician deposited the checks and cash into the bank. Print the cover sheet for the deposit and then click “Save and Close”.

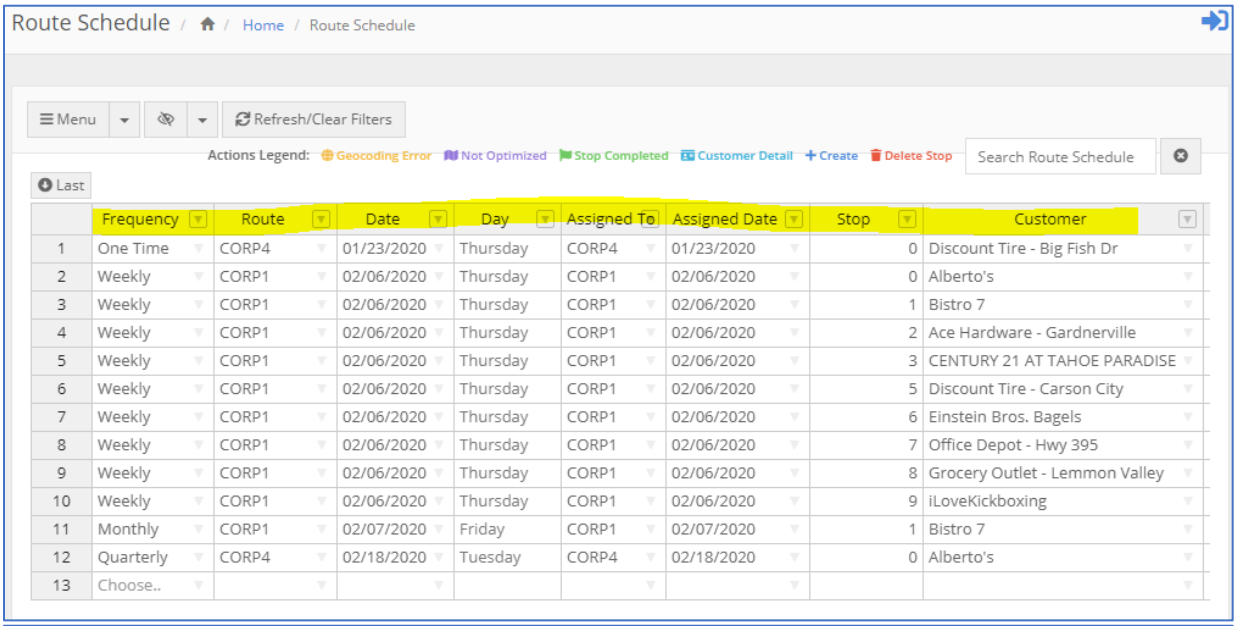


You will repeat these steps until all paperwork has been processed.

Routing

Customer setup and Invoice generation covered the basic aspects of Routing. For more in-depth training, please see the I.T. section on the Enviro-Master University (EMU).

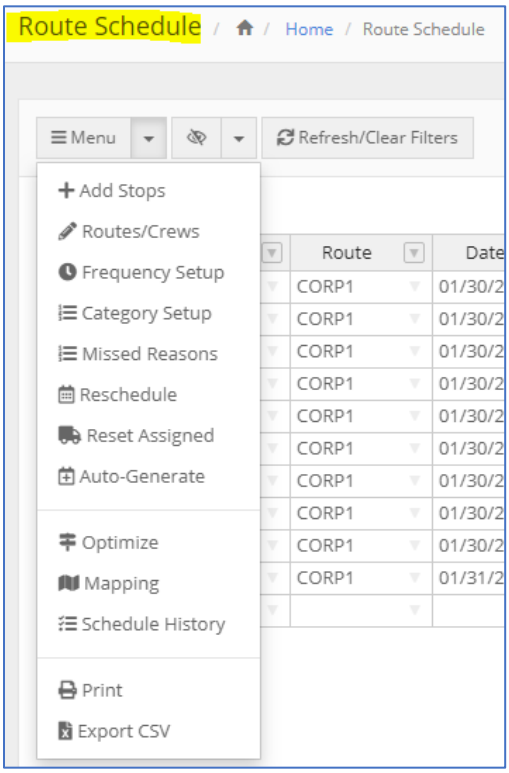
The route schedule contains many fields which help you to schedule, categorize and record why customers may not have been scheduled.



	Frequency	Route	Date	Day	Assigned To	Assigned Date	Stop	Customer
1	One Time	CORP4	01/23/2020	Thursday	CORP4	01/23/2020	0	Discount Tire - Big Fish Dr
2	Weekly	CORP1	02/06/2020	Thursday	CORP1	02/06/2020	0	Alberto's
3	Weekly	CORP1	02/06/2020	Thursday	CORP1	02/06/2020	1	Bistro 7
4	Weekly	CORP1	02/06/2020	Thursday	CORP1	02/06/2020	2	Ace Hardware - Gardnerville
5	Weekly	CORP1	02/06/2020	Thursday	CORP1	02/06/2020	3	CENTURY 21 AT TAHOE PARADISE
6	Weekly	CORP1	02/06/2020	Thursday	CORP1	02/06/2020	5	Discount Tire - Carson City
7	Weekly	CORP1	02/06/2020	Thursday	CORP1	02/06/2020	6	Einstein Bros. Bagels
8	Weekly	CORP1	02/06/2020	Thursday	CORP1	02/06/2020	7	Office Depot - Hwy 395
9	Weekly	CORP1	02/06/2020	Thursday	CORP1	02/06/2020	8	Grocery Outlet - Lemmon Valley
10	Weekly	CORP1	02/06/2020	Thursday	CORP1	02/06/2020	9	iLoveKickboxing
11	Monthly	CORP1	02/07/2020	Friday	CORP1	02/07/2020	1	Bistro 7
12	Quarterly	CORP4	02/18/2020	Tuesday	CORP4	02/18/2020	0	Alberto's
13	Choose..							

	Suspended	Actions	Service Address	Notes	Missed Reason	Start Time
1	☐		Tony Cruz Sparks, NV 89434			
2	☐		Daniel Puga Reno, NV 89506			
3	☐		Erin Bogart Reno, NV 89571			
4	☐		Josh Peters Gardnerville, NV 89410			
5	☑		3141 US HIGHWAY 50 SOUTH LAKE TAHOE, CA 96150			
6	☐		Allen Ogas Carson City, NV 89701			
7	☐		Tiffany Heilman Reno, NV 89511			
8	☐		Jane Carson City, NV 89701			
9	☐		Sara/Dean Biggs Reno, NV 89506			
10	☐		Russ Ruiz Reno, NV 89521			
11	☐		Erin Bogart Reno, NV 89571			
12	☐		Daniel Puga Reno, NV 89506			

On the Route Schedule, there is a sub-menu which performs a variety of functions:



Add Stops – Import Stops – Do not use this feature

Routes / Crews – Maintain your technicians and Routes

Frequency Setup – Manage Stop Frequencies, i.e. Weekly

Category Setup – Manage Categories, i.e. Scrub

Missed Reasons – Manage Reasons, i.e. Closed

Reschedule – Re-assign Routes

Reset Assigned – Set schedule back to original

Auto-Generate – Generate work Orders / Invoices

Optimize – Optimize Stop Order

Mapping – Map Current Routes

Schedule History – Previous schedules

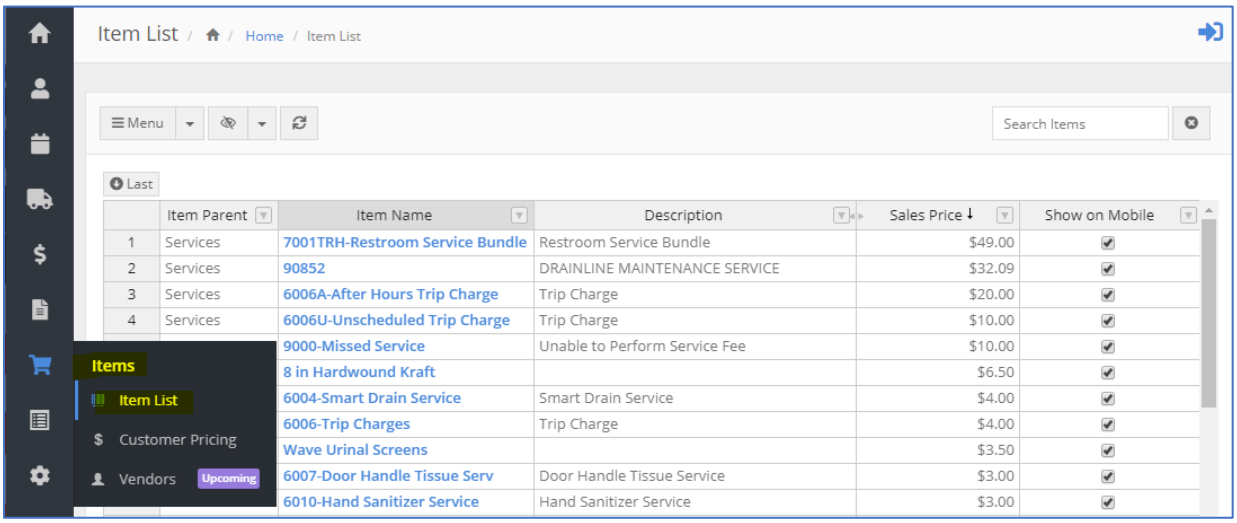
Print – Print Schedules

Export CSV – export your customers to Microsoft Excel

Item Management

Items appear on the Customer Pricing and Equipment Tabs. The Item list is synchronized from QuickBooks and is not maintainable in RSO. It is a direct copy of the QB Items List. The grid columns can be hidden or moved around. This is where items are controlled on the Mobile side as well.

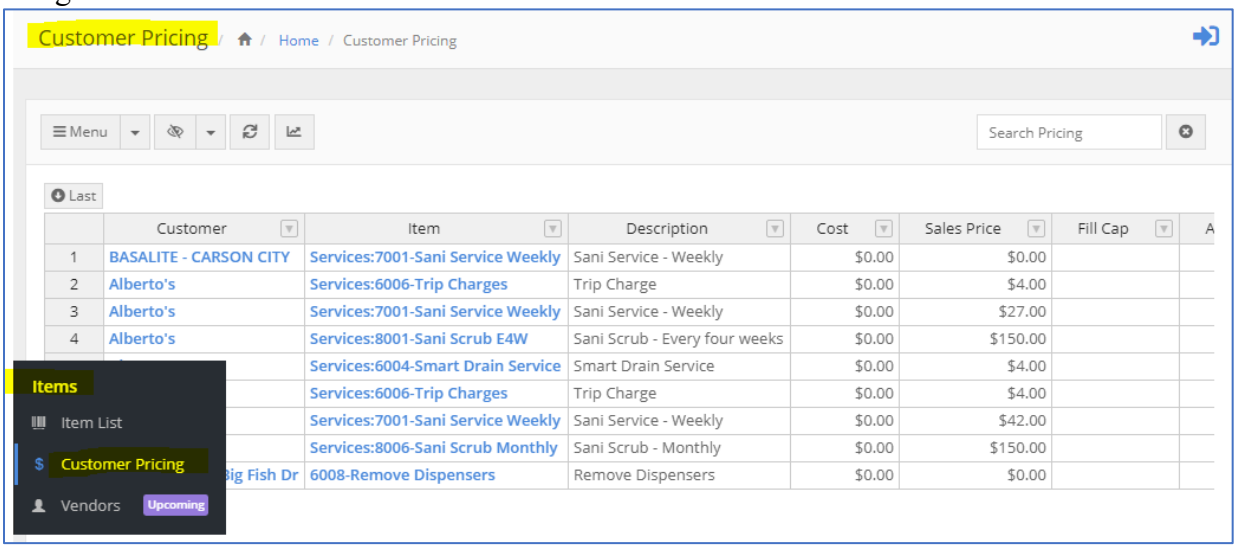
Item List (QuickBooks & RSO)



Note: Top2Bottom business solutions (formerly Accurate) maintains Item Codes on your behalf.

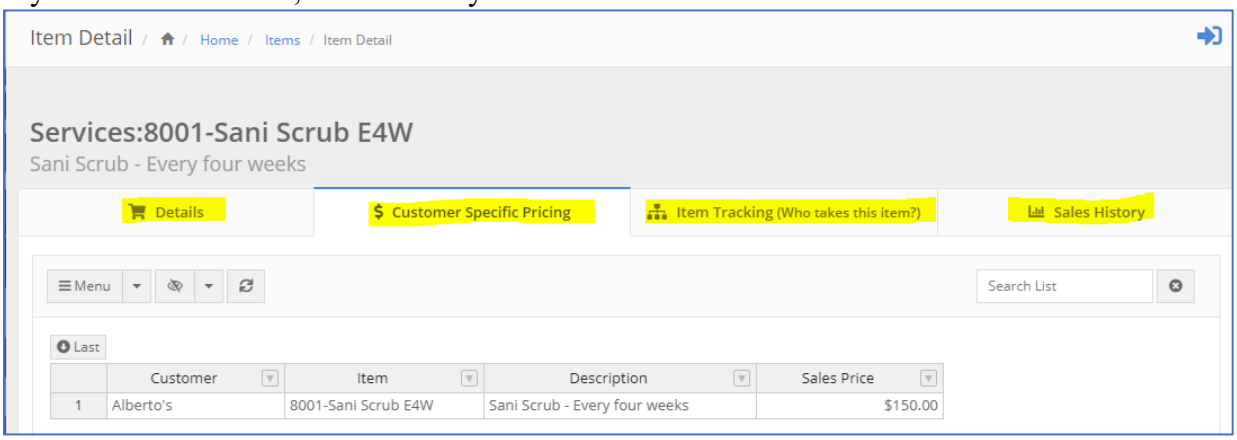
Customer Pricing

This is the list of all your items and their 'connection' to customers. Some Item attributes may be controlled by this grid.

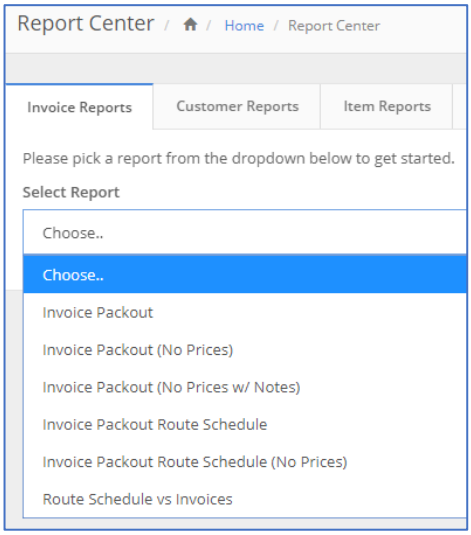


Item Detail

If you click on an Item, it will show you other attributes



Details – the direct QuickBooks details – not editable
Customer Specific Pricing – Customers that take the item, specific pricing
Item Tracking – Who current takes or does not take the item
Sales History – Historical sales information for that Item.



and the

Reports

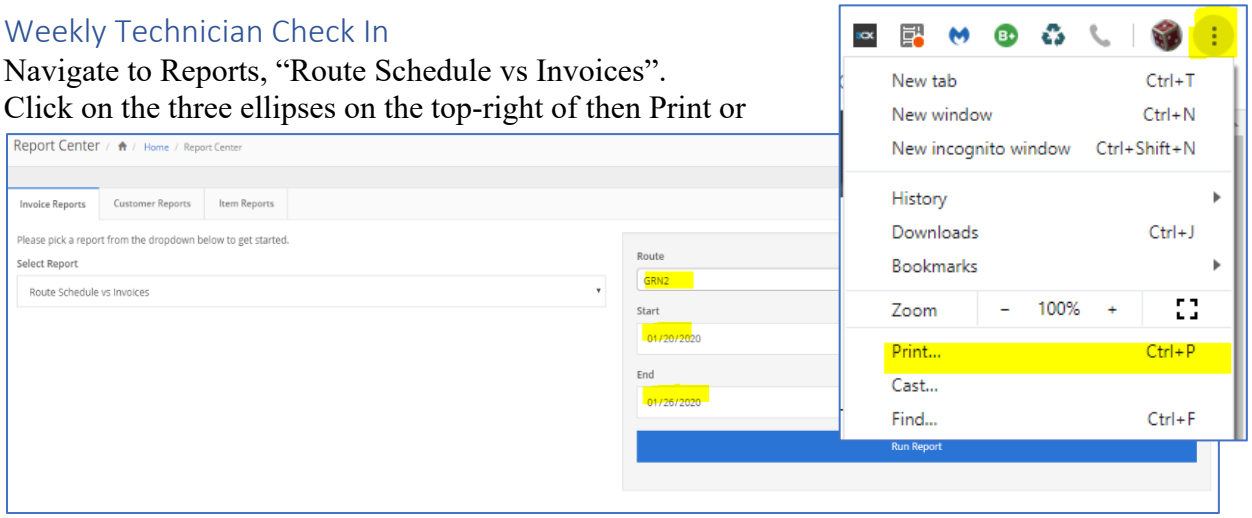
Report Center is constantly being worked on. As requests to build reports, they will be listed in this area. Refer more specific information regarding reporting.
Note: All Sales and Commission reporting is handled in QuickBooks.

we have to EMU for

Technician Check-In – Office / Operations Manager

Weekly Technician Check In

Navigate to Reports, "Route Schedule vs Invoices".
Click on the three ellipses on the top-right of then Print or



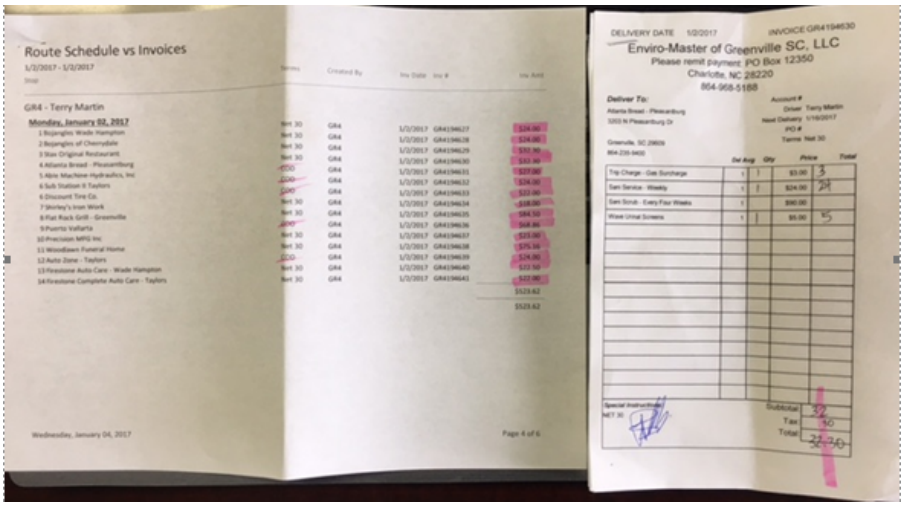
Ctrl+P.

Schedule vs Invoices:

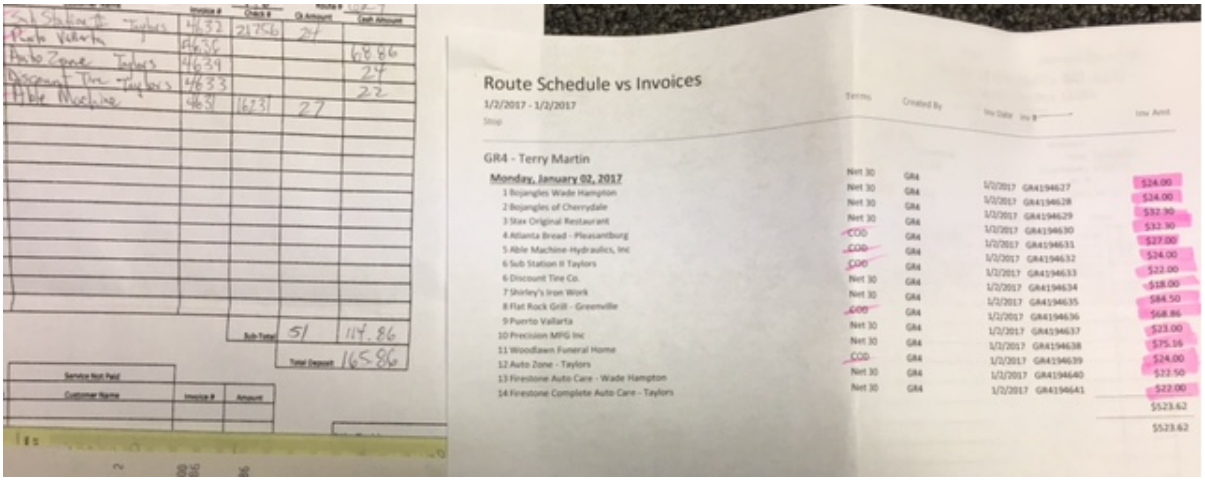
Route Schedule vs Invoices

Stop	Route	Customer	Terms	Freq.	Invoice #	Total
01/20/2020						
0	GRN2	Goodwill - E Blackstock Rd - #24	Net 30	Week 1	GRN240502	$36.00
0	GRN2	Goodwill - Asheville Hwy	Net 30	Week 1	GRN240503	$20.00
1	GRN2	Borden Dairy	Net 30	Week 1	GRN240504	$17.00
2	GRN2	Joe Cruisers	Net 30	Week 1	GRN240505	$20.00
4	GRN2	Circle K - 1245 Asheville Hwy - #3409	Net 30	Week 1	GRN240507	$23.00
5	GRN2	Penn Prints	Net 30	Week 2	GRN240508	$8.00
6	GRN2	Dairy Queen-Sptg	Net 30	Week 2	GRN240509	$54.00
7	GRN2	CiCi's Pizza - Spartanburg	COD	Week 1	GRN240510	$34.00
8	GRN2	Red Crab Juicy Seafood		Week 2		$0
9	GRN2	Discount Tire/Spart.	COD	Week 1	GRN240511	$24.00
10	GRN2	Harrison's Carhart / Workwear - Spart	Net 30	Week 1	GRN240512	$26.00
12	GRN2	Badcock-Stpg	Net 30	Week 1	GRN240513	$24.00
13	GRN2	Ashley Furniture - Spartanburg	Net 30	Week 1	GRN240514	$32.00
14	GRN2	Hot Spot - N Blackstock Spart #2011	Net 30	Week 1	GRN240515	$27.00
15	GRN2	Interflex Laser Engravers	Net 30	Week 1	GRN240516	$38.00

Take your invoices and your “Route End of Day Balances” sheet and compare both to ensure that the technicians have properly completed their electronic invoice in Route Star. If it is not correct go into the invoice in OCS and make any changes needed to correct the invoice before posting to QuickBooks.



You also want to compare the pricing to your deposit sheet to ensure the correct amount was deposited into the bank.



Route Schedule vs Invoices

1/2/2017 - 1/2/2017

GR4 - Terry Martin

Monday, January 02, 2017

1 Bojangles Wade Hampton
2 Bojangles of Cherrydale
3 Stax Original Restaurant
4 Atlanta Bread - Pleasantburg
5 Able Machine-Hydraulics, Inc
6 Sub Station II Taylors
6 Discount Tire Co.
7 Shirley's Iron Work
8 Flat Rock Grill - Greenville
9 Puerto Vallarta
10 Precision MFG Inc
11 Woodlawn Funeral Home
12 Auto Zone - Taylors
13 Firestone Auto Care - Wade Hampton
14 Firestone Complete Auto Care - Taylors

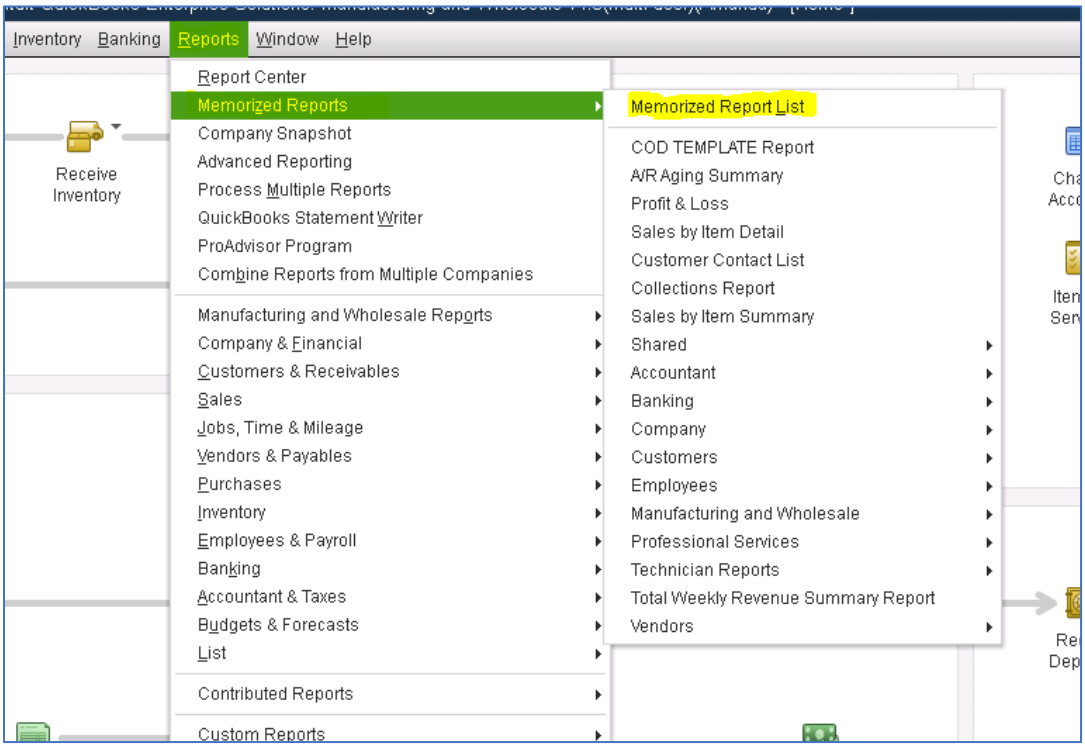
Terms	Created By	Inv Date	Inv #	Inv Amt
Net 30	GR4	1/2/2017	GR4194627	$24.00
Net 30	GR4	1/2/2017	GR4194628	$24.00
Net 30	GR4	1/2/2017	GR4194629	$32.90
COD	GR4	1/2/2017	GR4194630	$32.90
COD	GR4	1/2/2017	GR4194631	$27.00
COD	GR4	1/2/2017	GR4194632	$24.00
Net 30	GR4	1/2/2017	GR4194633	$22.00
Net 30	GR4	1/2/2017	GR4194634	$18.00
COD	GR4	1/2/2017	GR4194635	$84.50
Net 30	GR4	1/2/2017	GR4194636	$68.86
Net 30	GR4	1/2/2017	GR4194637	$23.00
COD	GR4	1/2/2017	GR4194638	$75.16
Net 30	GR4	1/2/2017	GR4194639	$24.00
Net 30	GR4	1/2/2017	GR4194640	$22.50
		1/2/2017	GR4194641	$22.00
				$523.62
				$523.62

Once you have confirmed that the invoices are correct, you can post to QuickBooks (see the invoice processing section).

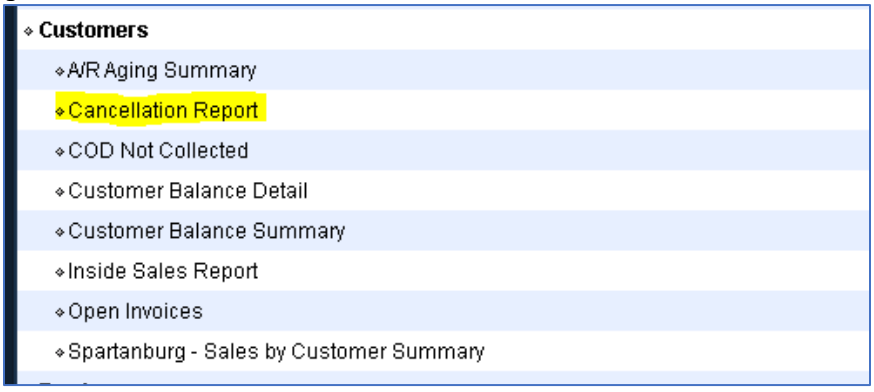
Reporting – Office / Operations Manager

Cancellation Report

To view the Cancellation Report in QuickBooks click on “Reports” then “Memorized Reports”. Slide your curser to “Memorized Report List”.



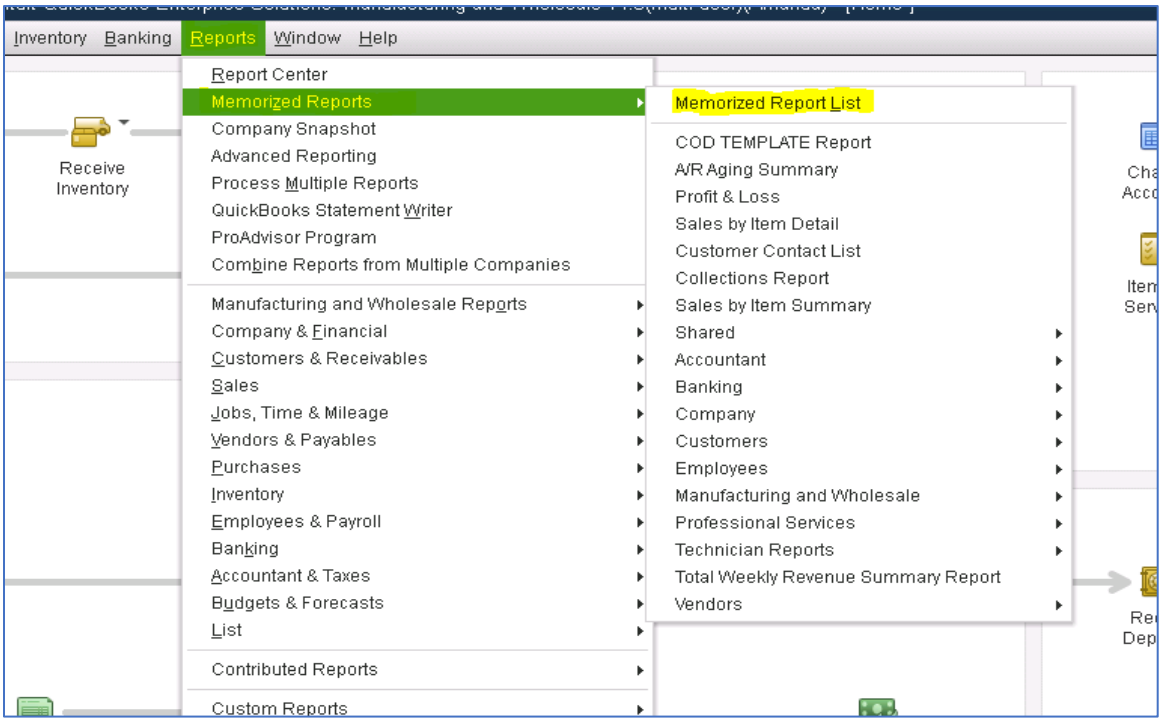
In the list of Memorized Reports under Customers you will double click “Cancellation Report”. This will open your report to view and print.



Note: You must leverage the QuickBooks “Customer Type”, “Cancellation Reason” for this report to work.

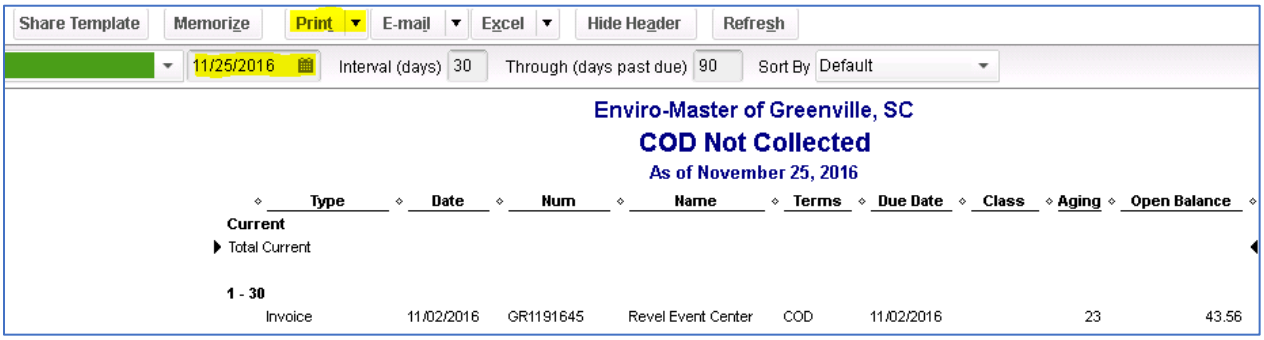
COD Not Collected

To view the COD Not Paid Report in QuickBooks click on “Reports” then “Memorized Reports”. Slide your curser to “Memorized Report List”.

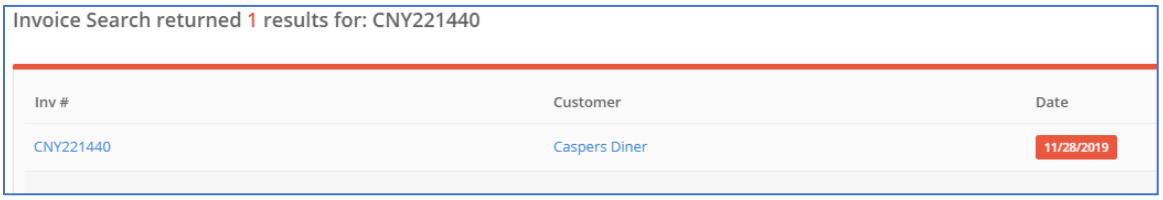


In the list of Memorized Reports, under Customers you will click on COD Not Collected. This will open your report.

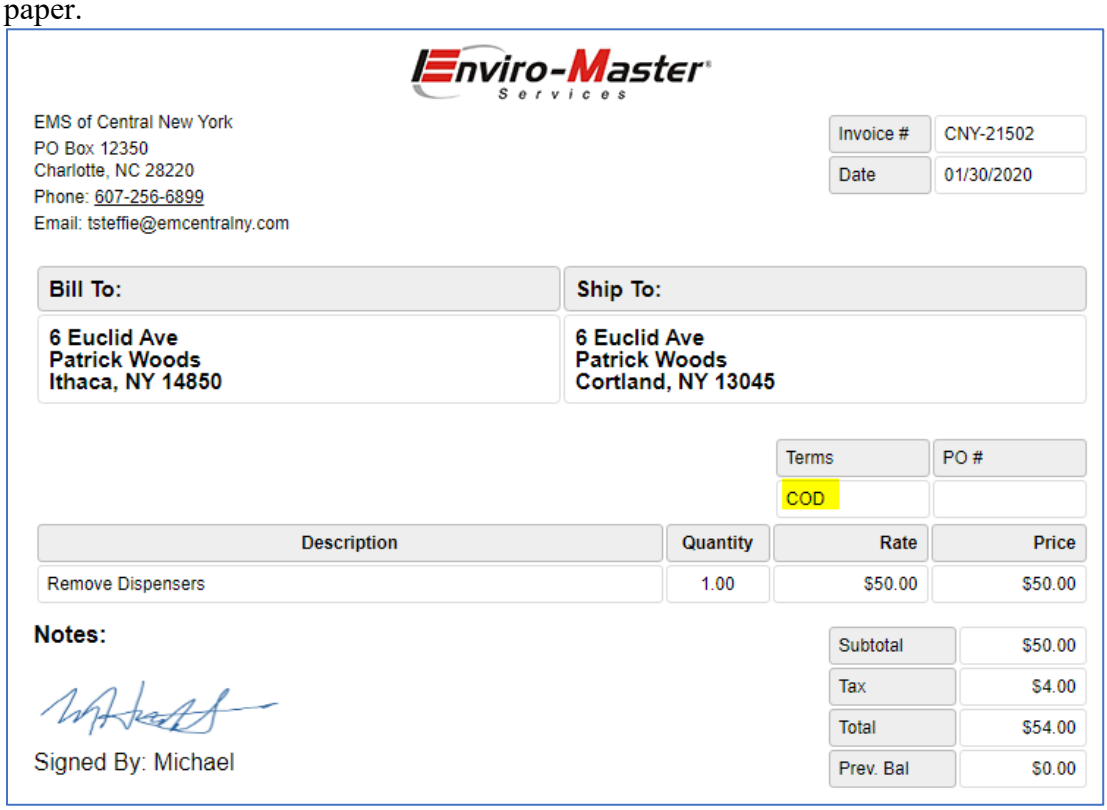
At the top of the report you will need to enter the current date. Click Refresh to make sure you are looking at most current report. Click the print button to print the report.



Once the report has printed, locate those invoices in RSO. Utilize the Search Everything bar at the top left to locate the invoice. It is the fastest way to find an invoice:

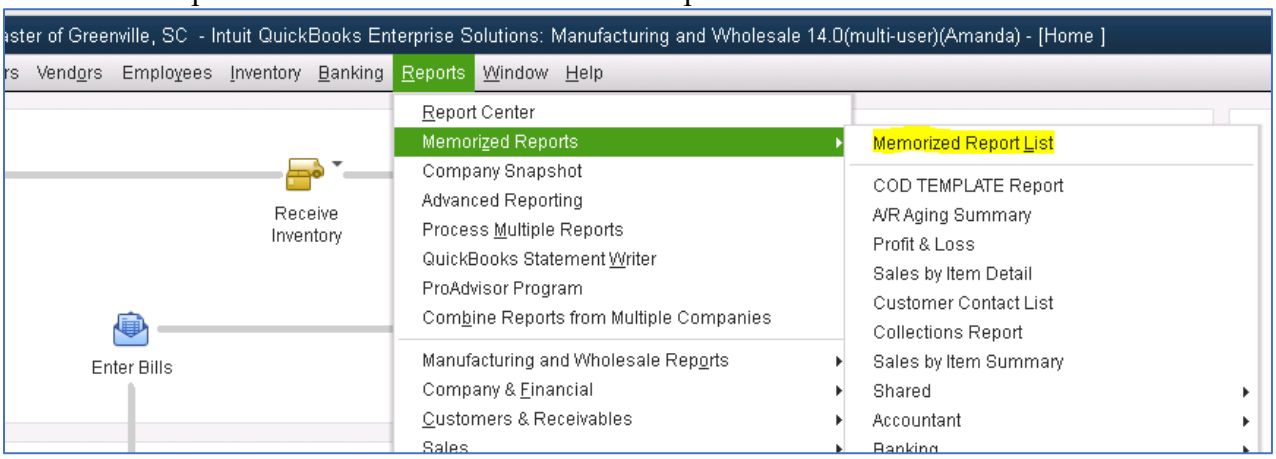


Click on the Invoice number and then click on "View Signed Invoice". This will open your web browser where you will view the signed invoice. On your keyboard you will press CTRL and P to print the signed copy on PINK paper.

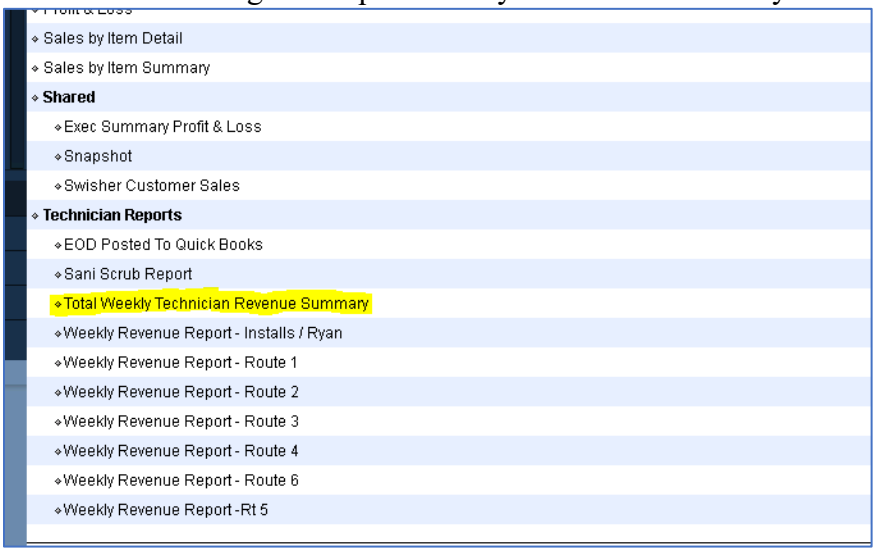


Weekly Revenue Summary Report

Once you are logged into QuickBooks click on Reports on your tool bar. In the drop-down window, click on Memorized Reports then slide over to Memorized Report List.



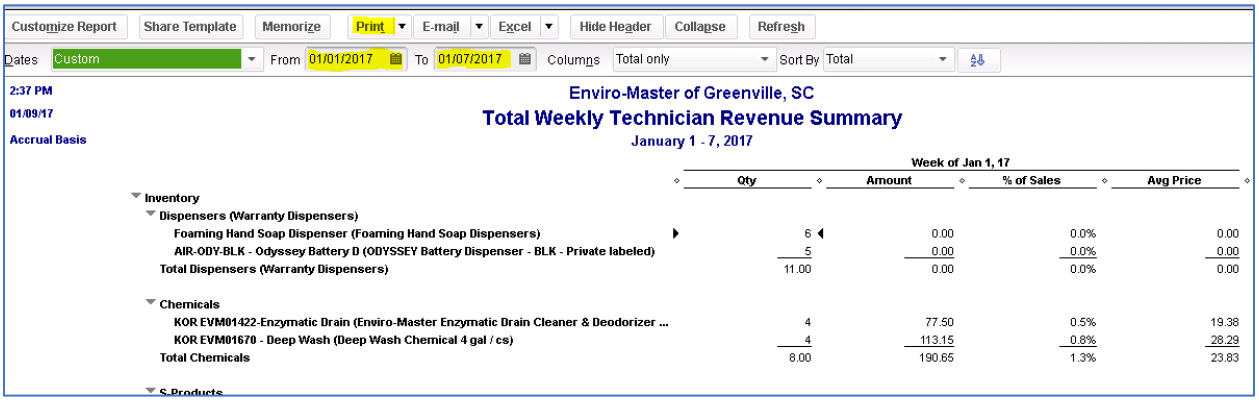
After you click on Memorized Report List QuickBooks will open a new window that will look like the picture below. Scroll through the reports until you find Total Weekly Revenue Summary. Click on the report.



Note: Sometimes these reports are found under the heading Company and sometimes it is under Technician Reports. The name in the report varies as well. Sometimes the report is called “Total Weekly Revenue Summary” and sometimes it is called “Total Weekly Technician Revenue Summary”.

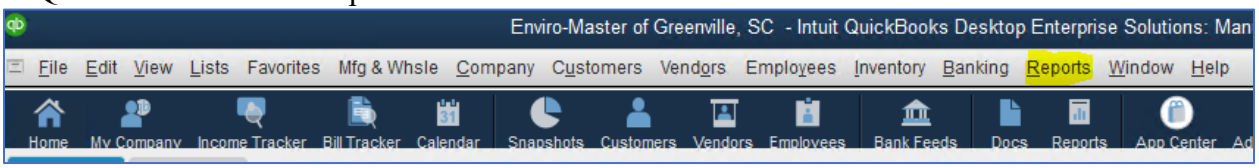
Note: You can maintain these naming conventions and report grouping yourself.

Select the report and a new window will open (see image below). Change the dates to the week you are closing and click on Refresh. You can now print your report by clicking on the Print button above the date.

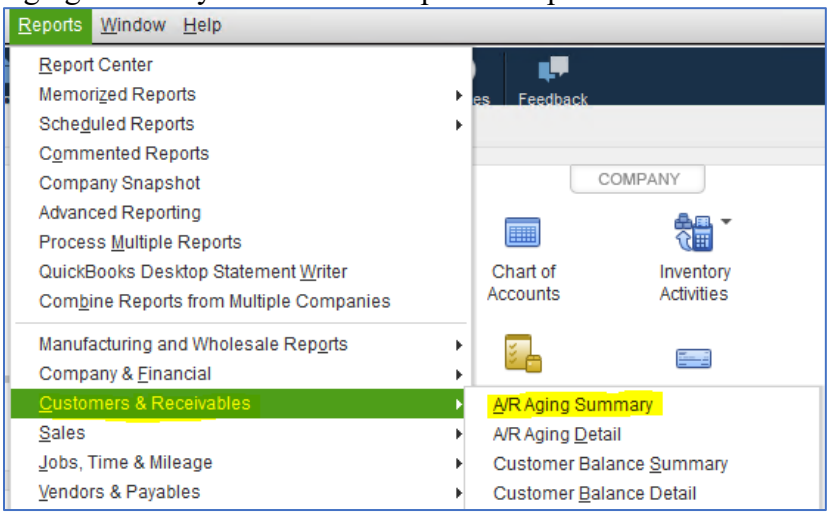


Accounts Receivable Aging Summary Report

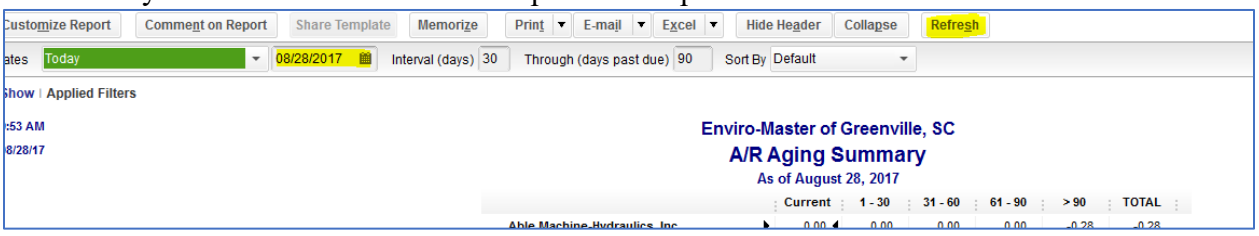
In QuickBooks click on Reports.



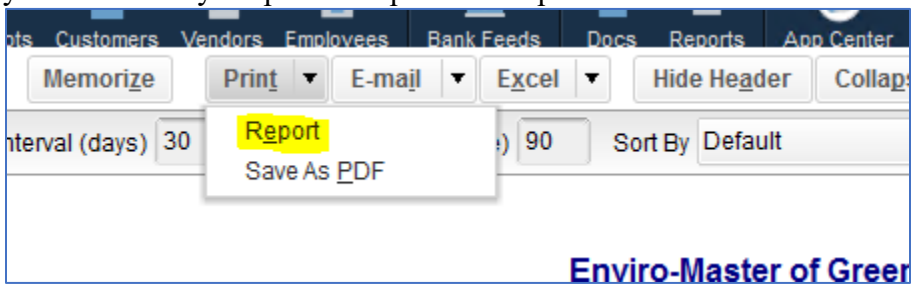
In the drop-down menu hover your curser over Customers & Receivables, then slide your curser over to A/R Aging Summary. Click on it to open the report.



Select today's date and click Refresh to update the report.

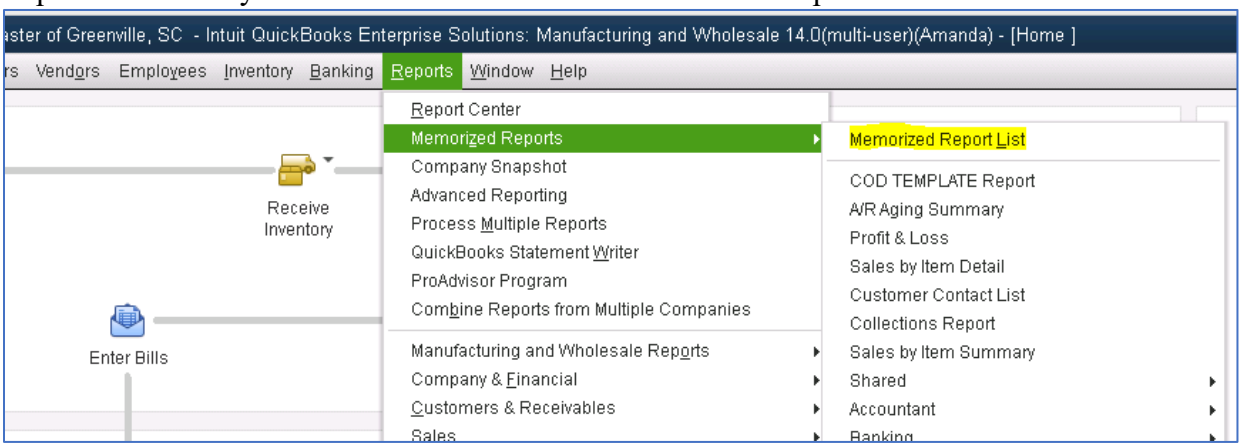


To print the report, click on print. In the drop-down window click Report. A printer window will pop up where you will select your printer to print this report.

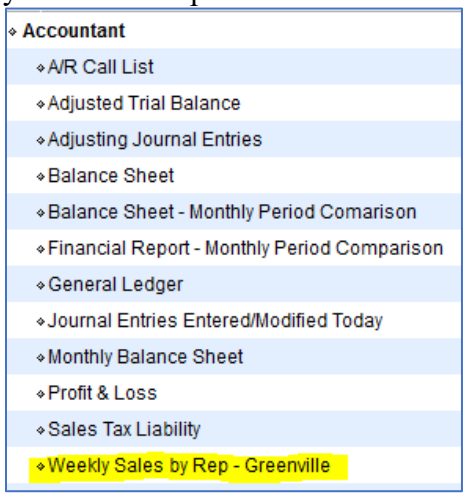


Weekly Sales By Rep

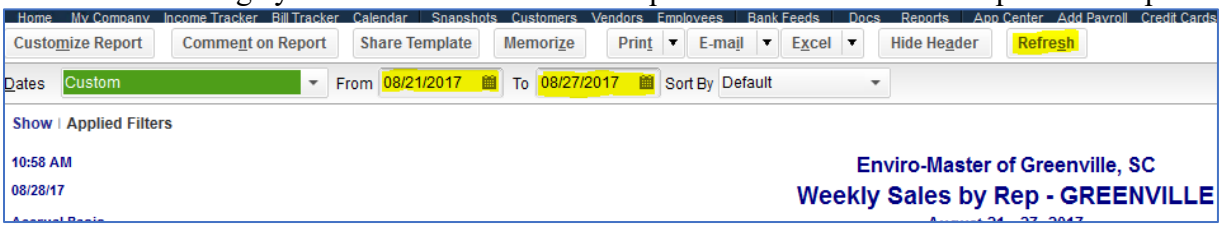
In QuickBooks click on Reports located on your tool bar. In the drop-down window hover over Memorized Reports then slide your curser over and click on Memorized Report List.



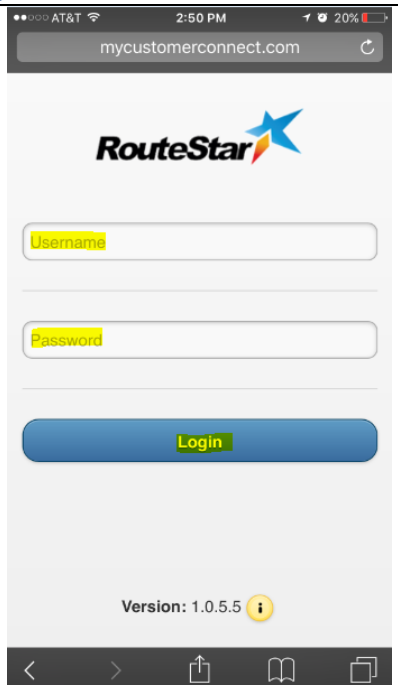
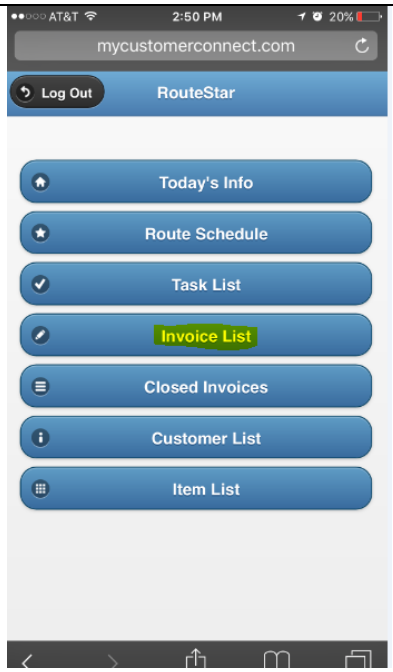
In the Memorized Report List, you will find the Weekly Sales Report by Rep under the header Accountant. When you find the report double-click on it to open it.

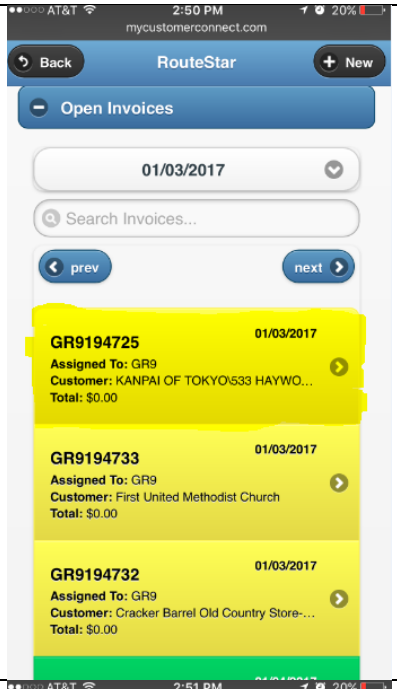
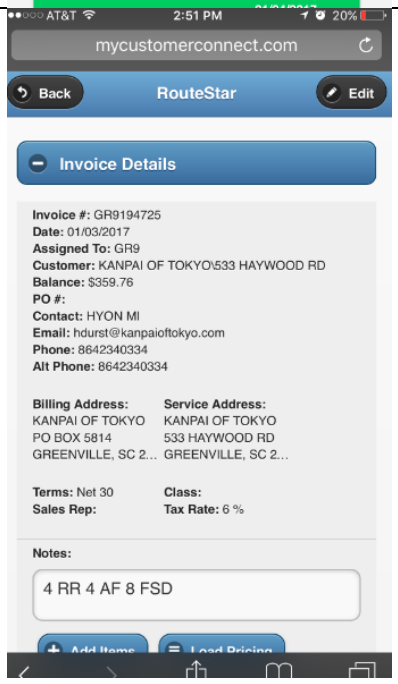


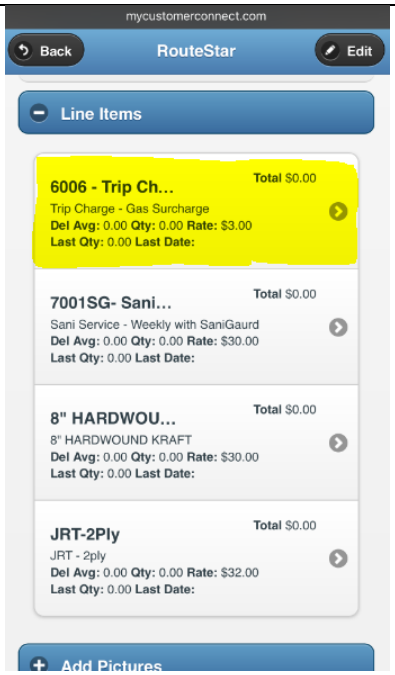
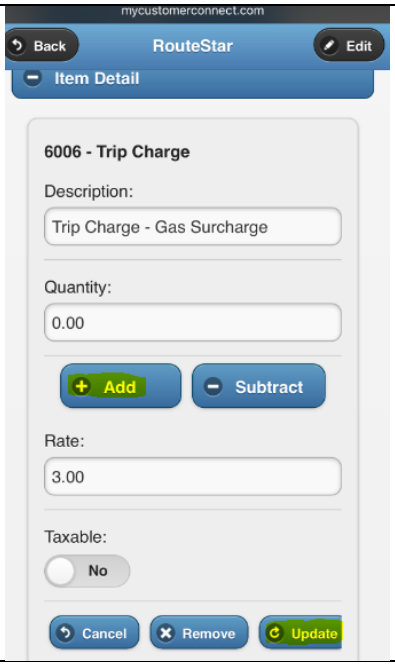
Select the date range you would like to view the report for. Click Refresh to update the report.

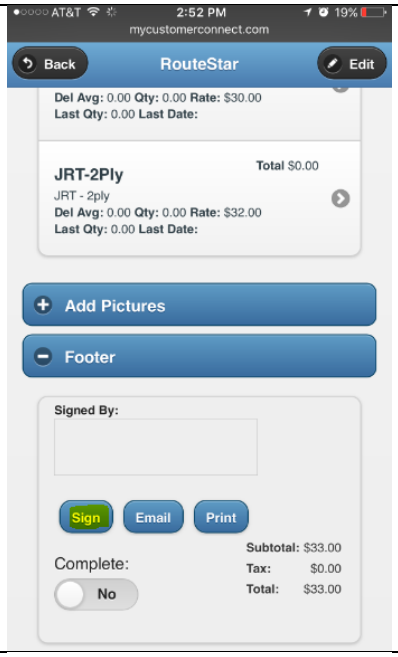
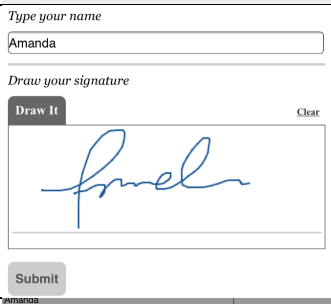
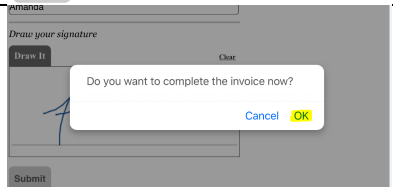
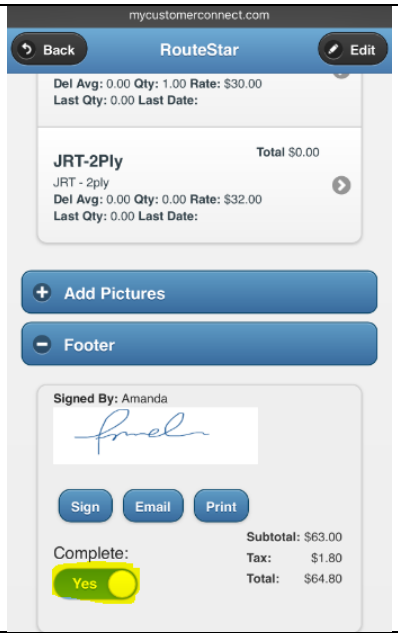


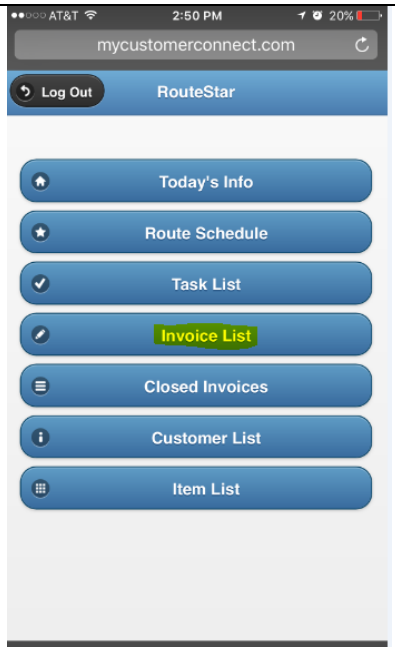
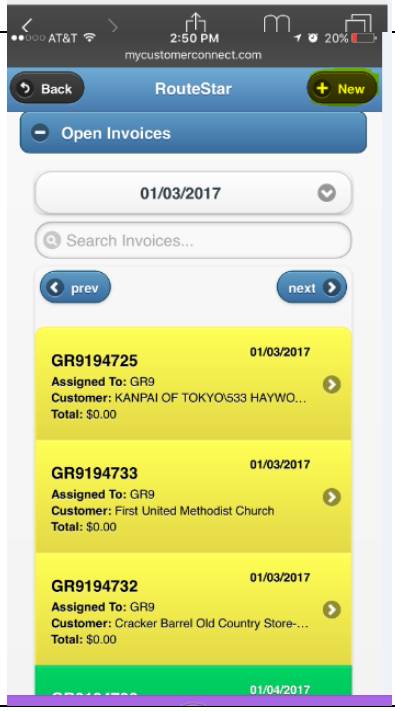
Completing an Invoice

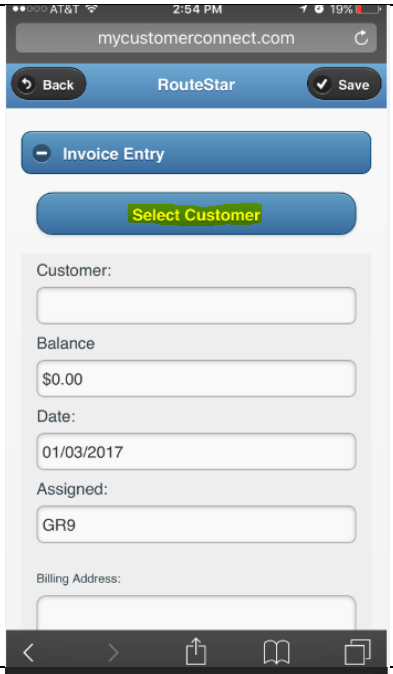
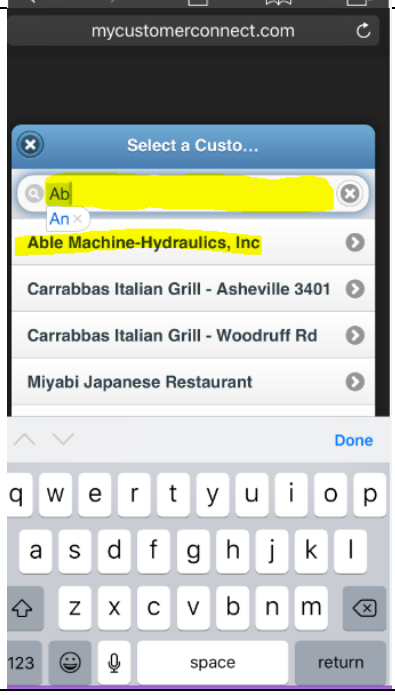
	On your mobile device open your web browser and type in your web address for RouteStar. This will bring you to your log in page. Type in your username and password then click “Login”.
	After you have logged in you will come to a menu page. Click on Invoice List to view your invoices. You can also choose Today’s info and it will show you only invoices for the current date.

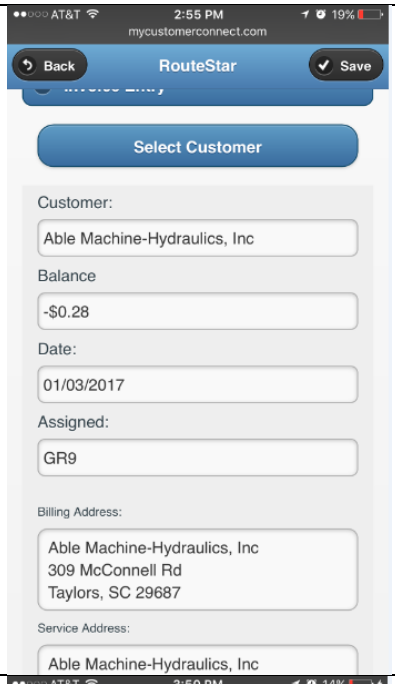
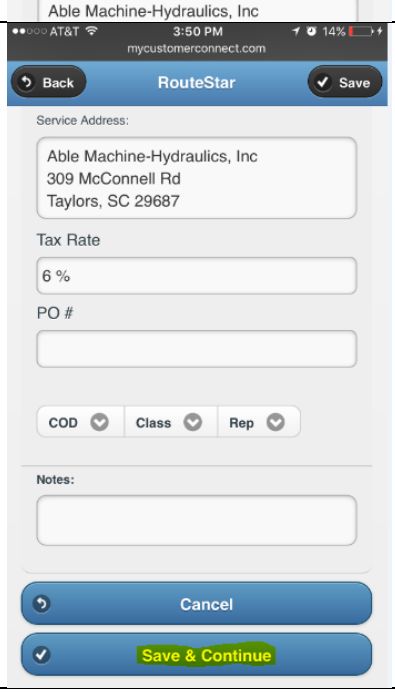
	The next screen will be a list of your invoices that need to be completed. Click on the invoice of the customer you are servicing to open the invoice. ***Note: Red highlighted invoices mean they are past due. Yellow highlighted invoices mean currently due and green highlighted invoices mean they are due in the future.
	Below is an example of what an invoice looks like when you open it in RouteStar.

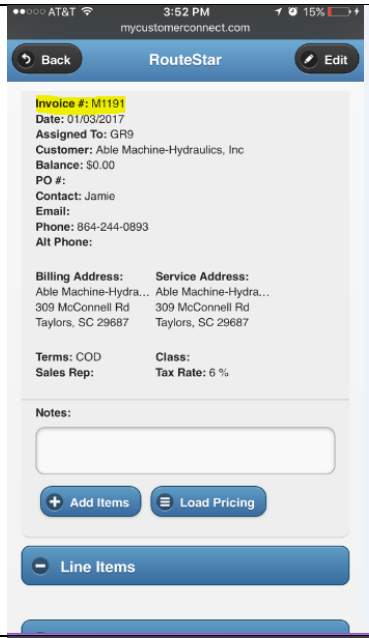
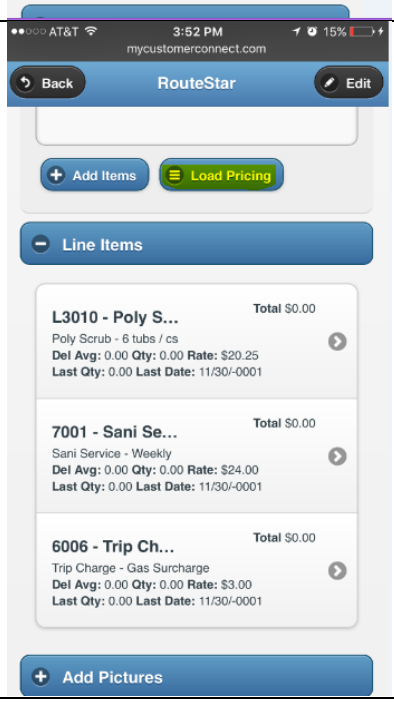
	Once the invoice is open scroll down to Line Item. Click on the line item you are wanting to add to the invoice. In the example below the Technician is adding a trip charge.
	Once you have clicked on the line item you will come to the page where you will add the line item. Click on Add until you have the correct number of the products or services you provided. Click “Update” after you have the quantities of the line item.

	Once you have all of your line items added to the invoice you can find your total by scrolling to the bottom of the invoice. You also need to have the manager on duty sign your invoice. Click on “Sign” at the bottom of the invoice.
	Type in the name of the manager signing the invoice and let the customer sign their name. Afterwards click “Submit”
	A window will pop up asking you if you would like to complete the invoice. Click “OK”.
	After RouteStar has completed the invoice it will direct you back to the closed invoice. You want to make sure at the bottom the invoice where is says “Complete” is highlighted in blue meaning it is completed. If the invoice is not highlighted in blue you can slide the complete button to highlight in blue.

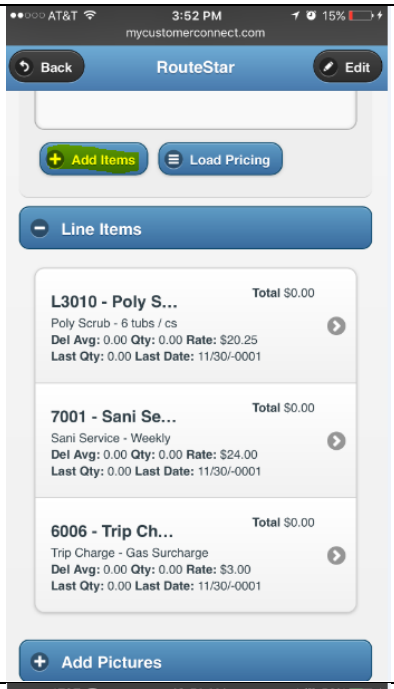
	While you are logged into your RouteStar go to the main menu and click on Invoice List
	At the top right corner of the screen click on “New”.

	Click on Select Customer.
	In the search box start typing the name of the customer you are wanting to create the invoice for. Once you have found the customer click on their name.

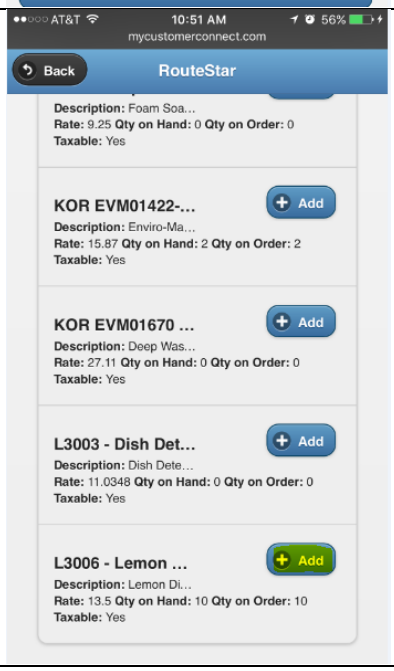
	RouteStar will direct you to a screen such as the one below. The customer's information will populate in the fields as shown below.
	Scroll to the bottom of the screen and click on "Save and Continue".

	This will direct you to your new invoice. Note that RouteStar will create a manual invoice number for the Technician.
	To load the customer's pricing for products and services you are currently selling the customer, click on "Load Pricing". The customer's line items and pricing will populate on the invoice and you can continue completing the invoice by getting your customer's signature.

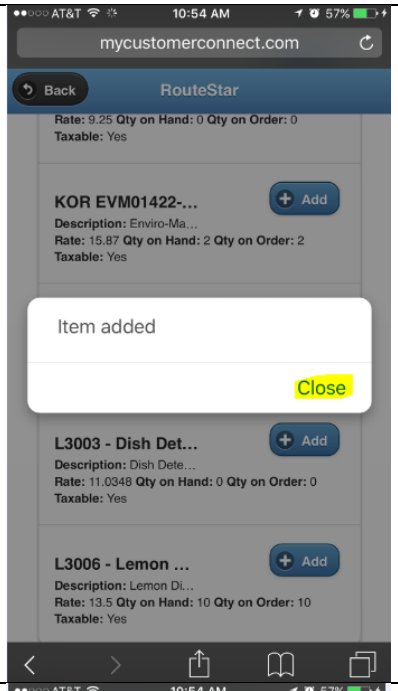
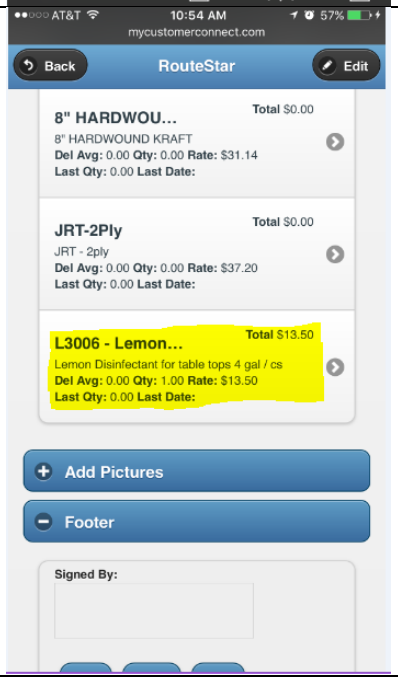
Adding a New Line Item to an Invoice

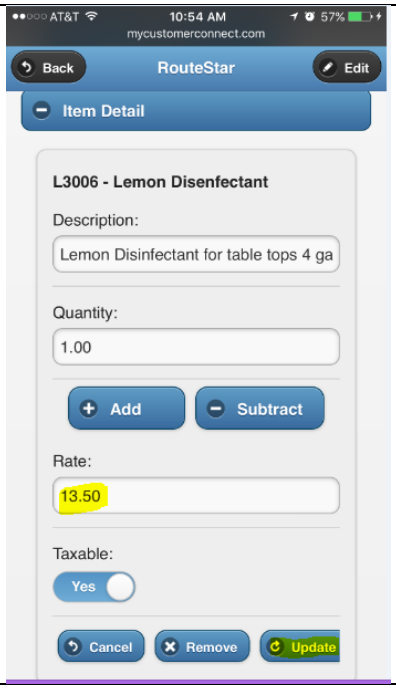


To add a new product click on “Add Items” and search for the new product or service you are providing.



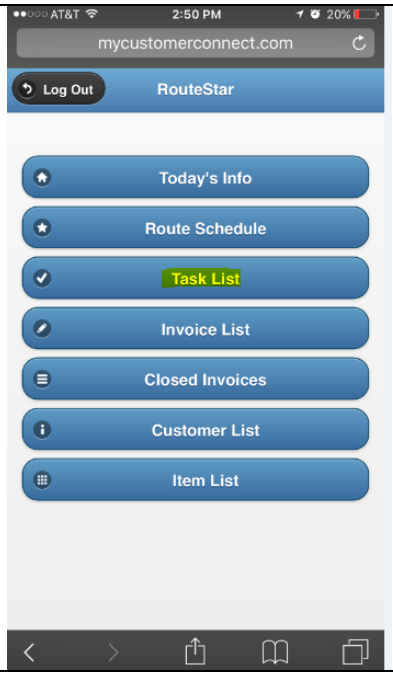
Once you find the item click “Add”.

	RouteStar will notify you that the item has been added to the invoice. Click “Close” and the back button.
	On your invoice you can now view the item has been added.

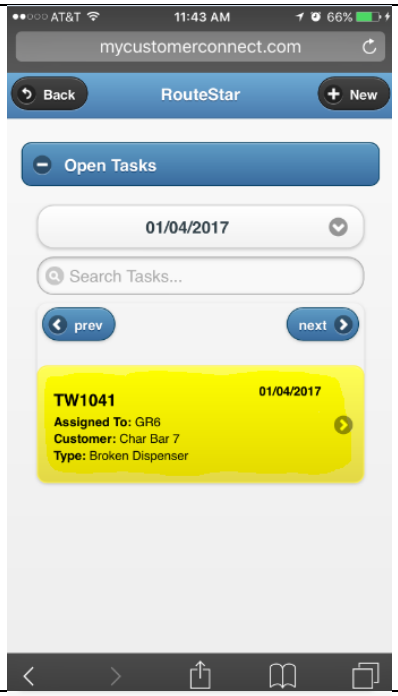
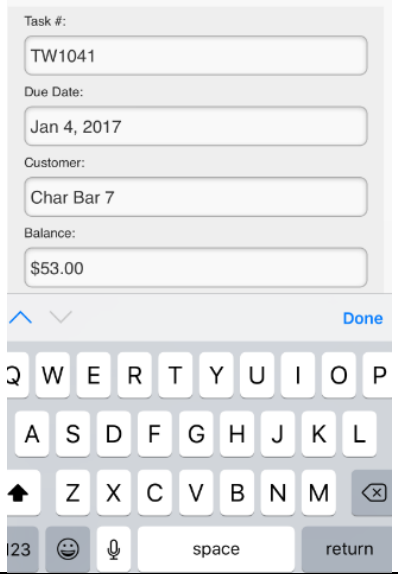


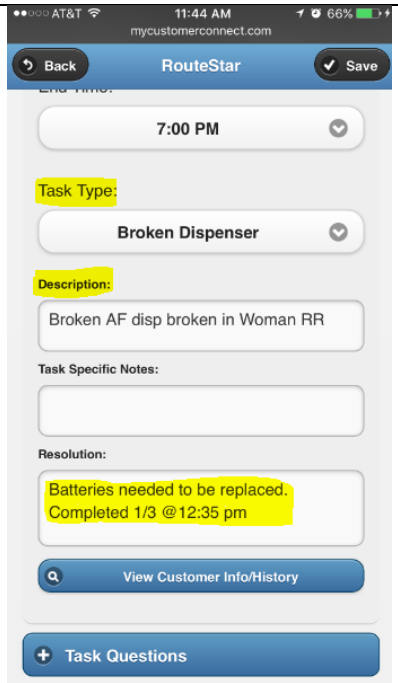
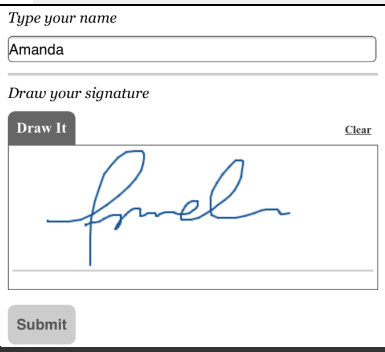
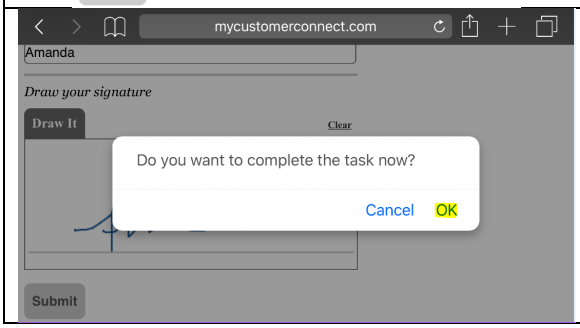
To edit the price of the new line item click on the item. In the “Rate” box edit the price and click on update. This will change your price and you can continue to completing the invoice with the customer’s signature.

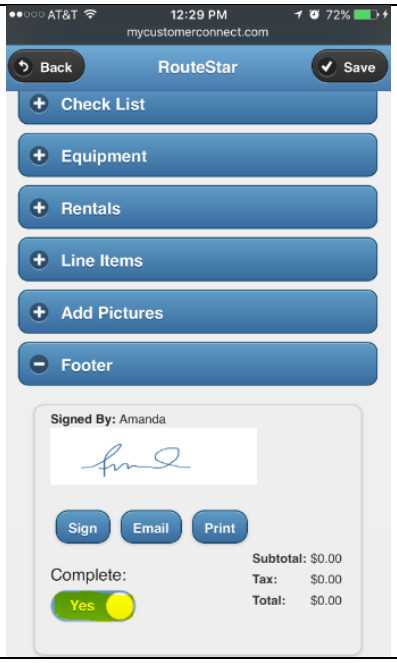
Completing a Task in RouteStar



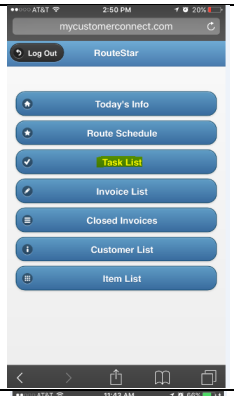
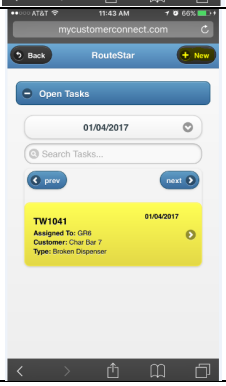
After you log into RouteStar click on Task List.

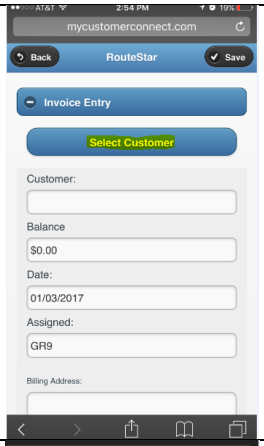
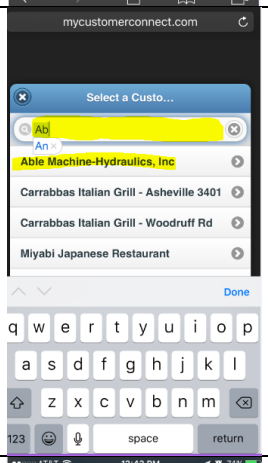
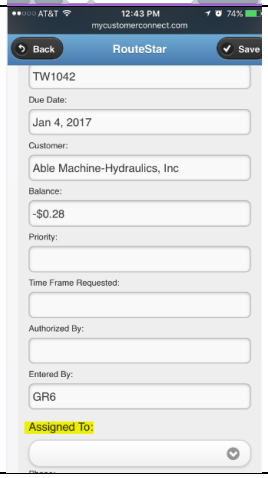
		RouteStar will direct you to where your tasks will be listed.
		Click on the task to open the work order.

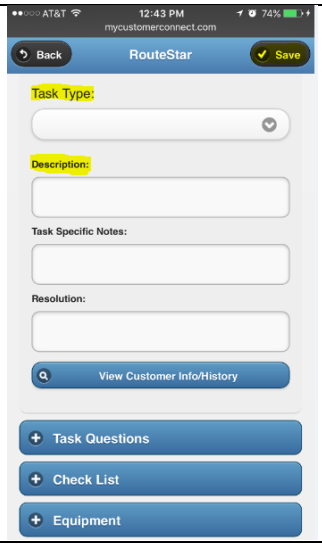
	Scroll toward the bottom to view the information about the task that needs to be completed. The Task Type and Description fields will already be filled in for you to view what the issue was. In the Resolution field type enter how the issue was resolved and the date and time it was resolved.
	After you have typed the resolution you are ready to complete the task. Scroll to the bottom of the screen and click on sign. Type your name and sign that the work has been completed. Afterwards click “Submit”.
	A window will pop up asking you if you would like to complete the invoice. Click “OK”.

	After RouteStar has completed the task it will direct you back to the closed invoice. You want to make sure at the bottom the task where is says “Complete” is highlighted in blue meaning it is complete. If the task is not highlighted in blue you can slide the complete button to highlight in blue.

Creating a New Task in RouteStar

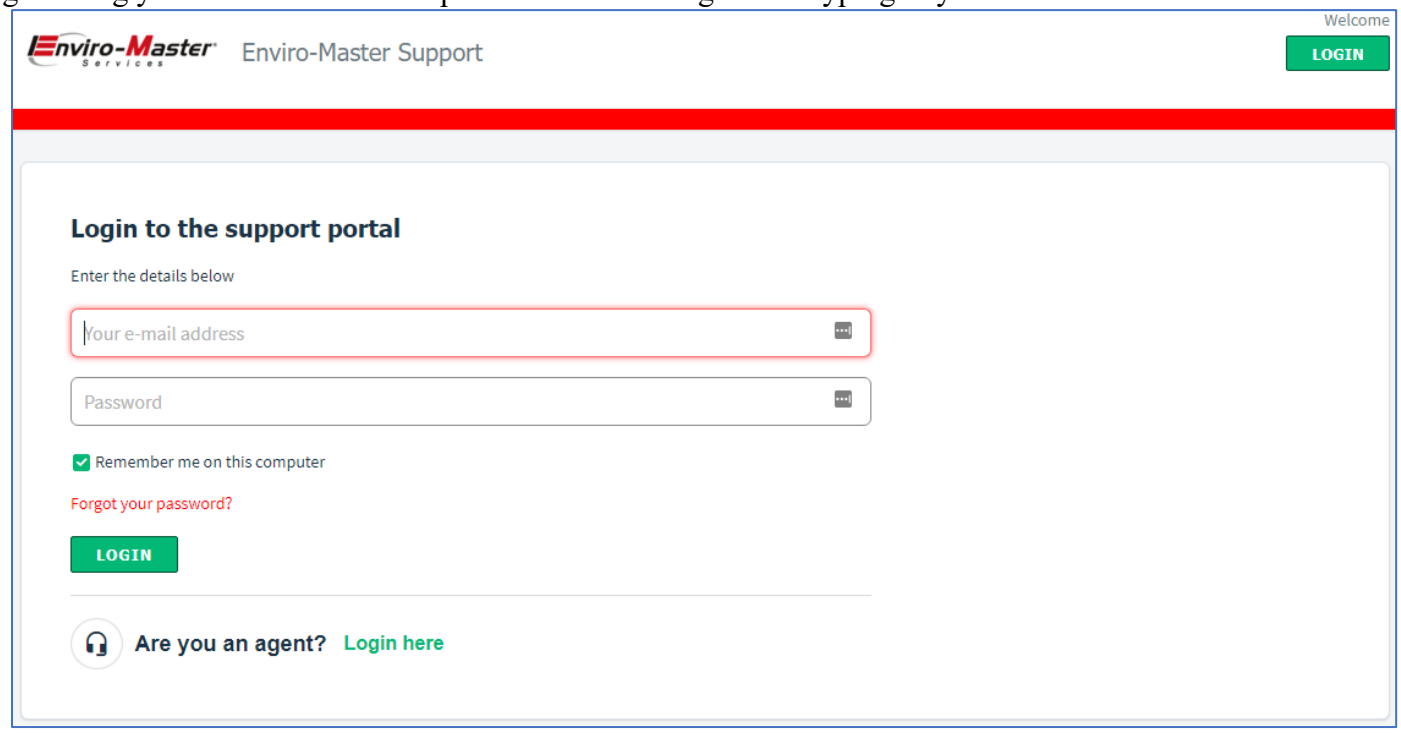
	While you are logged into your RouteStar go to the main menu and click on Task List
	At the top right corner of the screen click on “New”.

		Click on Select Customer.
		In the search box start typing the name of the customer you are wanting to create the task for. Once you have found the customer click on their name.
		RouteStar will direct you to a screen such as the one below. Scroll down to “Assign To” and use the drop down arrow to assign who the task is for.

	Keep scrolling down until you come to Task Type. Use the drop down arrow to select they type of task and in the Description box type a brief description of the task. Click “Save” when you are finished completing the information. The new task will now show in the handheld of the route you assigned the task to.

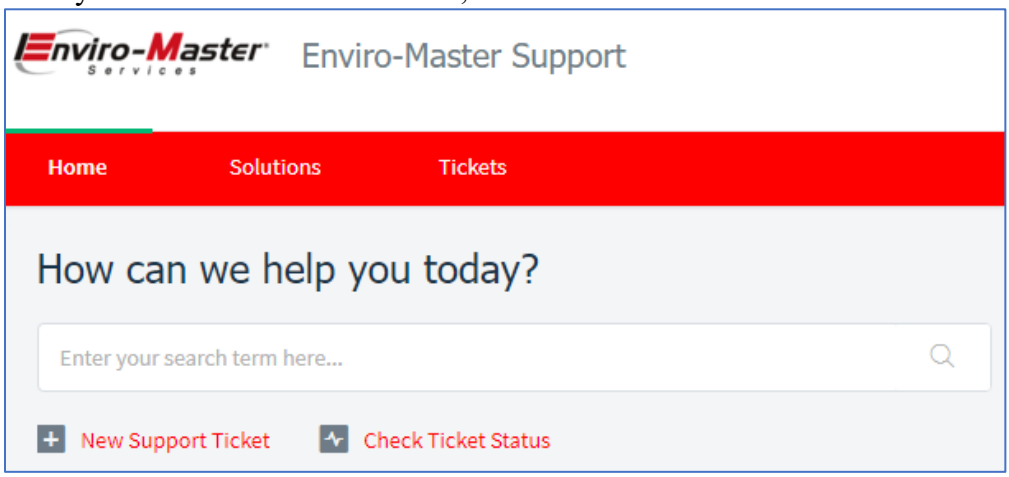
Navigating Help Desk Website

Click on the link below to view the Help Desk website.
http://support.enviro-master.com/support/login
Log in using your email address and password. Click Login after typing in your credentials.

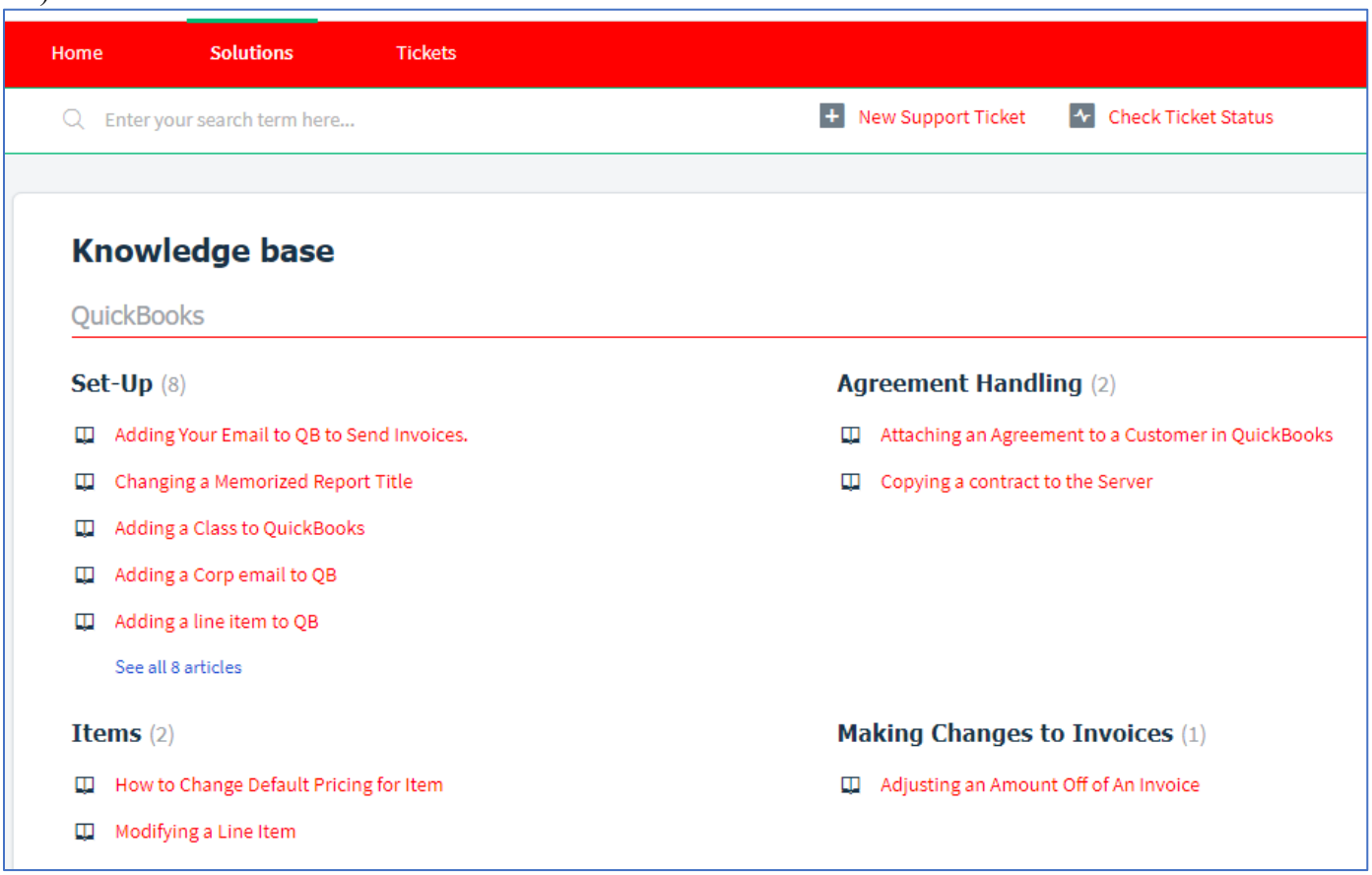


Note: If you do not have an account, send a request to: support@enviromastersupport.freshdesk.com with your: Franchisee Name, First / Last Name, Position, Email address and telephone number.

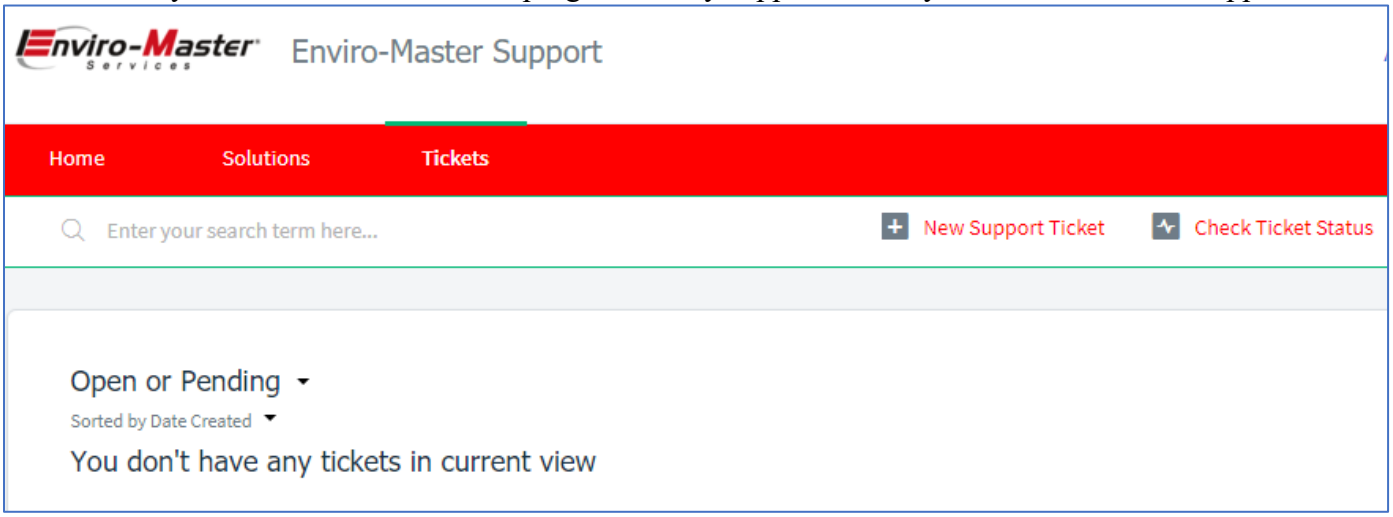
Once you have logged in the website, you will be directed to the home page of the Help Desk.
At the top of the screen you will notice the tabs Home, Solutions and Tickets.



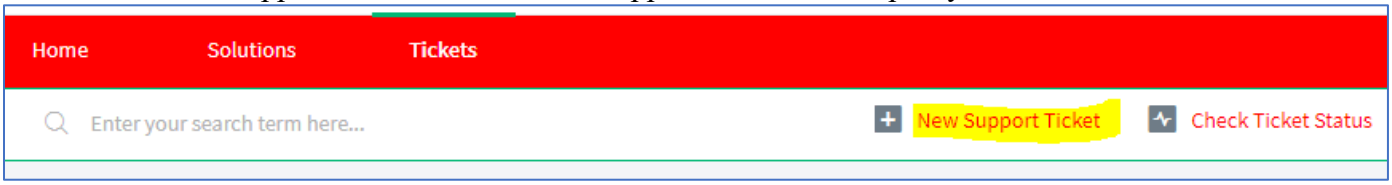
Solutions - designed to answered frequently asked questions about QuickBooks, Remote Desktop, RouteStar Online and email set up. For more in-depth training, please see the I.T. section on the Enviro-Master University (EMU).



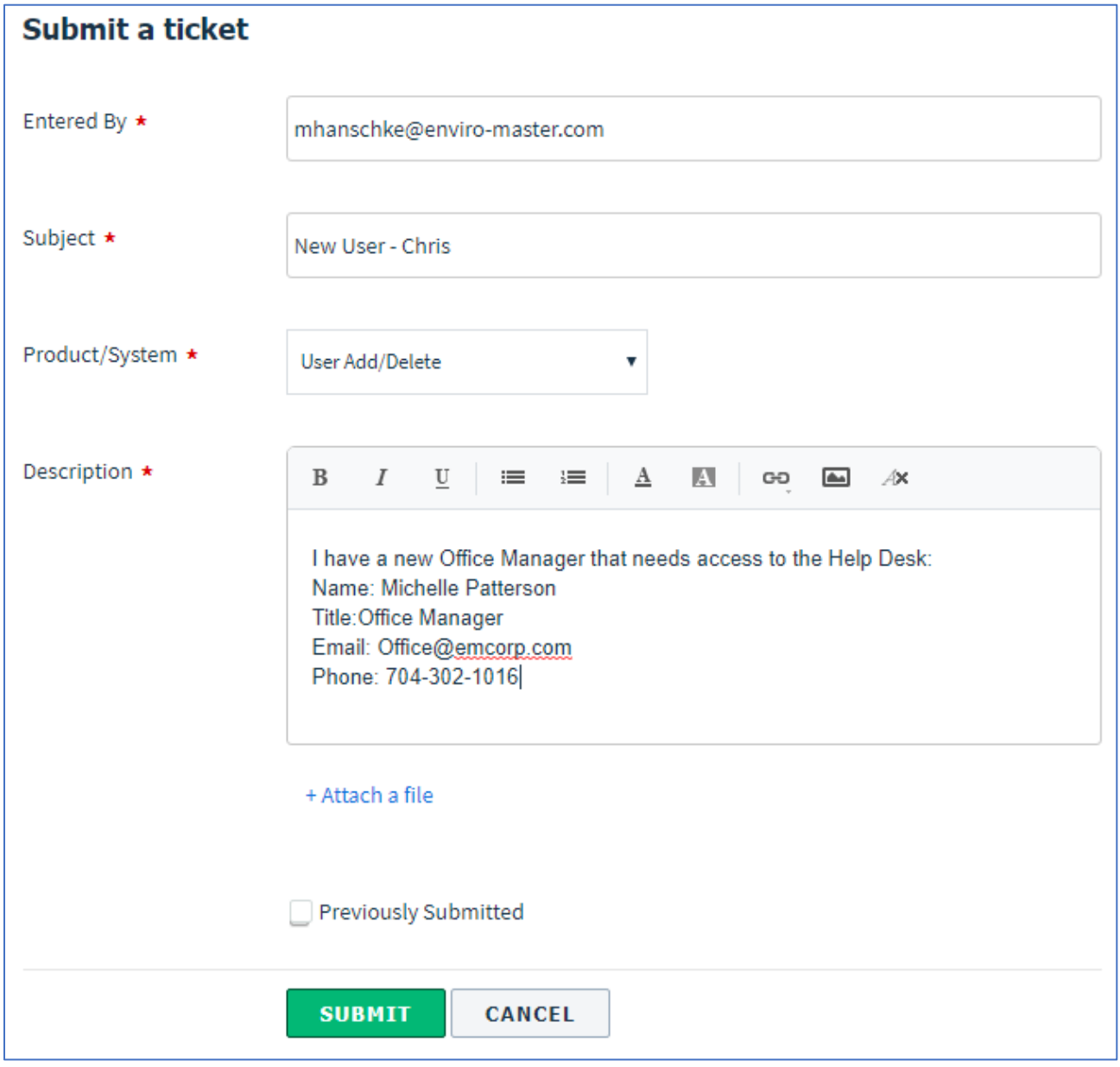
Tickets - where you can view and track the progress of any support tickets you have in with the Support Team.



Tickets - To create a support ticket, click on New support ticket at the top of your screen.



The site will direct you to a new window like the one below. The Entered By line should already be prepopulated to your email address that you logged in with. On the Subject line write in the subject matter you are having an issue with. In the example below it was that the missed stop report wasn't working. The Products/System line use the drop-down menu to select what system you are having the error or issue with. Finally, in the Description box type in a detail description of what you are experiencing. Be as descriptive as possible. Give several examples of the issue occurring if you can. Screenshots of error messages are also helpful. When you are finished click on Submit and your support ticket will be addressed with one of our support team members.



APPENDIX III: THE ULTIMATE ZOHO GUIDE CRM

Mobile Application

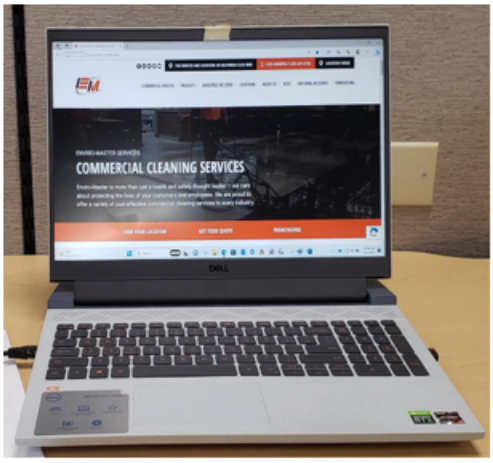
Downloading & Signing into the Mobile Application 625
Adding Cold Call Leads 628
Creating Events for your Leads 635
The Ultimate Guide to Dispositioning Leads & Appointments 647
Zoho CRM for Laptop/Desktop 650

Desktop Version

Scheduling your Availability in Zoho 651
Creating Cold Call Leads in Zoho (Web Version 653
Assigning Prospects to Your Inside Sales Team 655
How to Change Lead Ownership 657
Zoho Setup for New Franchisees 663
Zoho Setup for New Sales Representatives 663
Creating Reports in ZOHO 664

The Ultimate Guide to ZOHO CRM for All Devices

LAPTOP



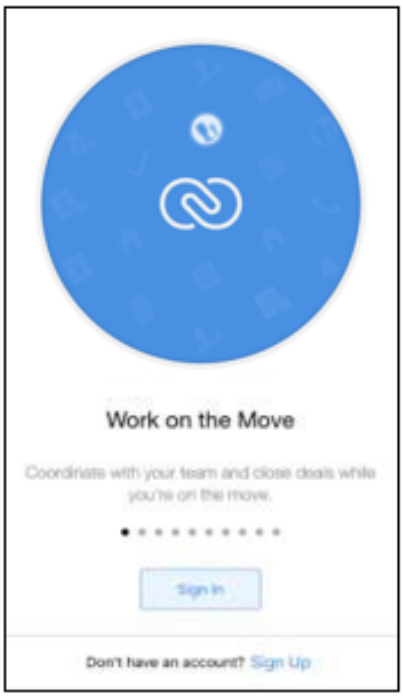
ANDROID

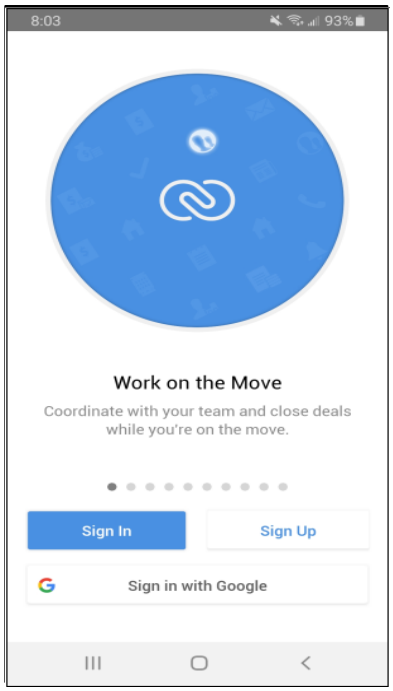
IPHONE

Downloading & Signing into the Mobile Application

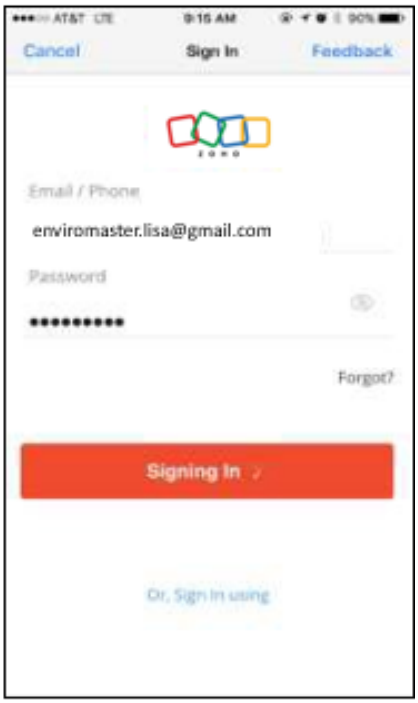
Apple product images are displayed on the left. Android product images are displayed on the right.

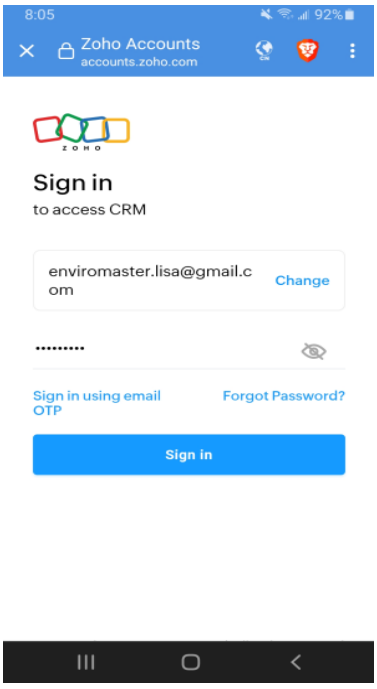
In the App Store or Google Play Store, search "ZOHO CRM" to find and download the app. Once downloaded, locate the app on your phone and open it. Please login to the app by clicking "Sign In" as shown below.





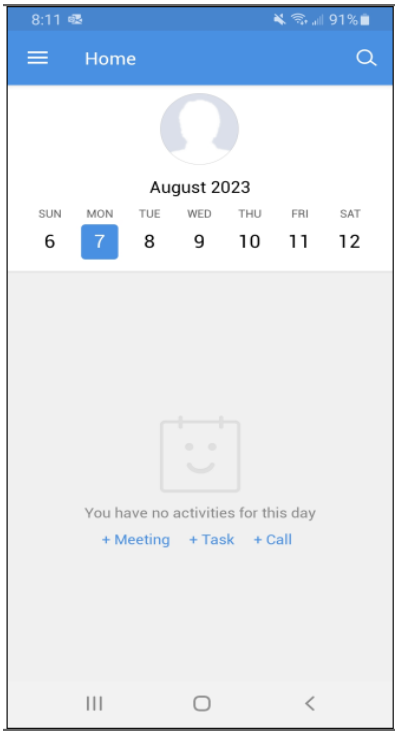
Enter your username and password. Your username is always your Enviro-Master email address, and the standard password is Passc0de. Click Sign in again.





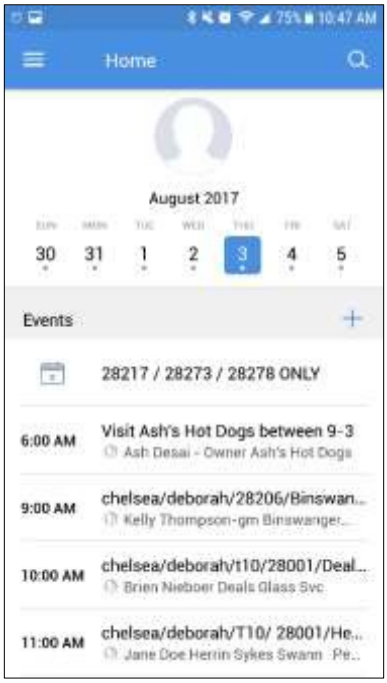
Your phone will sync your data from the desktop version. Please note, that it is a good idea to Reset your app daily to ensure that you always have the most up to date information.

When your app opens, you will have a view of your events for the day, and the ability to toggle through your week as shown below. Any day that you have an event will have a small dot under the date. If this is your first time using the CRM, you will see a blank screen as shown below.

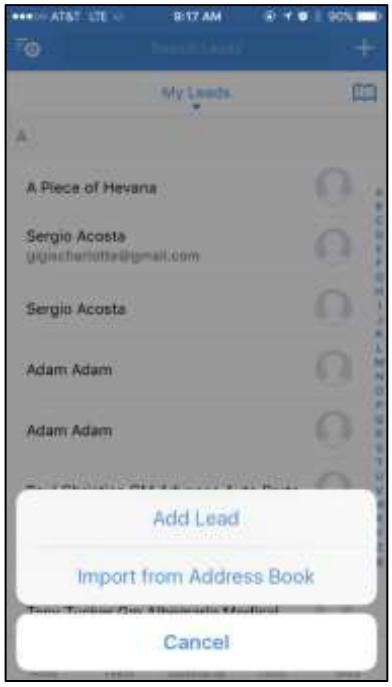


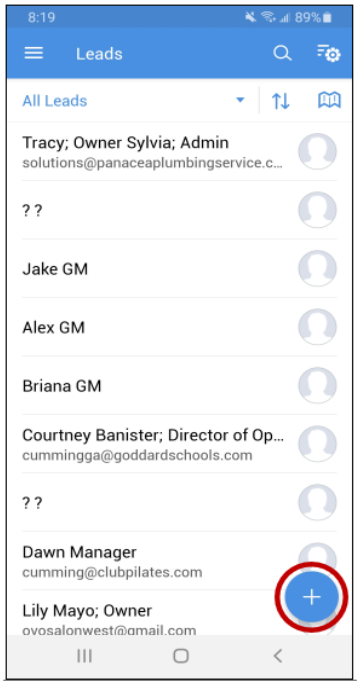
Adding Cold Call Leads

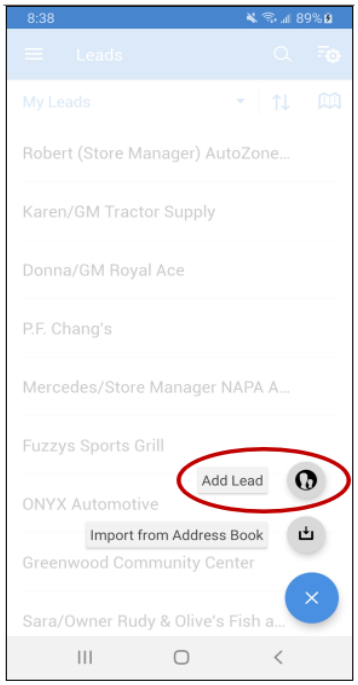
From your home page, you will need to go into your Leads Module to add new leads. On your iPhone, click Leads at the bottom of your screen. It will be the 4th icon from the left. On your Android, click the 3 Horizontal lines on the top left of your Home Screen. This will open your Menu. From there, Select Leads to open your Leads Module.

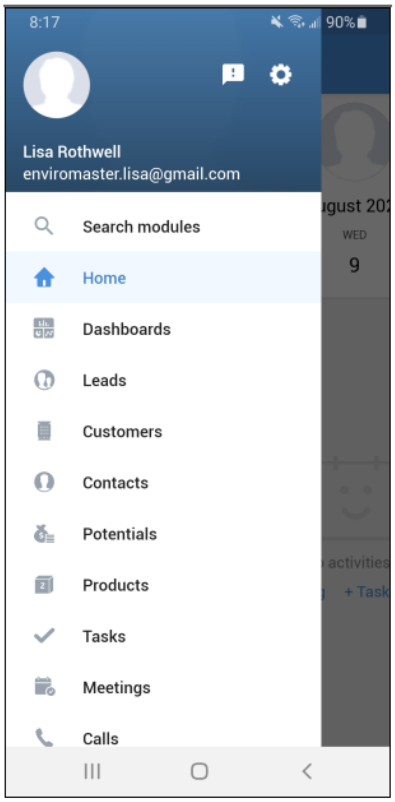


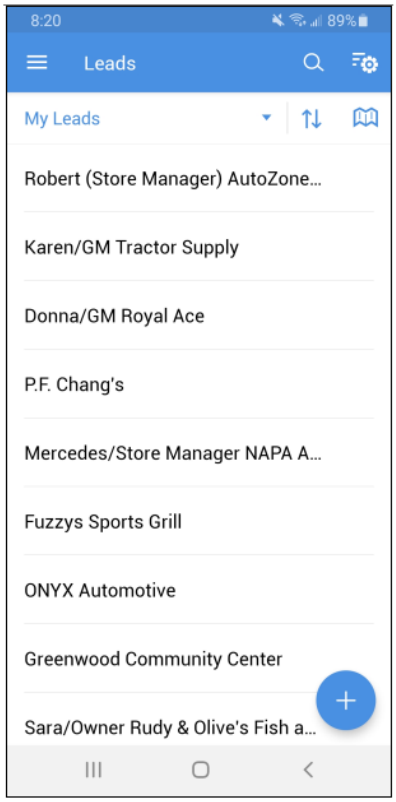
To add a lead, click on the Plus Sign. This is located at the top right of your iPhone screen and the bottom right on your Android Screen. Click Add Lead / New Lead depending on your device. We do not recommend importing Leads from your Address Book.

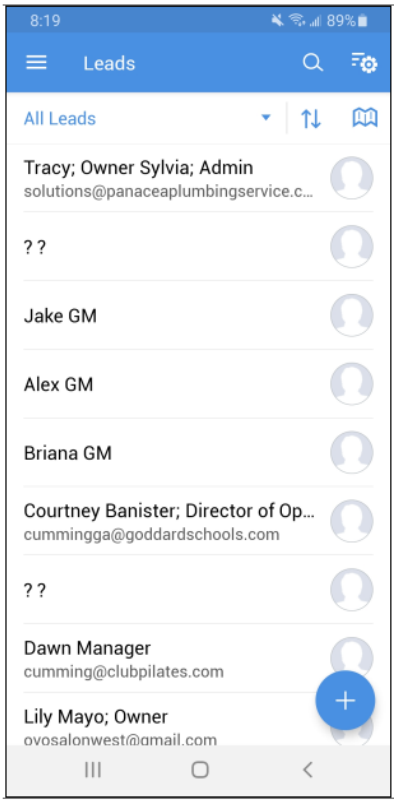

My Leads
A Piece of Havana
Sergio Acosta
Sergio Acosta
Adam Adam
Adam Adam
Add Lead
Import from Address Book
Cancel


Leads
All Leads
Tracy; Owner Sylvia; Admin
solutions@panaceaplumbingservice.c...
? ?
Jake GM
Alex GM
Briana GM
Courtney Banister; Director of Op...
cummingga@goddardschools.com
? ?
Dawn Manager
cumming@clubpilates.com
Lily Mayo; Owner

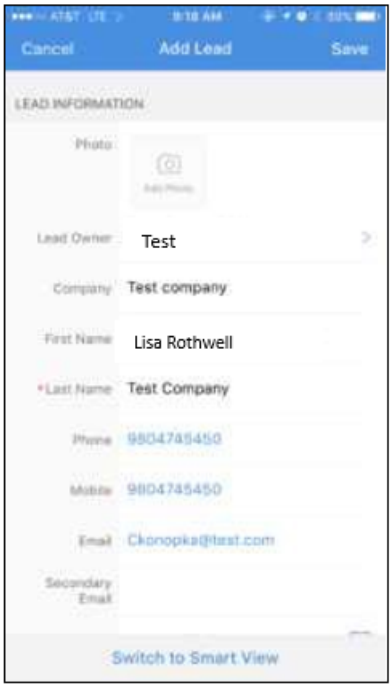

Leads
My Leads
Robert (Store Manager) AutoZone...
Karen/GM Tractor Supply
Donna/GM Royal Ace
P.F. Chang's
Mercedes/Store Manager NAPA A...
Fuzzys Sports Grill
Add Lead
ONYX Automotive
Import from Address Book
Greenwood Community Center
Sara/Owner Rudy & Olive's Fish a...

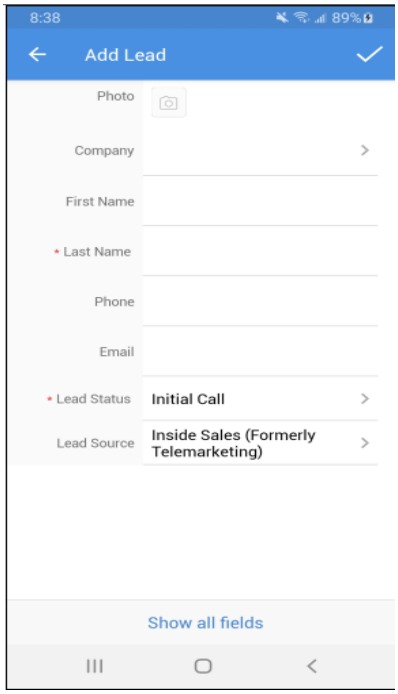

Lisa Rothwell
enviromaster.lisa@gmail.com
Search modules
Home
Dashboards
Leads
Customers
Contacts
Potentials
Products
Tasks
Meetings
Calls


Leads
My Leads
Robert (Store Manager) AutoZone...
Karen/GM Tractor Supply
Donna/GM Royal Ace
P.F. Chang's
Mercedes/Store Manager NAPA A...
Fuzzys Sports Grill
ONYX Automotive
Greenwood Community Center
Sara/Owner Rudy & Olive's Fish a...

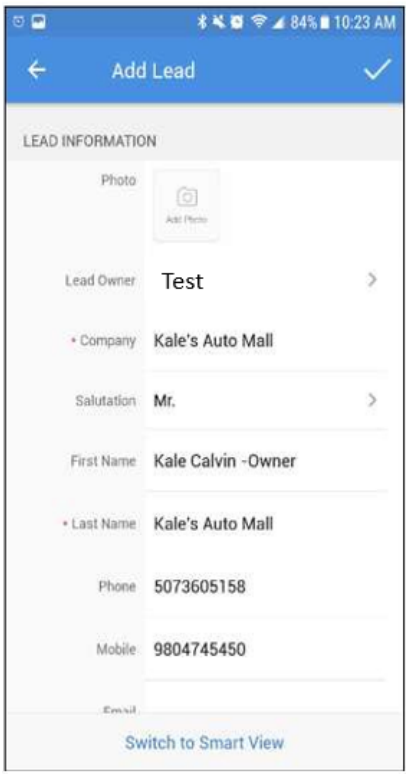

Leads
All Leads
Tracy; Owner Sylvia; Admin
solutions@panaceaplumbingservice.c...
? ?
Jake GM
Alex GM
Briana GM
Courtney Banister; Director of Op...
cummingga@goddardschools.com
? ?
Dawn Manager
cumming@clubpilates.com
Lily Mayo; Owner

Enter all the information from the lead as shown below.

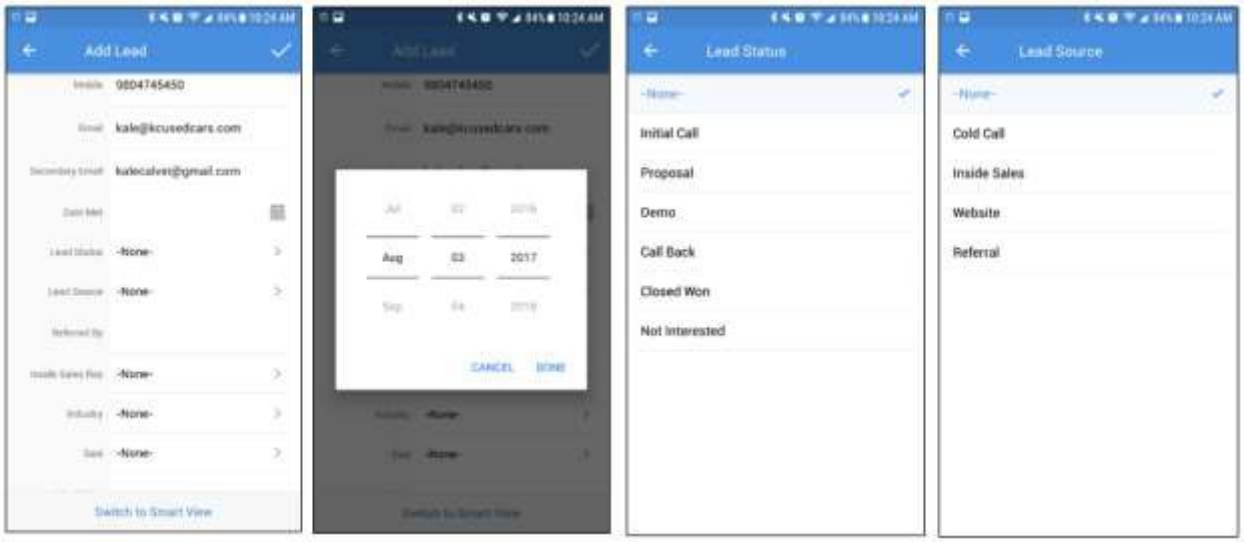


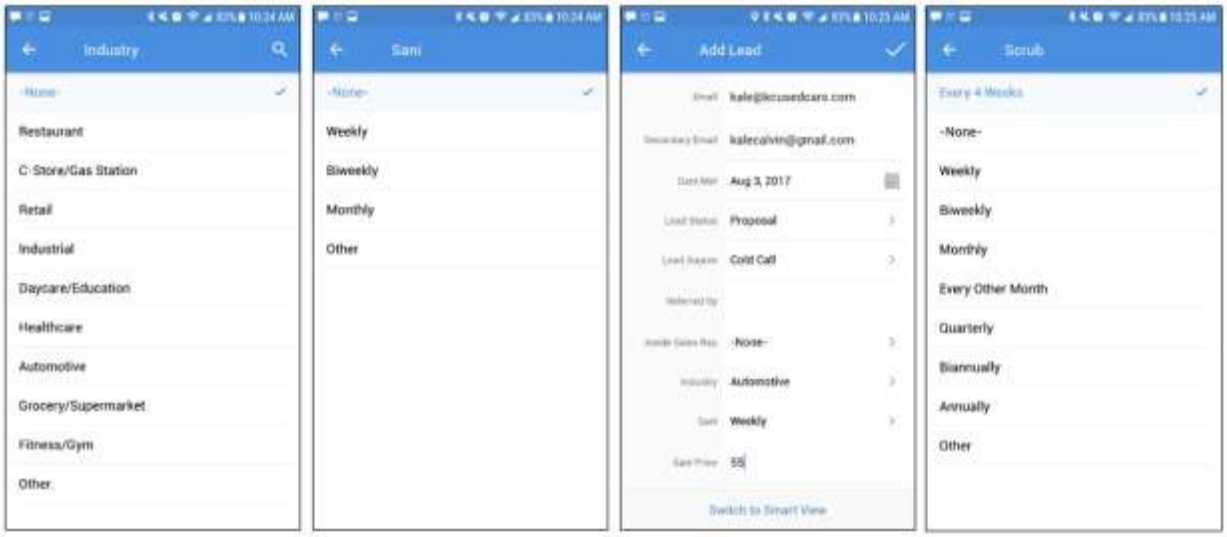


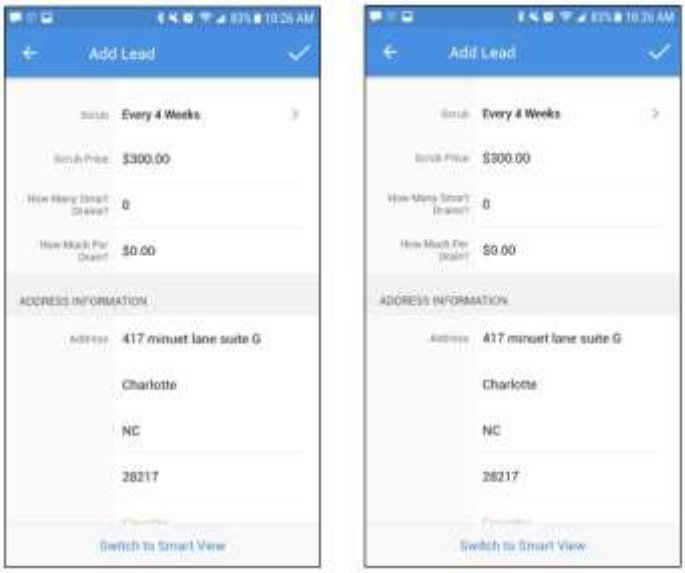
Put the full name and title of the person in the first name box and put the company name in both the company box and the last name box. Enter any applicable phone numbers. (Note: You will be able to make and log calls through your app).



Enter any applicable email addresses, the Date Met, Lead Status, Lead Source, and Pricing as shown below. (Note: you can send emails directly through your app and we do have the ability to send email campaigns, so always put in the email if you have it)

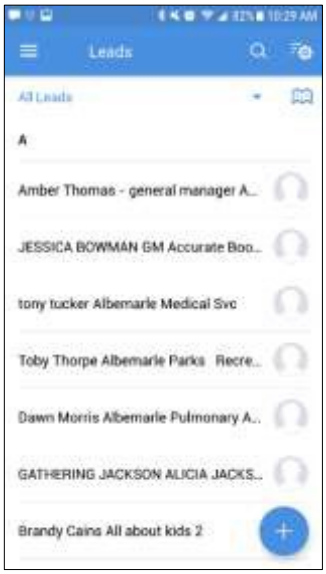



Industry
-None-
Restaurant
C-Store/Gas Station
Retail
Industrial
Daycare/Education
Healthcare
Automotive
Grocery/Supermarket
Fitness/Gym
Other
Sani
-None-
Weekly
Biweekly
Monthly
Other
Add Lead
kale@lkcusedcars.com
kalecalvin@gmail.com
Aug 3, 2017
Proposal
Cold Call
-None-
Automotive
Weekly
55
Switch to Smart View
Scrub
Every 4 Weeks
-None-
Weekly
Biweekly
Monthly
Every Other Month
Quarterly
Biannually
Annually
Other


Add Lead
Every 4 Weeks
$300.00
0
$0.00
ADDRESS INFORMATION
417 minuet lane suite G
Charlotte
NC
28217
Switch to Smart View
Add Lead
Every 4 Weeks
$300.00
0
$0.00
ADDRESS INFORMATION
417 minuet lane suite G
Charlotte
NC
28217
Switch to Smart View

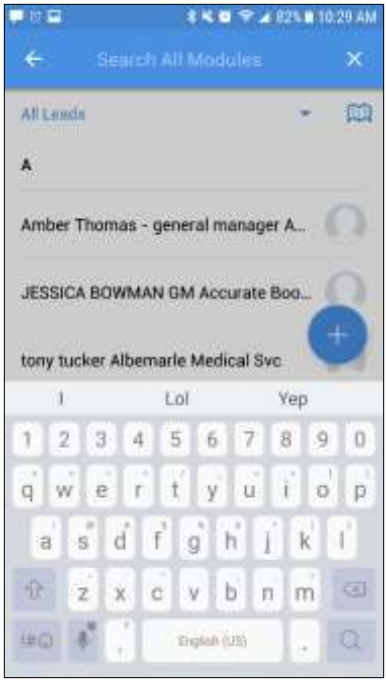
Enter the address as shown below. If there is a Suite number, you would enter that in the first line. Enter notes as shown below. You always want to date-stamp your notes, enter a detailed picture of the conversation, and end with your initials.

Quickly review everything you've entered in your lead and hit the check mark (android) or save button (iPhone) to save. When you hit save, you will be brought back to your lead's module. Everything in your lead's module is sorted by what you put in the last name box on your lead, which is the company name.



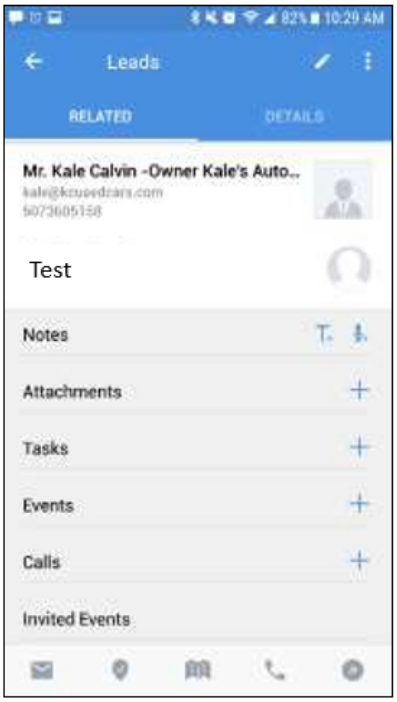
Creating Events for your Leads

If you see your lead, click on it to open. If not, you will want to search for it using the search function in the top of your application. Click in the Search box.

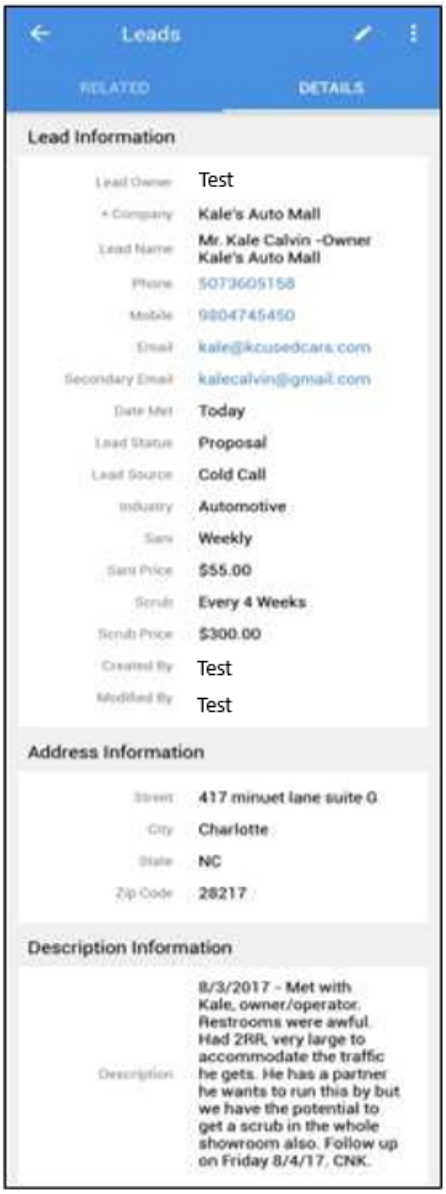


Type a portion of the company name and click the magnifying glass to search. (Note: by default, you can search by the contact's name, company name, email, and address. You can change this in your settings).

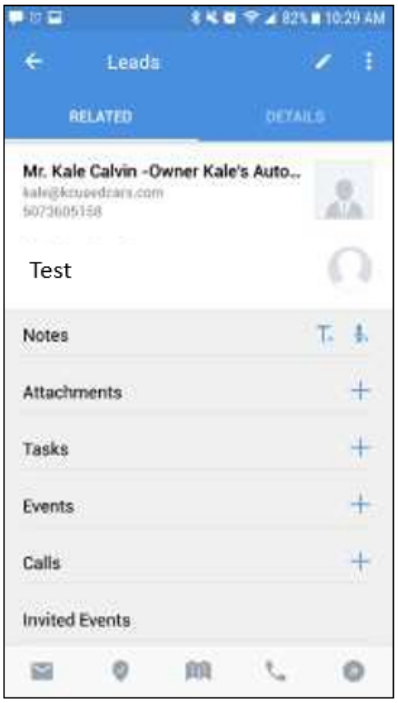
Select the lead that you were looking for. When you open it, it will look like the screen below. In the rest of this guide, we will refer to this as the “Related Module.”



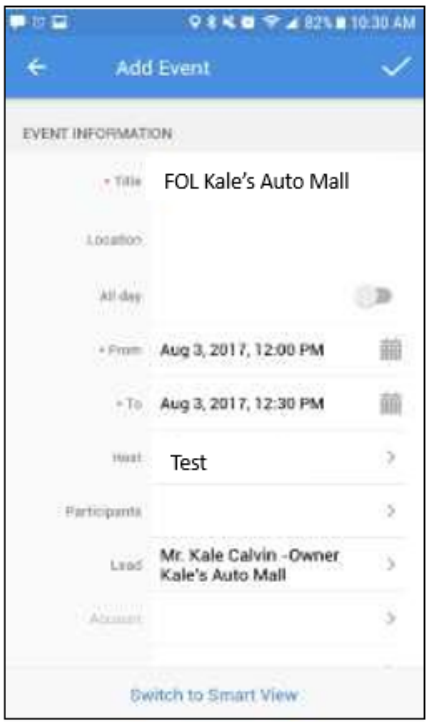
If you need to see all the information you entered, click on the details tab at the top of your screen to get to the screen below. Here, you will be able to see all your Lead Information. This is also where you will update your notes and add your pricing by clicking the pencil in the top right-hand corner. (Note: If you would like this to be the first screen you see, you can make that change in the settings).



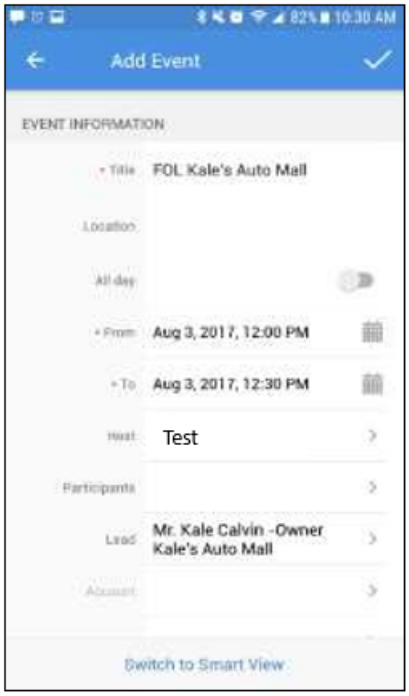
In this case, we need to add an event to follow up with this prospect. We will need to return to our Related Module by clicking on Related near the top of your screen. Here is where you will add Events, log calls, and even take pictures for your leads. In this case, we are adding an event so we will click the + to the right of Events.



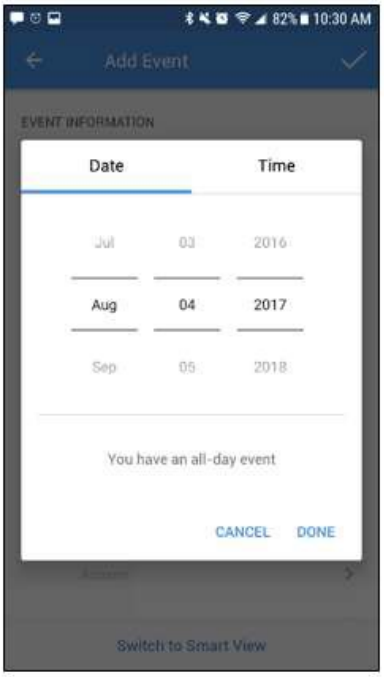
You will now come to the Add Event screen.

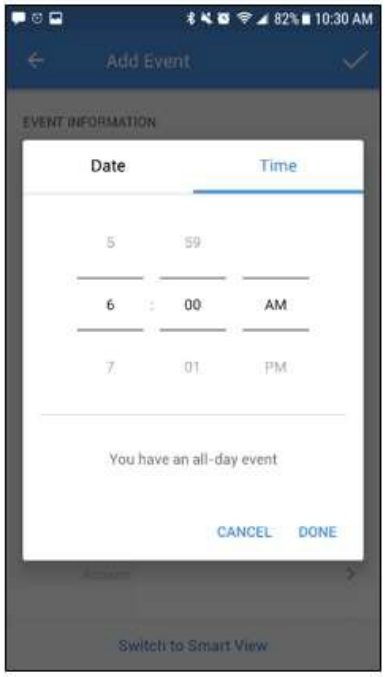


You will notice that your lead is already attached to the event. You will want to update the title, so you remember what you need to do on your calendar. We recommend including a disposition (See Disposition Guide on pages) and the business name as shown below.

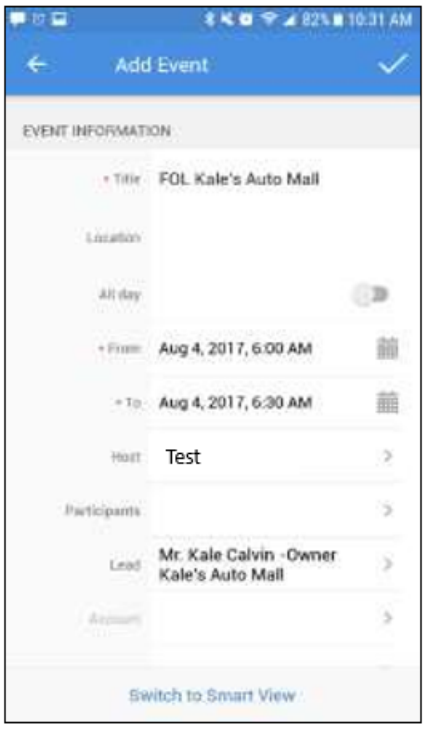


Change the date and time of the event. If you have a firm appointment, block off that time. If you are calling, or just dropping by, we recommend putting the event at 6 a.m. so you are reminded of all the prospects you need to connect with that day. Click Done.

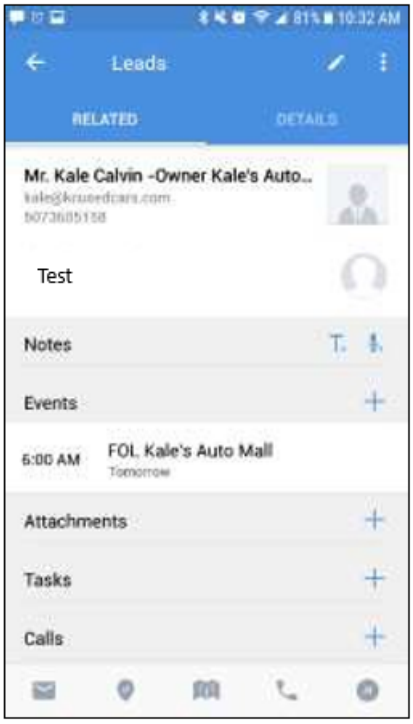




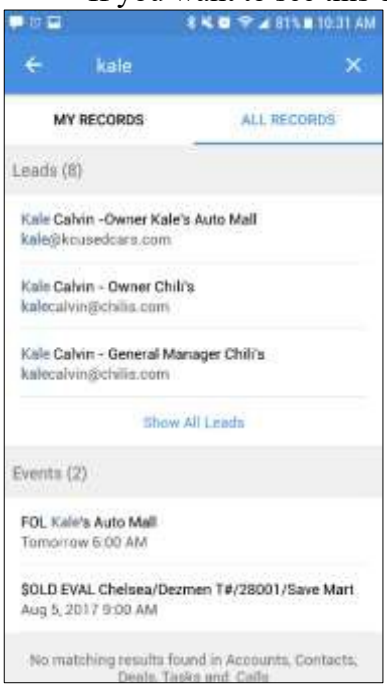
Check your event and click the check mark (android) or Save (iPhone) to save.

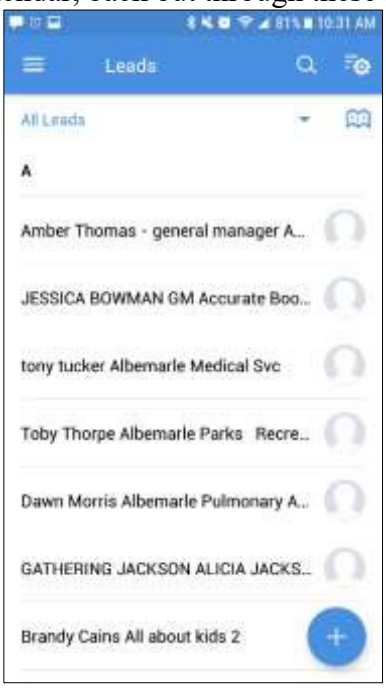


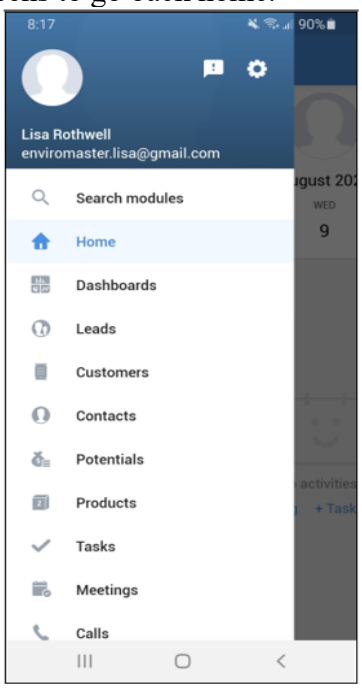
In your related module, you will now see an event for your lead.



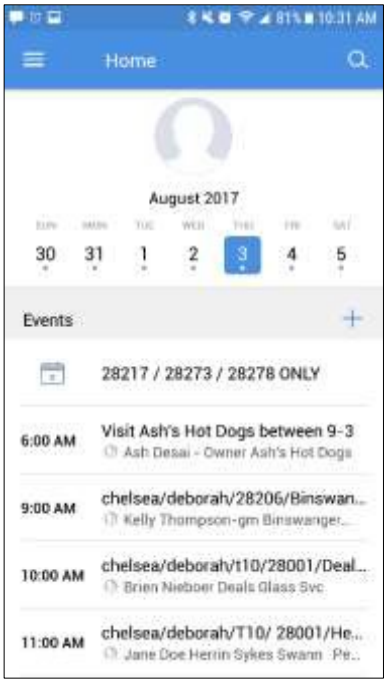
If you want to see this on your calendar, back out through these screens to go back home.



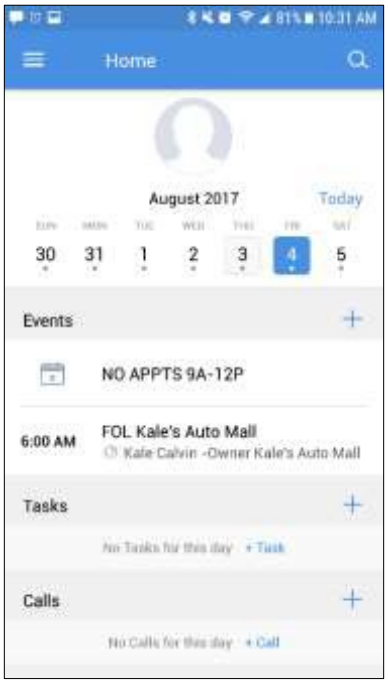




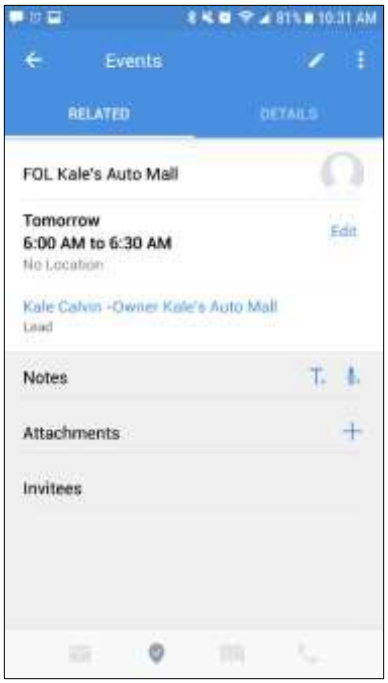
Click the Menu (3 horizontal lines in the top left) and click home. On the iPhone, simply click the "Home" button.



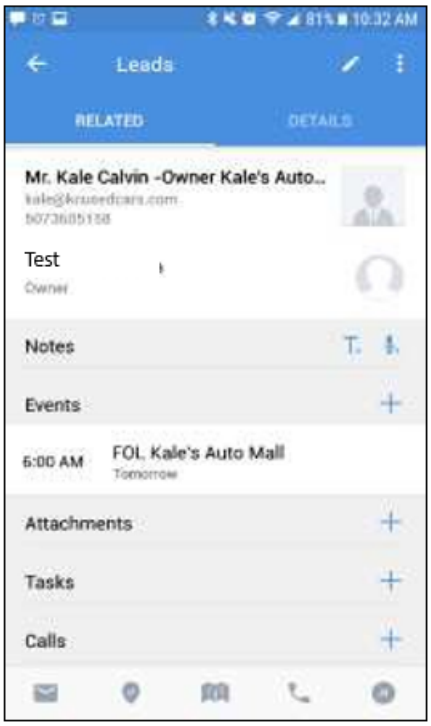
Click on the date that you scheduled your event for if you'd like to see it on your home screen. This is what your screen will look like the day of that event. Click on the event to view the details.



Click on the blue link to get to your lead.



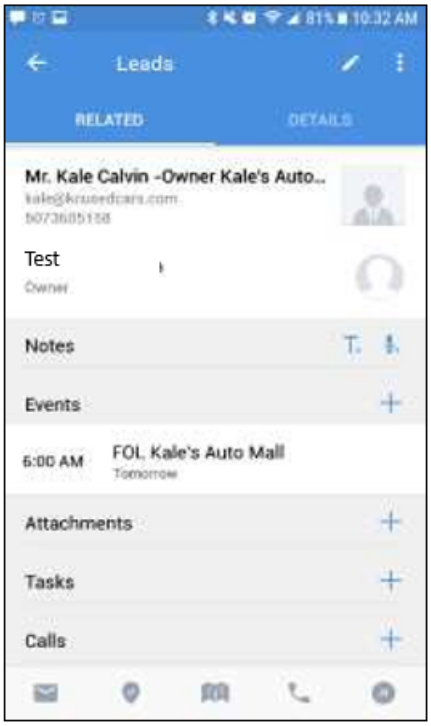
This will bring you to the related module of your lead. If you'd like to see the details, click the Details tab. To disposition your appointment, follow the steps in the remainder of the dispositioning guide on the next few pages.



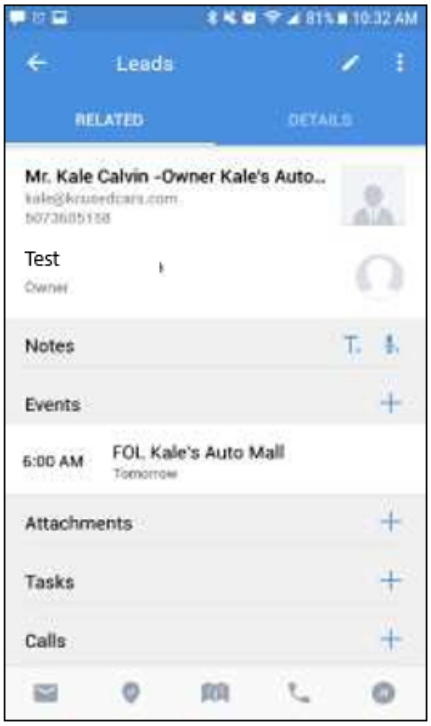
The Ultimate Guide to Dispositioning Leads & Appointments

Click on an Event you would like to edit and click the link to the lead. You will come to this screen.

Be sure to update all your event information in the details module (below) by clicking details on the lead, and the pencil to edit any fields you need to update. Be sure to add notes in the description box on the lead, and not in the notes box in the related module.



Return to your related module and click on the event. If the event was in the past, it will show "1 completed." You can still click on that to get to your event. Click the pencil to edit the event. The Subject line should say "Rep/ISR T#/Zip/Business" (ex. Joel/Patrick T50/28278/Sky Zone). Click on the Subject and type in the appropriate disposition before the "Rep/ISR T#" to distinguish how the appointment went (ex. $old Joel/Patrick T50/28278/Sky Zone).



a. **$old** Type this abbreviation once you've **$old** the appointment, move the appointment to the following Saturday (See step 4 below).

b. **PP** Type this abbreviation if you send a **Proposal**, then move the appointment to the day you will be following up.

c. **FOL** Type this abbreviation if you need to **Follow Up** with the decision maker then move the appointment to the day you will be following up.

d. **NS** Type this abbreviation if the decision maker was a **No Show,** then move it to Sunday of that week so that we can call back to find out why they didn't show also possibly reschedule.

e. **NI** Type this abbreviation if the decision maker was **Not Interested**. Please move this to a Sunday 6 months to 1 year down the road so we can try again.

f. **RS** Type this abbreviation if the appointment needs to be **Rescheduled** and move it to Sunday on the calendar of that week.

g. **RSL** Type this abbreviation if you met with an influencer who has provided you with the name and number of the final decision maker with whom you would like us to **Rescheduled** an appt with. Remember to move it to Sunday on the calendar of that week.

h. **CORP** Type this abbreviation if you meet with an influencer who has provided you with the name and number of the final decision maker who has over 20+ locations to indicate that **Corporate Accounts** assistance needed. Contact Inside Sales leadership once this has been done.

i. **EVAL** Type this abbreviation when offering an **evaluation period** for a 30- day period, move the appointment to the date when you will be going back to get signed paperwork. Disposition the appointment $old and move it to the Saturday of that week.

j. **SCH** Type this abbreviation if you have a lead that you would like the Inside Sales team to **Schedule**. (Also see the "Assigning Prospects to your Inside Sales Team" section)

k. **DUP** Type this abbreviation if you have **already visited** the customer and entered them into Zoho as a lead also move it to Sunday on the calendar of that week for coaching opportunities.

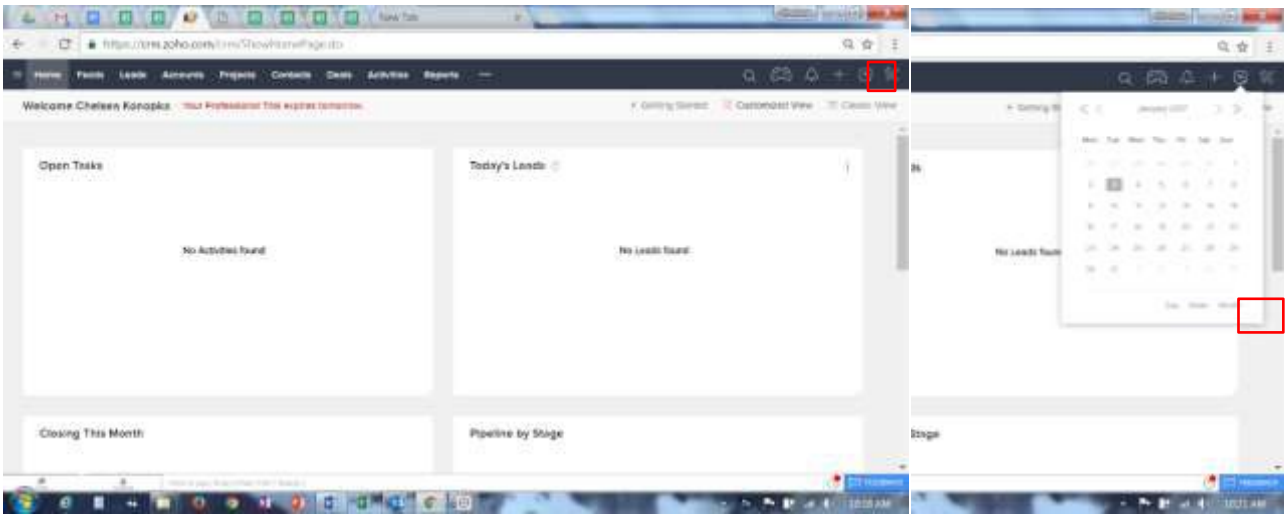
l. **EXIST** Type this abbreviation if an appointment has been booked with an **existing customer** and move it to the Sunday of that week. Contact us to review the call.

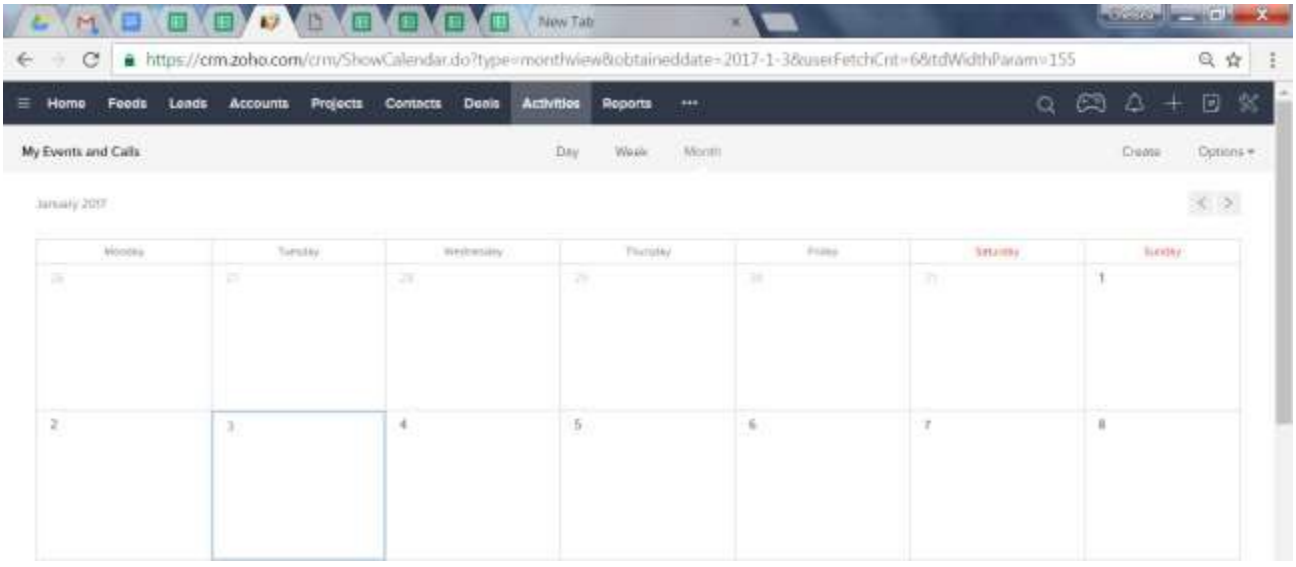
m. **QCR** This abbreviation will appear when an appointment did not pass the Quality Control process. The appointment will be moved to Sunday while we work on strengthening it.

Zoho CRM for Laptop/Desktop

From your Laptop/Desktop, you can access Zoho CRM and the data in the CRM which will be stored in a local database on your phone. This ensures that you can access the important data when not connected to Wi-Fi. The following image is the home screen for Zoho CRM for Laptop/Desktop.

From this screen, click the Events Calendar icon and select the “Month” option on the top right of the screen to view your schedule:

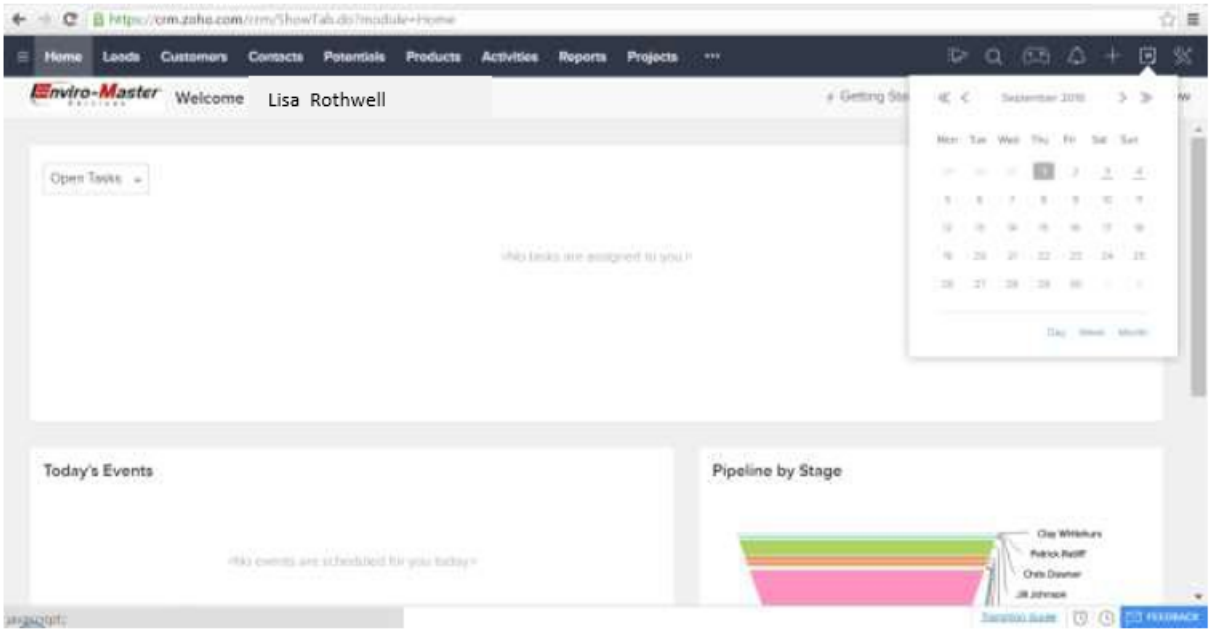




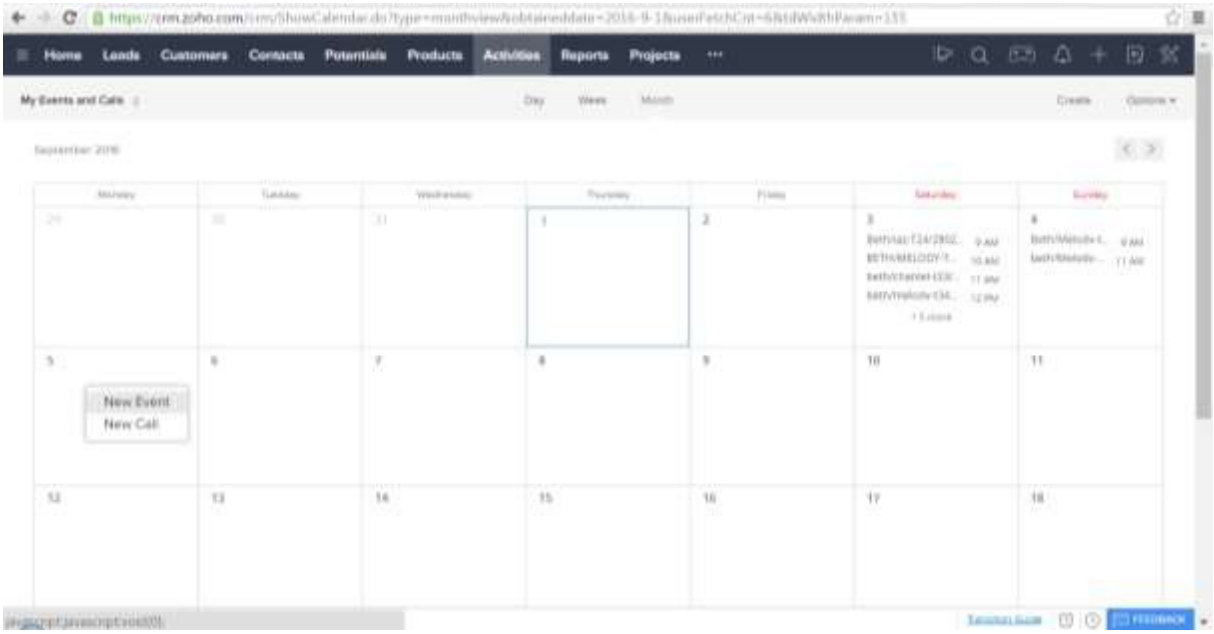
Scheduling your Availability in Zoho

To operate most efficiently, it is imperative that we limit the number of rescheduled appointments. This is easiest done by marking off the times that you or your sales representative will not be available to run appointments on the Zoho calendar.

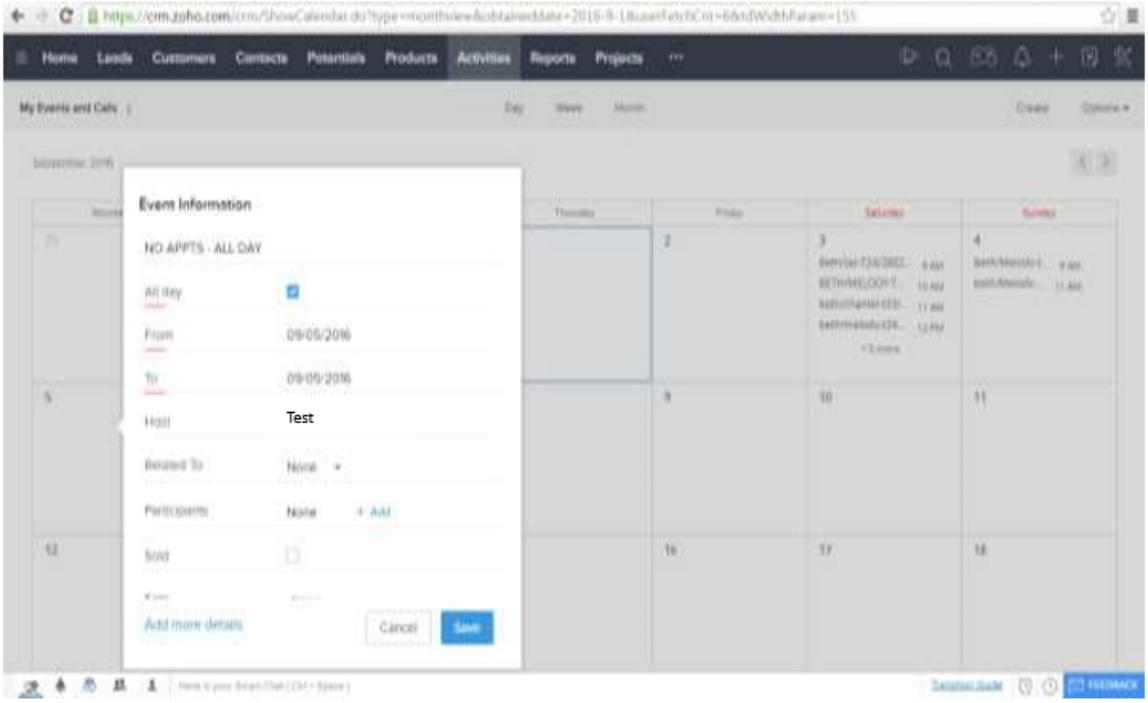
From the Zoho Home screen, click the calendar icon, then click on month to open the month view.



Click on the day that you need to block off, then click new event.



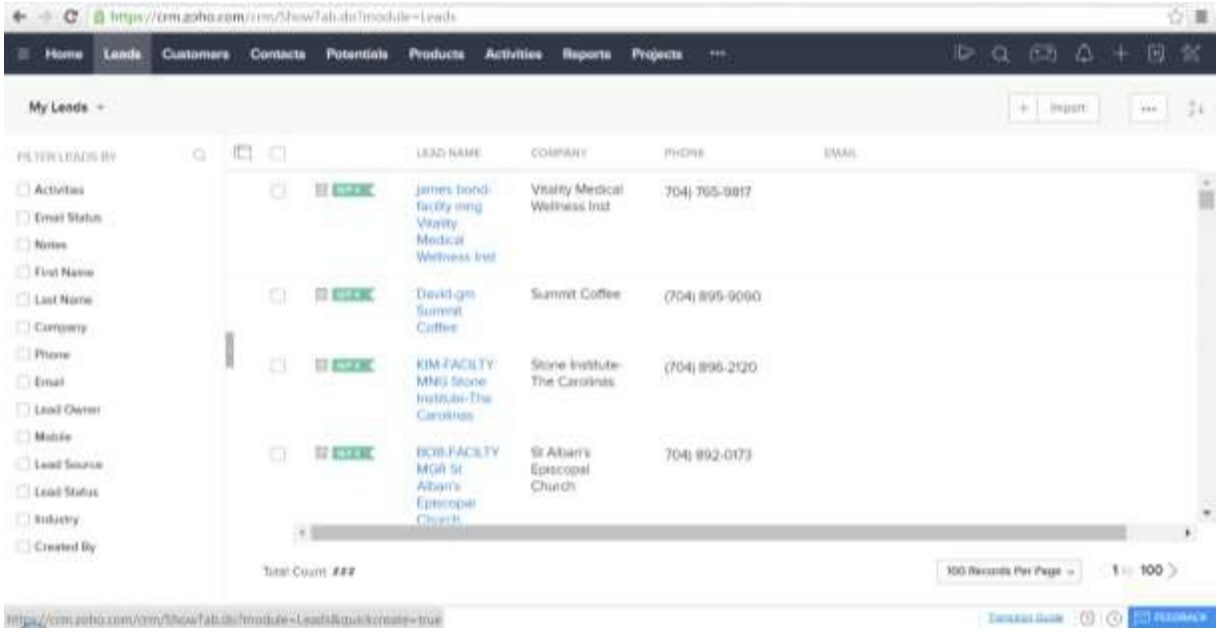
In the subject line, type NO APPTS – ALL DAY (or the time range that you will not be running appointments; for example: NO APPTS 9-12). Click the check box to create an All-Day Event. Click Save.



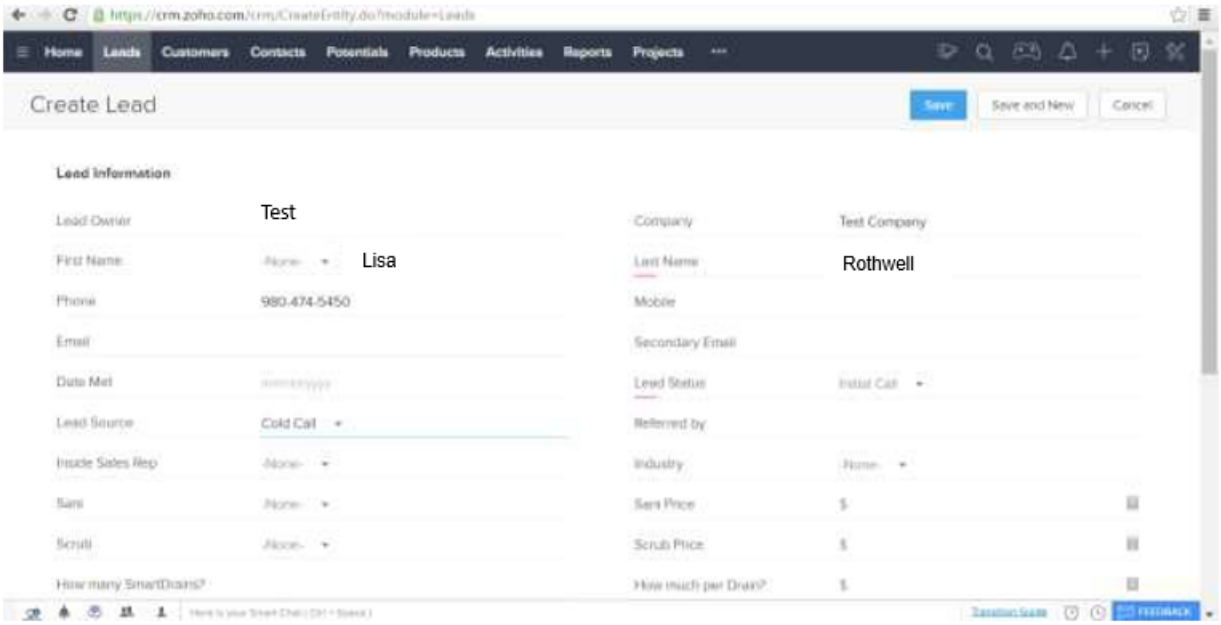
Creating Cold Call Leads in Zoho (Web Version

To operate most efficiently, all cold call leads should be entered into Zoho. This will allow you and your business coach to track your productivity and help you be as profitable as possible. If you are using Inside Sales, it will also ensure that the Inside Sales Team does not set appointments with places that you are currently working.

From the Zoho Home screen, click Leads. It will take you to this screen.

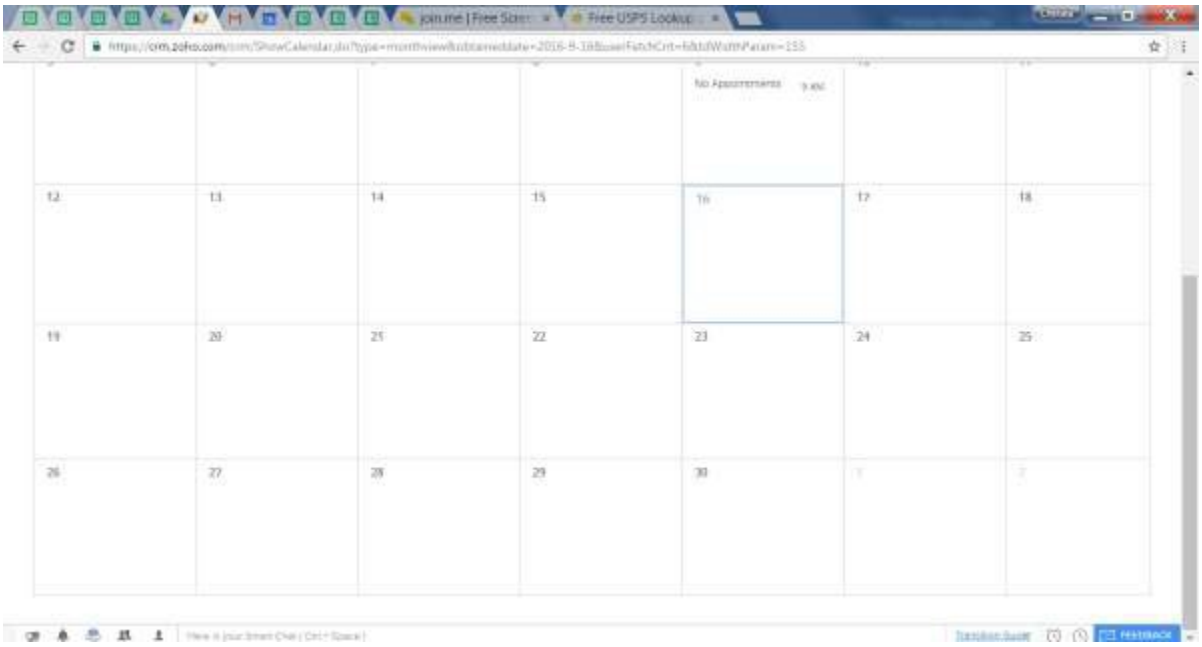


Click the + sign in the top right corner and add all related fields. Lead Source should be changed to Cold Call. When you are finished adding the information, click Save.


https://crm.zoho.com/crm/CreateEntity.do?module=Leads
Home
Leads
Customers
Contacts
Potentials
Products
Activities
Reports
Projects
Create Lead
Save
Save and New
Cancel
Lead Information
Lead Owner
Test
Company
Test Company
First Name
Lisa
Last Name
Rothwell
Phone
980-474-5450
Mobile
Email
Secondary Email
Date Met
Lead Status
Initial Call
Lead Source
Cold Call
Referred by
Inside Sales Rep
Industry
Sani
Sani Price
$
Scrub
Scrub Price
$
How many SmartDrains?
How much per Drain?
$
FEEDBACK

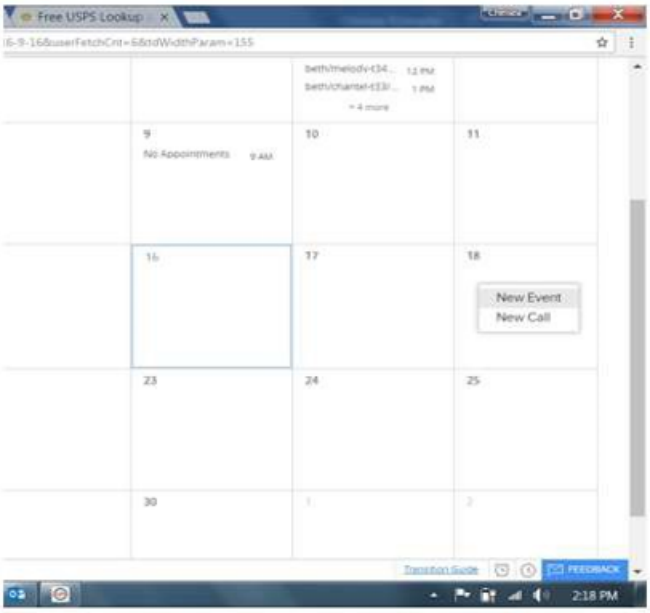
Assigning Prospects to Your Inside Sales Team

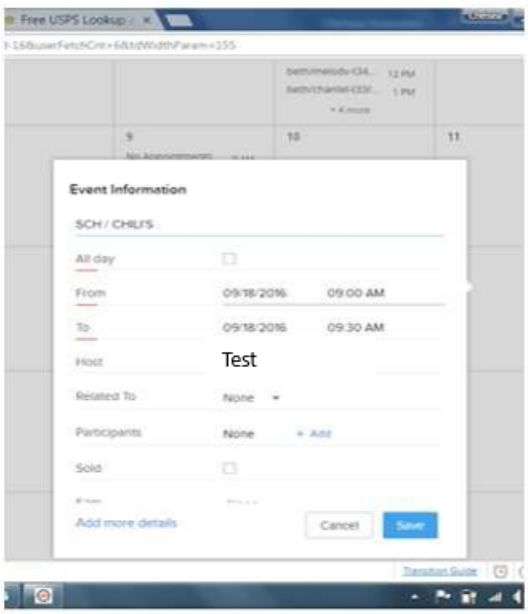
Login to ZOHO and open your calendar.



Go to the upcoming Sunday and create a new event by clicking anywhere in the box and selecting “New Event.”

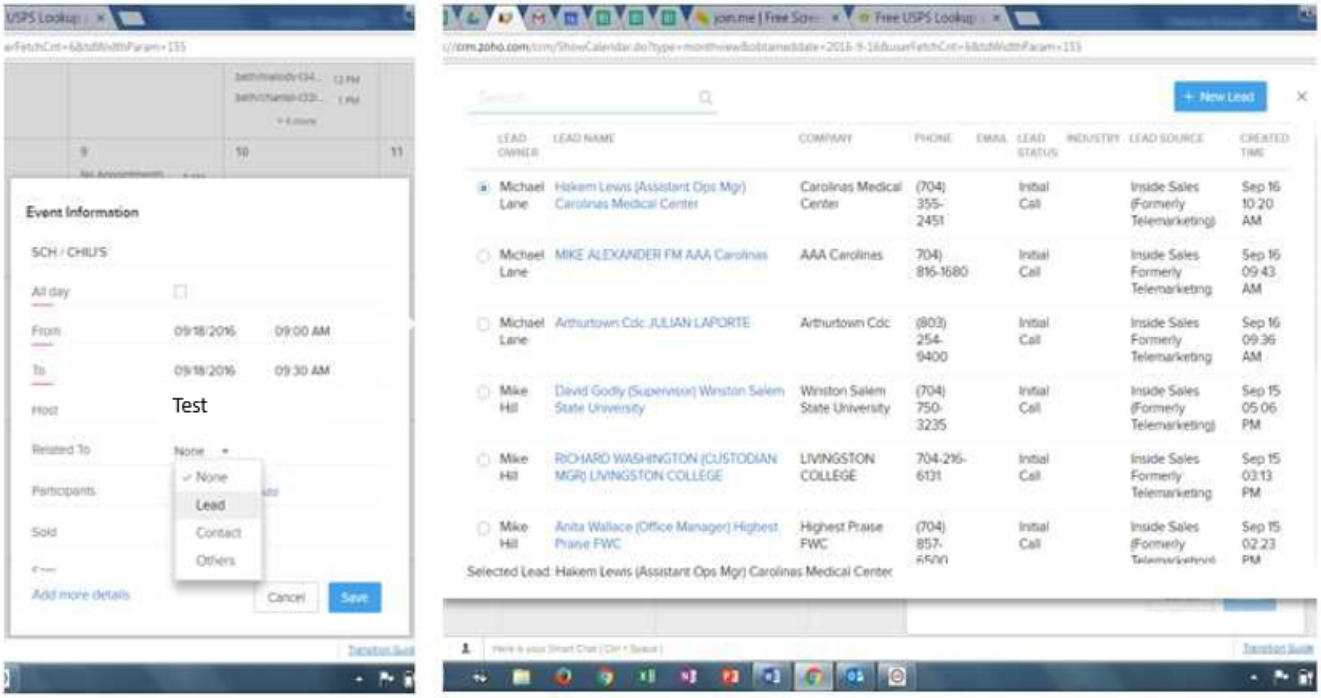
In the subject line, type “SCH” for schedule and the name of the business. For example: SCH / CHILI’s





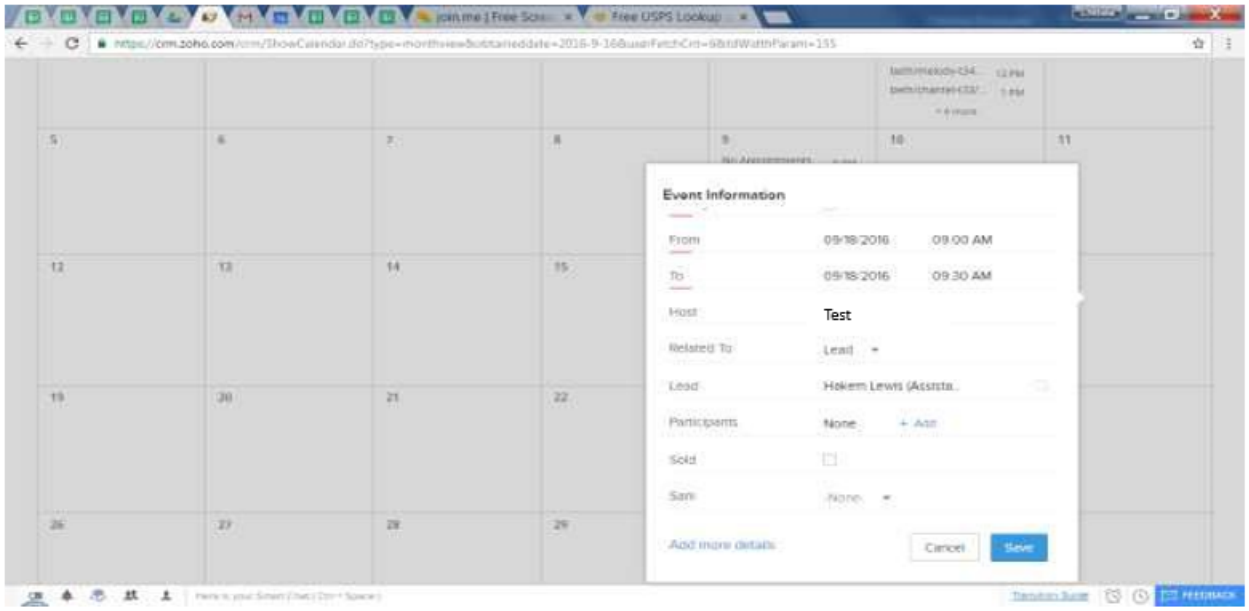
Attach the lead to the event by clicking “Related to” and then selecting lead. Go grab the lead.

If the lead is already created, simply use the search function by clicking on the magnifying glass. If the lead is not created, you will need to create a new one by clicking “New Lead.”



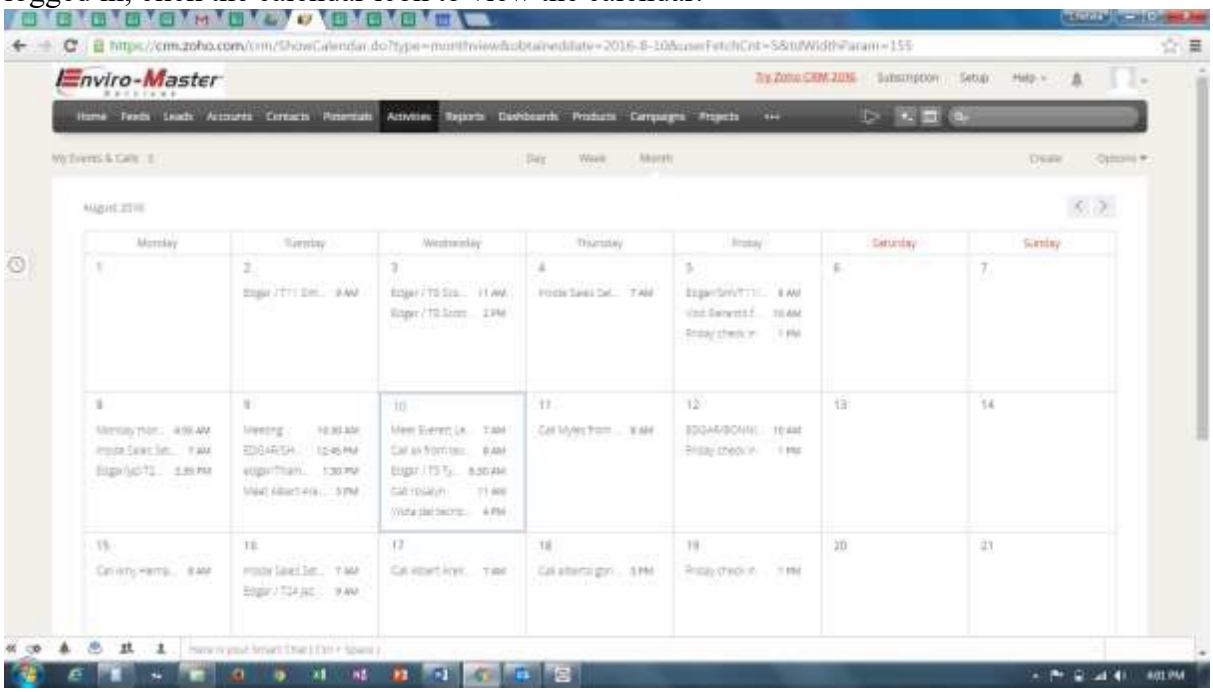
Click Save.

NOTE: If you created a new lead, click “Save & Associate.”

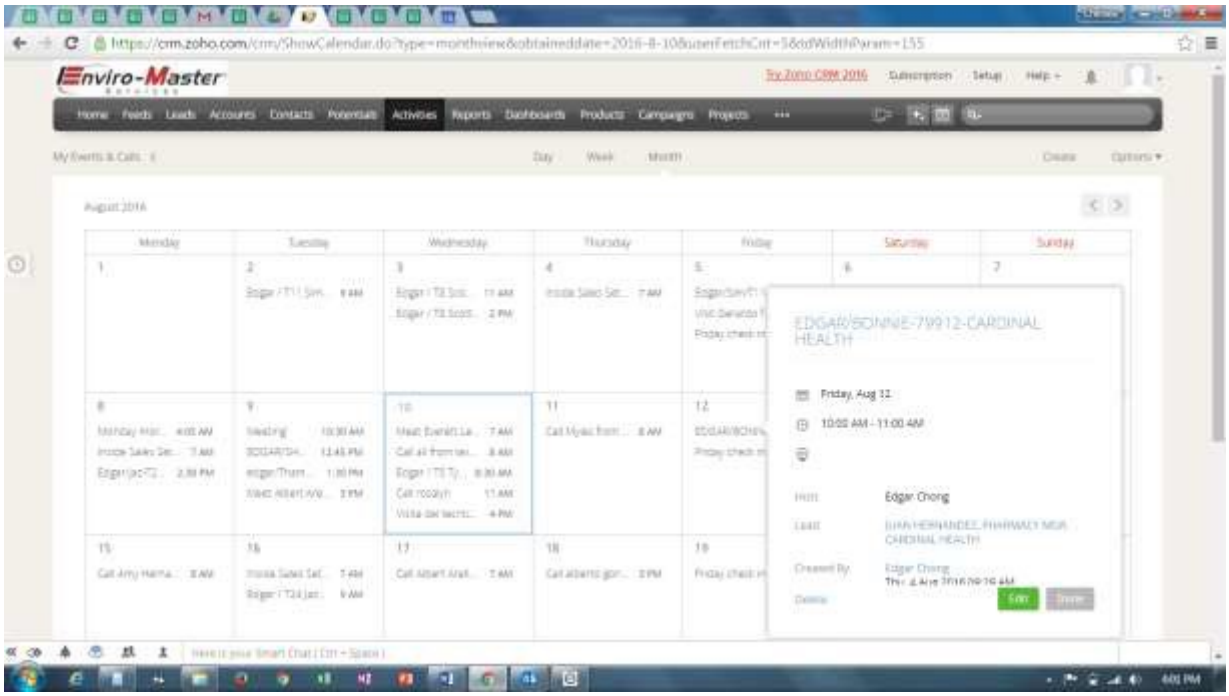


How to Change Lead Ownership

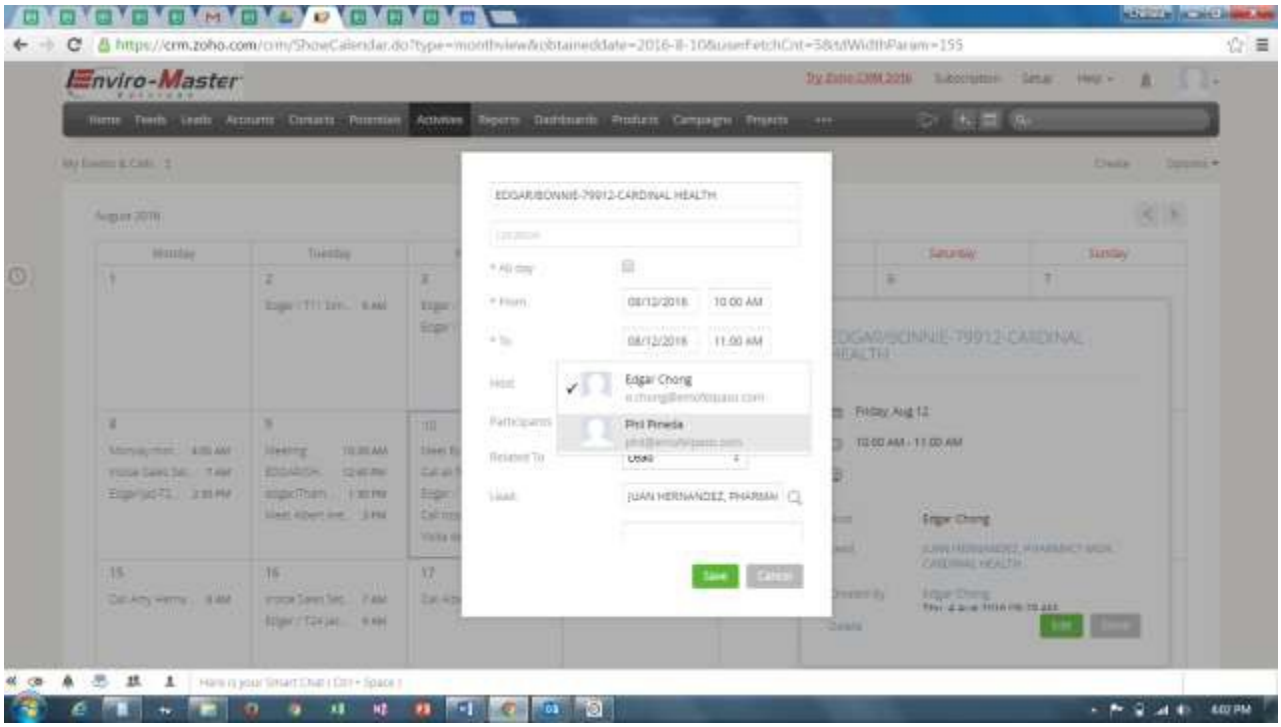
Login to the ZOHO account for the person who currently owns the leads and events. Once you are logged in, click the calendar icon to view the calendar.



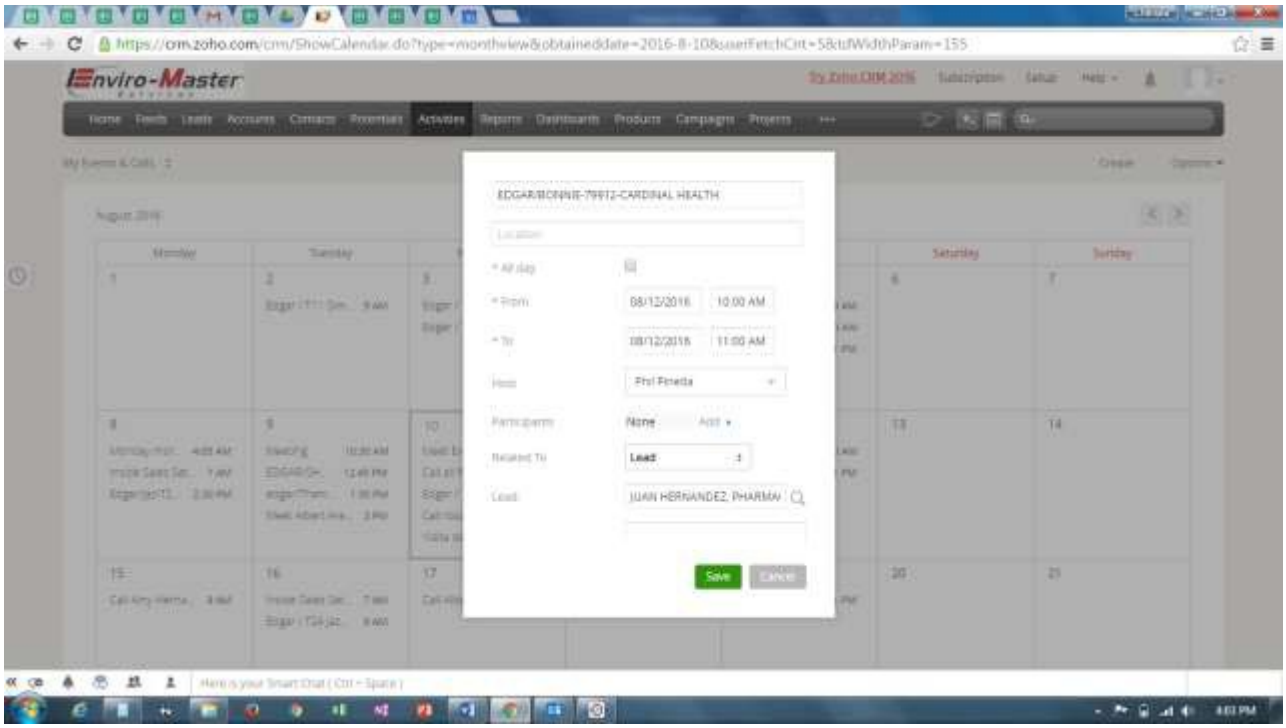
Click on the event that you want to reassign.



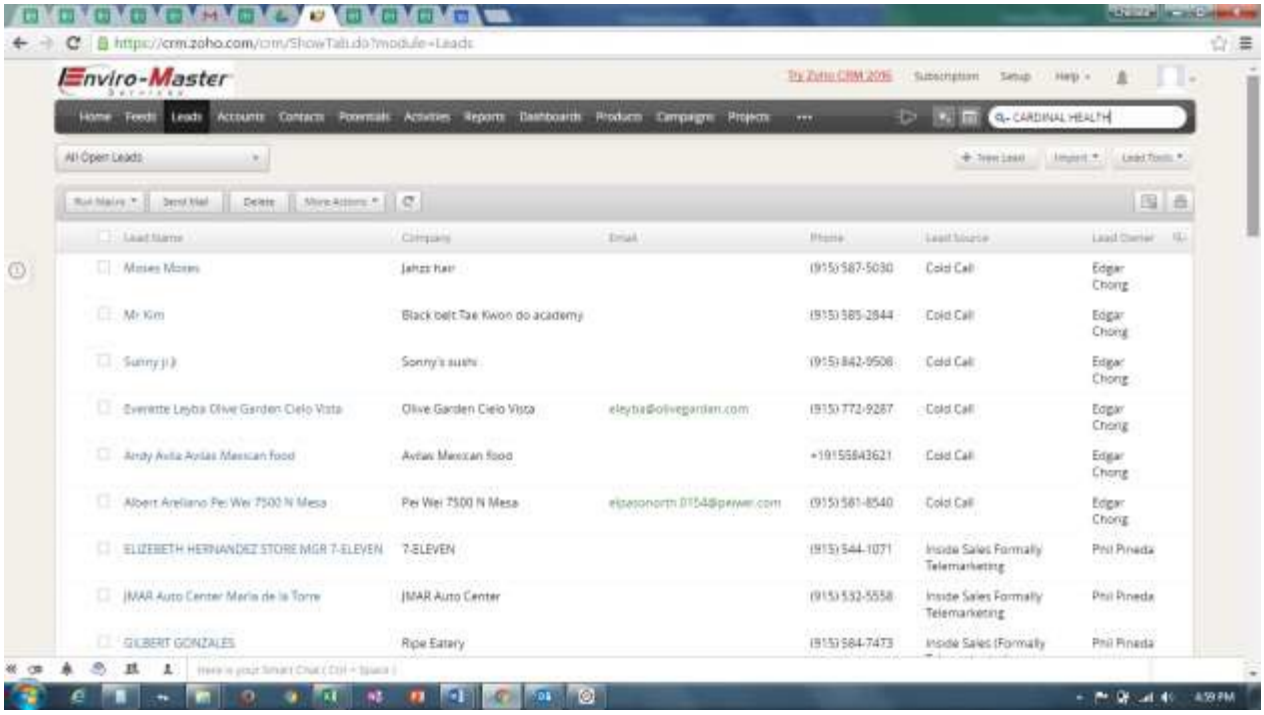
Click Edit to open the event. Click in the “host” box. A drop-down box will open with all the active users in your company’s ZOHO.



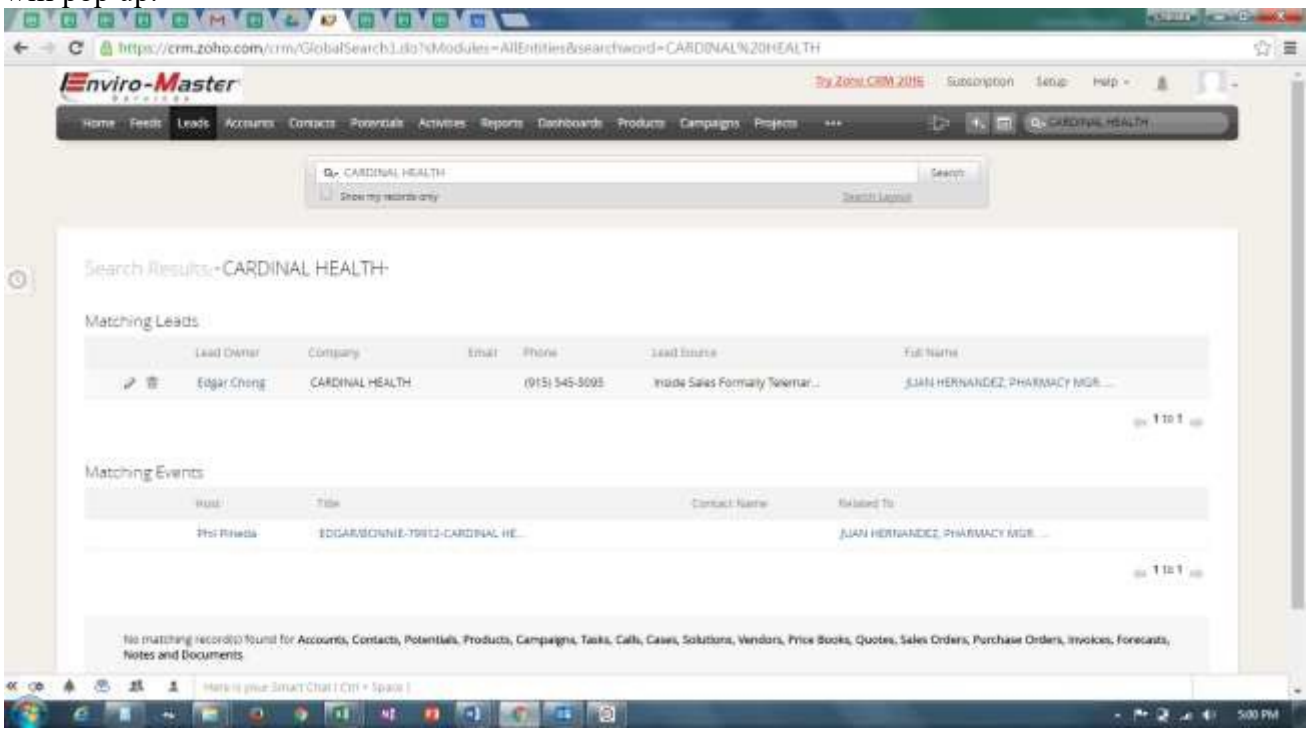
Select the user that you want to assign the event to, then click Save.



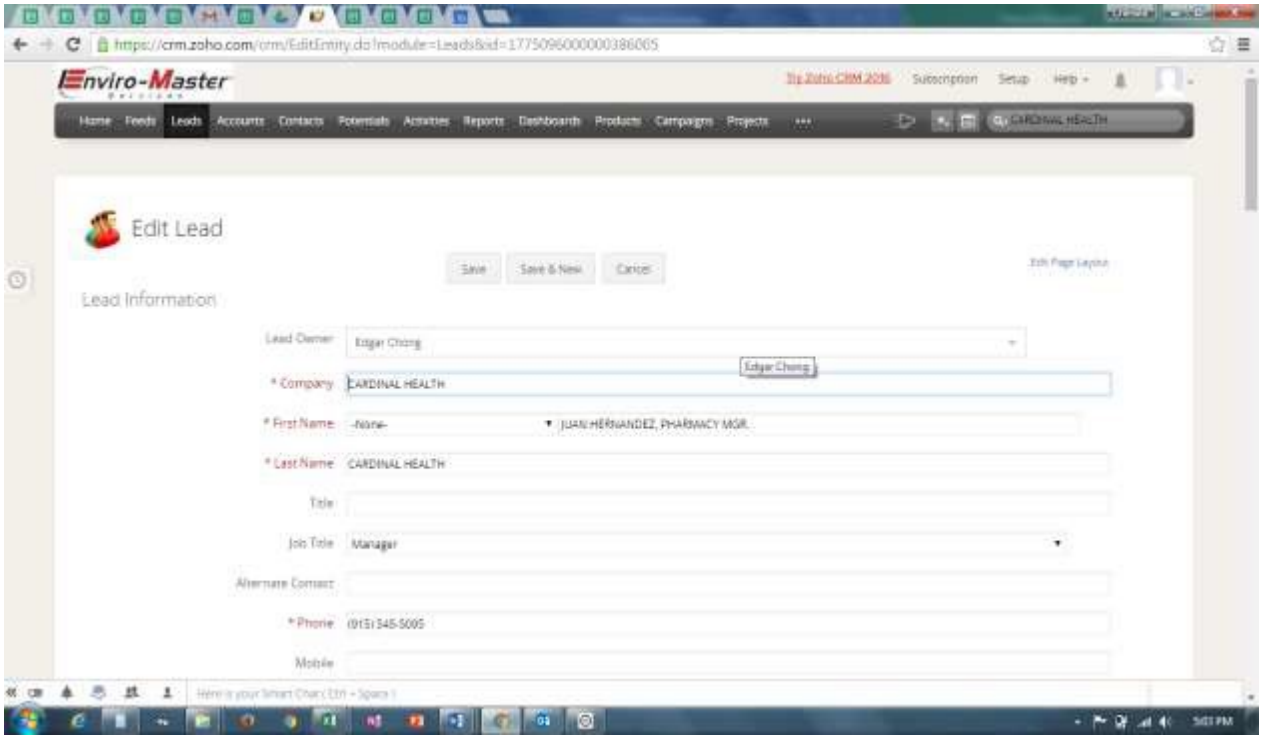
Hit refresh. The event should disappear from your calendar. Now that the event is moved, we also need to move the lead. Click on the Leads Module or search for the account by name. In this case, we searched for the Name of the business whose event we just moved - Cardinal Health.



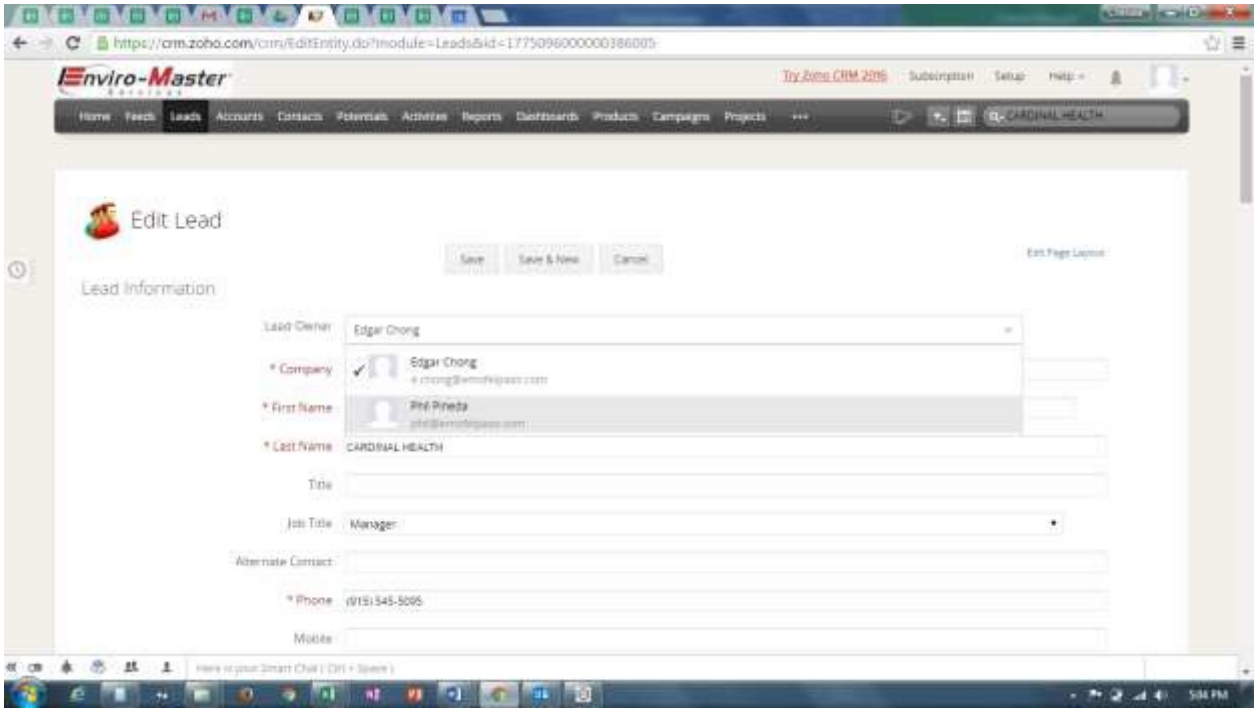
The lead and the old event will pop up. Hover over the lead and you will notice a pencil icon and a trash can icon pop up to the left of the lead name. If you click the pencil icon, the edit lead screen will pop up.



The edit screen will look like this.

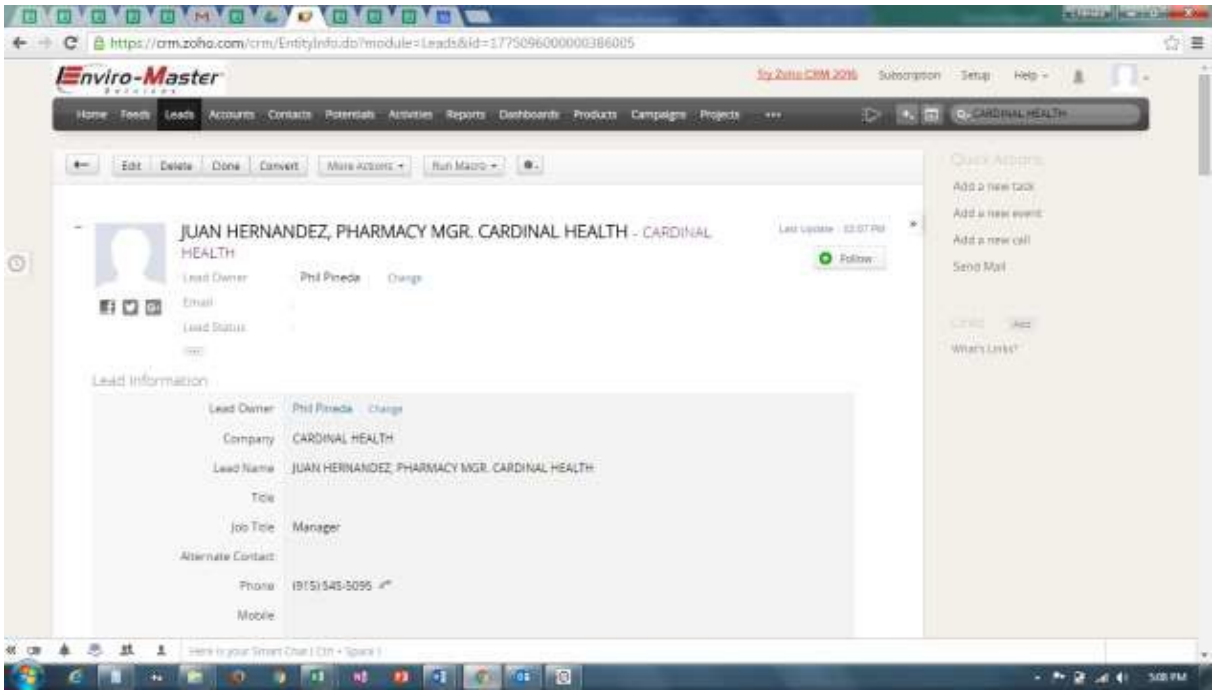


Click in the Lead Owner box and select the same owner that you assigned to host the lead.
Click Save.

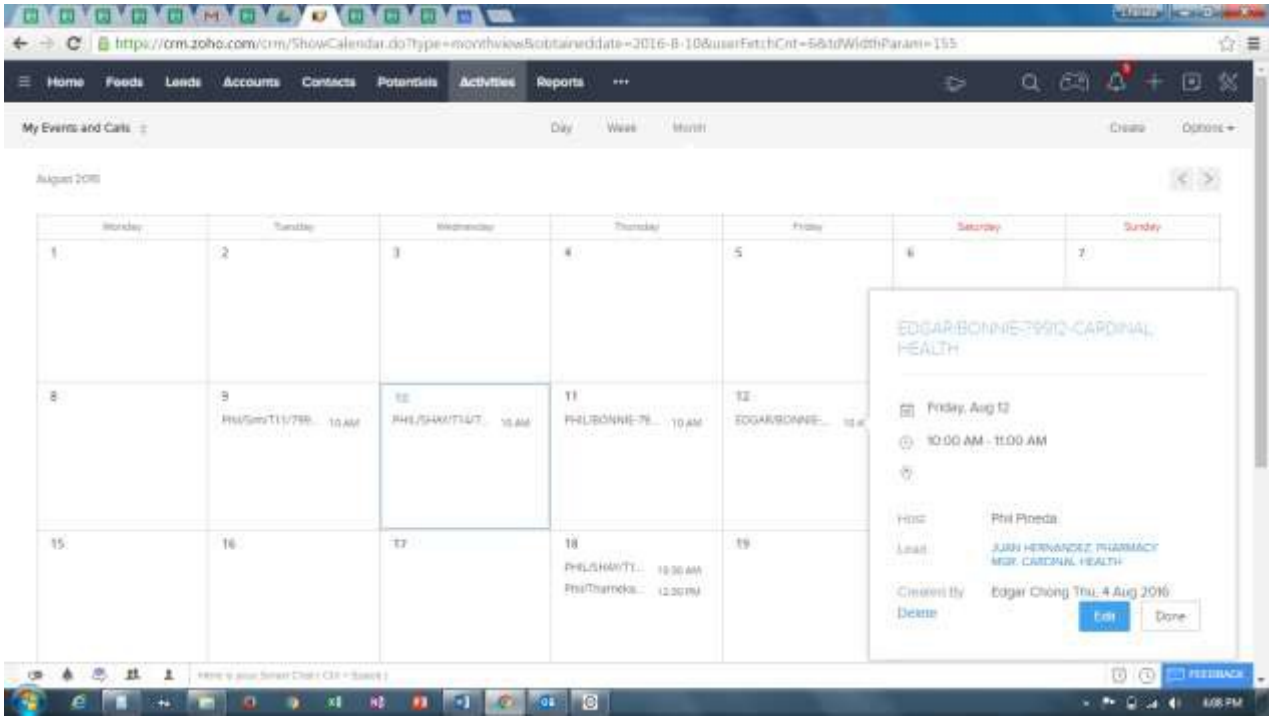


The lead will now show the individual that you selected as the new owner, and it will also appear in the new owner's ZOHO.

NOTE – the lead and event will still show up in the admin's ZOHO with the new owner listed.


https://crm.zoho.com/crm/EntityInfo.do?module=Leads&id=1775096000000386005
Enviro-Master
Home Feeds Leads Accounts Contacts Potentials Activities Reports Dashboards Products Campaigns Projects
Edit Delete Clone Convert More Actions Run Macro
JUAN HERNANDEZ, PHARMACY MGR. CARDINAL HEALTH - CARDINAL HEALTH
Lead Owner Phil Pineda Change
Email
Lead Status
Follow
Add a new task
Add a new event
Add a new call
Send Mail
Lead Information
Lead Owner Phil Pineda Change
Company CARDINAL HEALTH
Lead Name JUAN HERNANDEZ, PHARMACY MGR. CARDINAL HEALTH
Title
Job Title Manager
Alternate Contact
Phone (915) 545-5095
Mobile

Now logout of your ZOHO and login as the user that you assigned to host the lead. In this case, Phil. Open the calendar. You will now see the event with the lead.



Zoho Setup for Franchisees and/or New Sales Personnel:

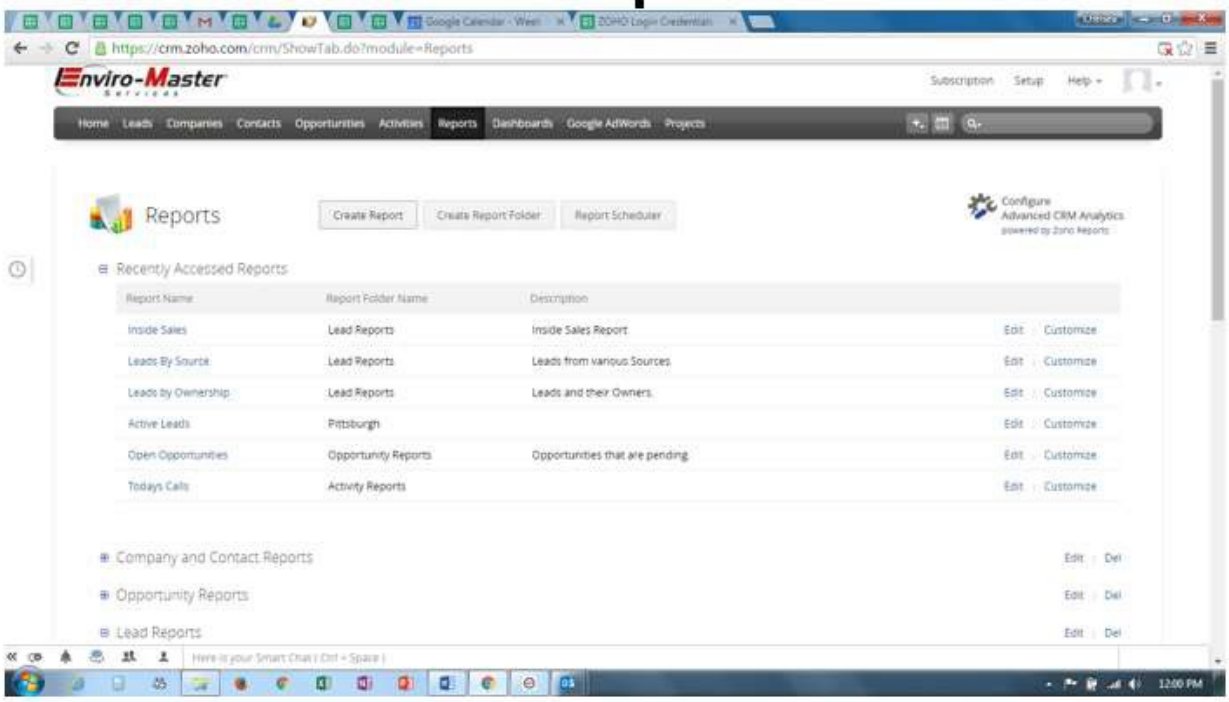
If you are a new franchisee or have hired new sales personnel, please email lrothwell@enviro-master.com with the following information:

Full Name
Enviro-Master Email Address Phone Number
Franchise
Time Zone

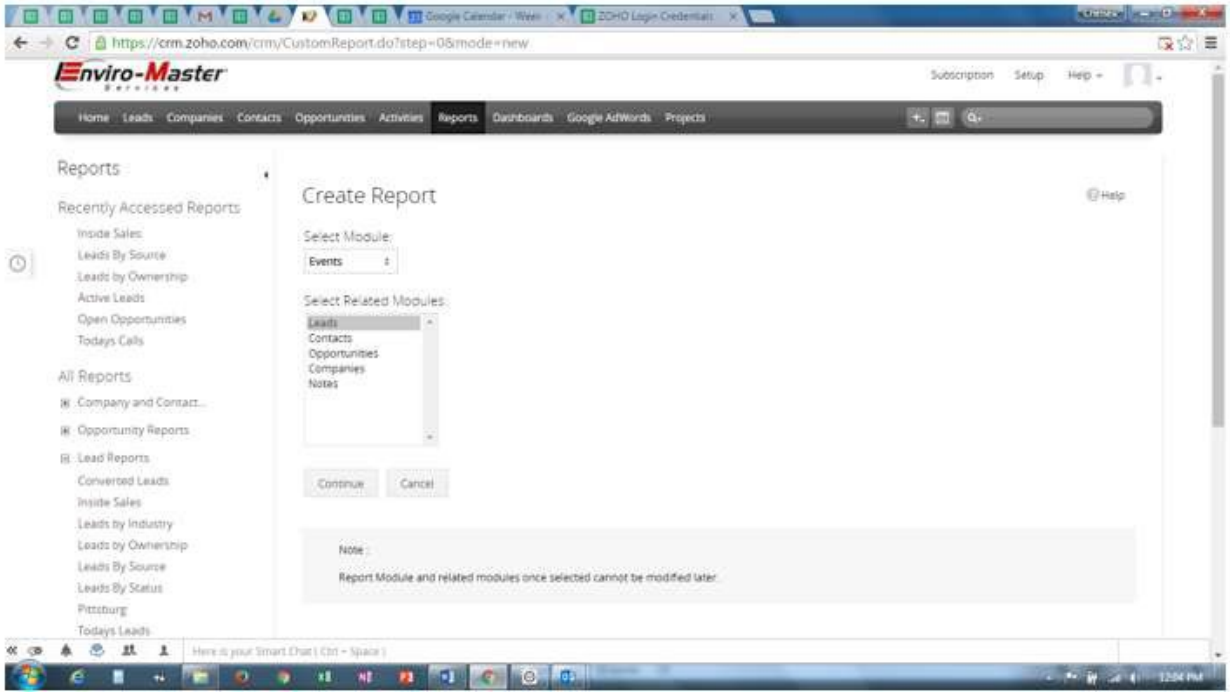
Creating Reports in ZOHO

Below are the basics for creating reports in ZOHO. There are so many different options, and they can each be customized to suit your needs.

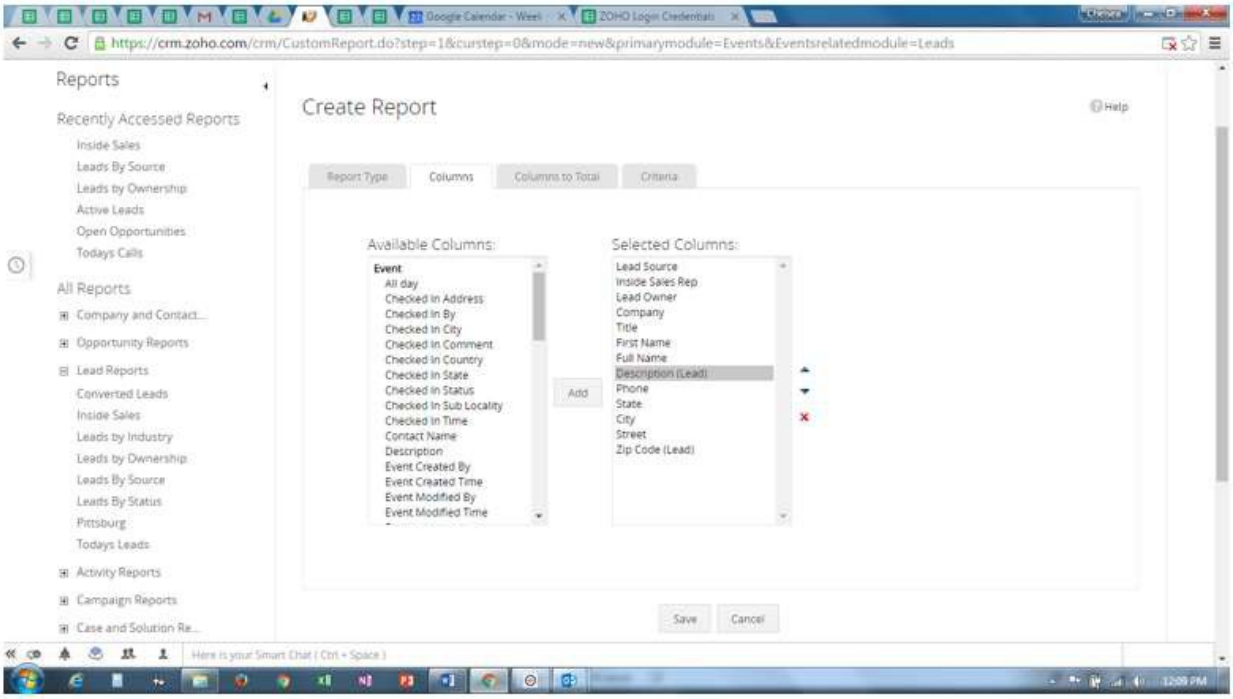
On the ZOHO home screen, click “Reports” and then “Create Report.”



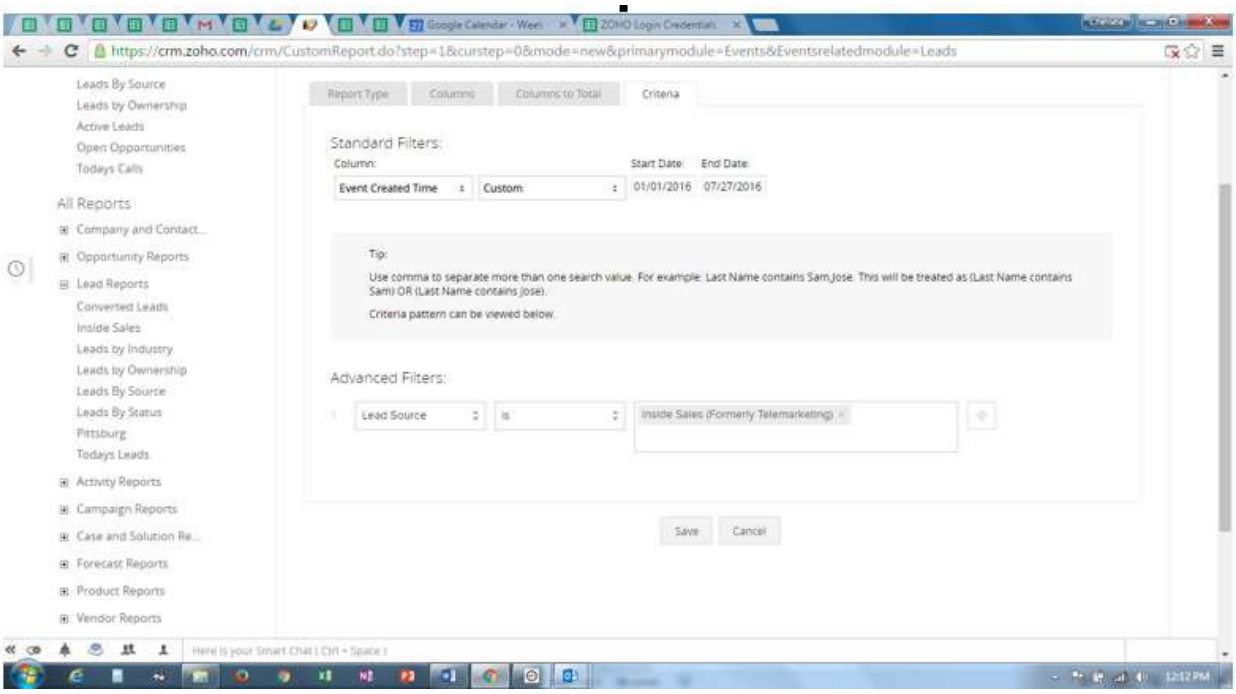
In the Create Report screen, Select Module: “Event” and Select Related Module: “Leads.” Click Continue to move forward.


https://crm.zoho.com/crm/CustomReport.do?step=0&mode=new
Enviro-Master
Subscription
Setup
Help
Home
Leads
Companies
Contacts
Opportunities
Activities
Reports
Dashboards
Google AdWords
Projects
Reports
Recently Accessed Reports
Inside Sales
Leads By Source
Leads by Ownership
Active Leads
Open Opportunities
Todays Calls
All Reports
Company and Contact...
Opportunity Reports
Lead Reports
Converted Leads
Inside Sales
Leads by Industry
Leads by Ownership
Leads By Source
Leads By Status
Pittsburg
Todays Leads
Create Report
Help
Select Module:
Events
Select Related Modules:
Leads
Contacts
Opportunities
Companies
Notes
Continue
Cancel
Note :
Report Module and related modules once selected cannot be modified later.

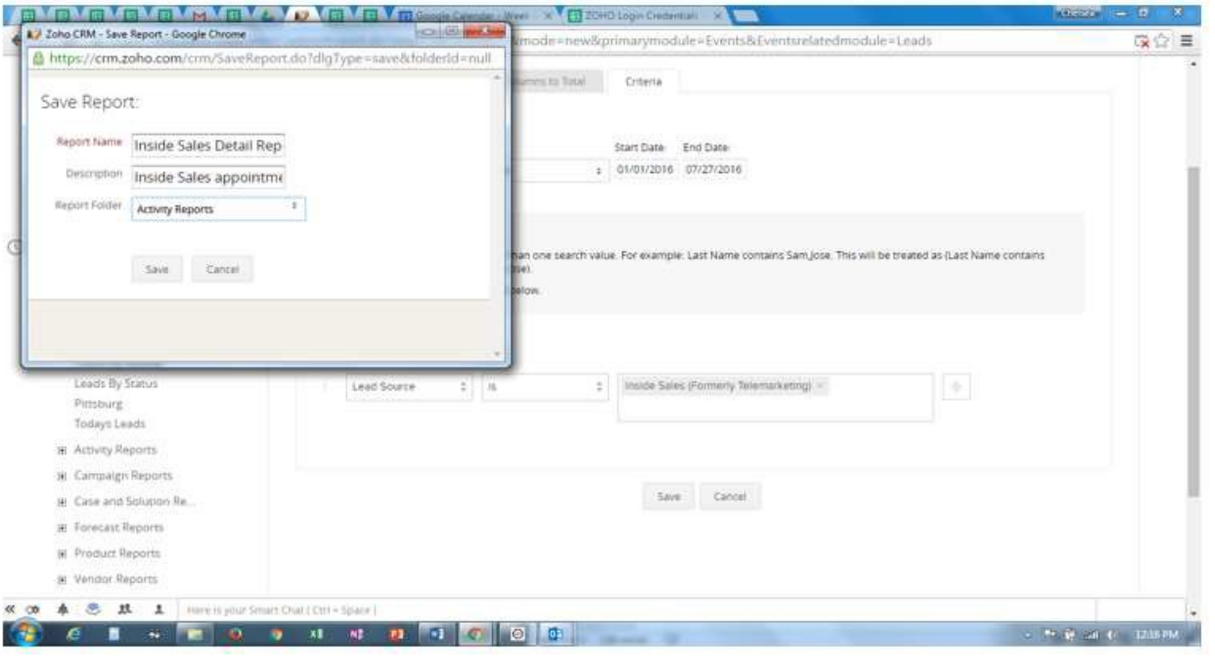
On the following screen, Click the second tab “Columns.” Select all the columns for the report under Available Columns and Move them to Selected Column by clicking “Add.” All the fields are listed in the screenshot below under Selected. Click Save.



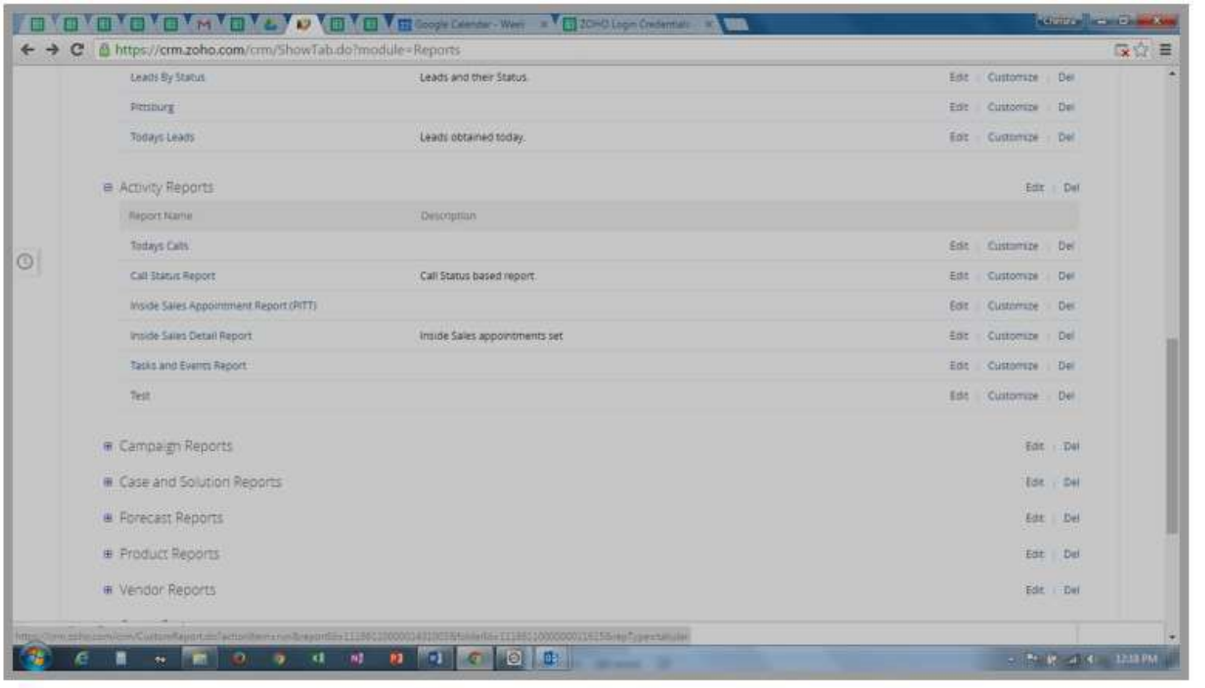
Click on the “Criteria” Tab. Under “Standard Filters,” select “Event Created Time,” then “Custom” and enter the date range for the data you want to pull. Under Advanced filters, select “Lead Source,” then “Is” and select “Inside Sales.” Click Save.


https://crm.zoho.com/crm/CustomReport.do?step=1&curstep=0&mode=new&primarymodule=Events&Eventsrelatedmodule=Leads
Leads By Source
Leads by Ownership
Active Leads
Open Opportunities
Todays Calls
All Reports
Company and Contact...
Opportunity Reports
Lead Reports
Converted Leads
Inside Sales
Leads by Industry
Leads by Ownership
Leads By Source
Leads By Status
Pittsburg
Todays Leads
Activity Reports
Campaign Reports
Case and Solution Re...
Forecast Reports
Product Reports
Vendor Reports
Report Type
Columns
Columns to Total
Criteria
Standard Filters:
Column:
Start Date:
End Date:
Event Created Time
Custom
01/01/2016
07/27/2016
Tip:
Use comma to separate more than one search value. For example: Last Name contains Sam,Jose. This will be treated as (Last Name contains Sam) OR (Last Name contains Jose).
Criteria pattern can be viewed below.
Advanced Filters:
Lead Source
is
Inside Sales (Formerly Telemarketing)
Save
Cancel

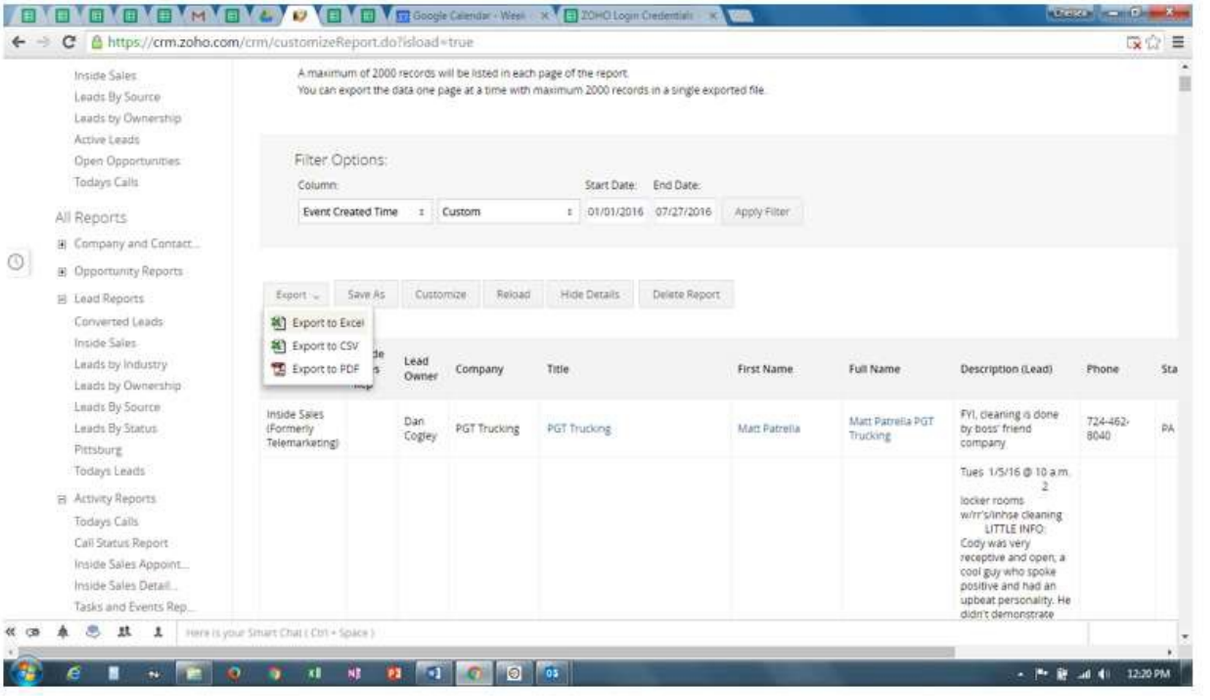
In the “Save Report” window, enter the name of the report and a description, then select the Report Folder you would like it categorized under. This is typically “Lead Reports” or “Activity Reports.” Click Save.



Your report is now ready to use. To pull it, go back to the reports home page by clicking the “Reports” tab, find the file in the Report Folder you selected, and click the report. It will run automatically in ZOHO.



If you would like to export your report, click “export” and select the file type you’d like. You can export to excel, csv, or pdf.



BRANDING GUIDELINES

LOGO SPECIFICATION

The logo specifications section identifies graphic standards for use of the Enviro-Master master brand. It provides all the tools necessary to follow the four basic rules of effective brand identity management:

- Use brand identity consistently
- Use specified master brand colors only
- Keep the master brand clearly visible
- Use specified fonts and type styles

PRIMARY LOGO

This is the primary logo to use for most branding purposes, including business cards, stationery and marketing materials.

SECONDARY LOGO

This may be used as an alternate of the primary logo.
“Protecting You” is an optional tagline.

BUSINESS CARDS – FIELD

PRINTING STANDARDS
Print: 2 sided (2 color front/2 color back)
Flat Printing
Paper Stock: White, Matte 120# Cover Uncoated
Paper Size: 3.5" x 2"

FONT & FONT SIZE: FRONT
Name - Basic Sans Bold / 11pt
Title – Basic Sans Regular Italic / 10pt
Remaining text on card - Basic Sans Regular / 7.5pt
Web Address - Basic Sans Bold / 11pt

FONT & FONT SIZE: BACK
We are Everything Hygiene - Basic Sans Bold / 18 pt
Bullets – Basic Sans Regular / 8 pt
Web Address - Basic Sans Bold / 11pt

PERSONALIZATION INFO REQUIRED: FRONT
Your Name
Your Title
Your Territory
Your Phone Number (at least 1 phone number required)
Your Email
Corporate Website: www.enviro-master.com

PERSONALIZATION INFORMATION OPTIONAL: FRONT
Address Line 1
Address Line 2
Phone Number 2

BUSINESS CARDS – CORPORATE

PRINTING STANDARDS
Print: 2 sided (2 color front/2 color back)
Flat Printing
Paper Stock: White, Matte 120# Cover Uncoated
Paper Size: 3.5" x 2"

FONT & FONT SIZE: FRONT
Name - Basic Sans Bold / 11pt
Title – Basic Sans Regular Italic / 10pt
Remaining text on card - Basic Sans Regular / 7.5pt

PERSONALIZATION INFO REQUIRED: FRONT
Your Name
Your Title
Your Territory
Your Phone Number (at least 1 phone number required)
Your Email
Corporate Website: www.enviro-master.com

PERSONALIZATION INFORMATION OPTIONAL: FRONT
Address Line 1
Address Line 2
Phone Number 2

EMAIL SIGNATURE

Annie Rogers
Vice President of Marketing

Enviro-Master International Franchise | 5200 77 Center Drive, Suite 500 | Charlotte, NC 28217
Office: 704-302-1016 Ext: 2065 | AnnieRogers@enviro-master.com | www.enviro-master.com

FONT & FONT SIZE:
Name - Georgia / 12pt

PERSONALIZATION INFO REQUIRED:
Your Name
Your Title
Your Territory
Your Phone Number (at least 1 phone number required)
Your Email
Corporate Website: www.enviro-master.com

PERSONALIZATION INFORMATION OPTIONAL: FRONT
Address Line 1
Address Line 2
Phone Number 2

COLOR PALETTE

PMS 185

RGB	CMYK	HEX
R: 239 G: 62 B: 66	C: 0 M: 91 Y: 76 K: 0	#EF3E42

PMS Black

RGB	CMYK	HEX
R: 35 G: 31 B: 32	C: 0 M: 0 Y: 0 K: 100	#231F20

PMS Black 47% Screen

RGB	CMYK	HEX
R: 135 G: 135 B: 135	C: 0 M: 0 Y: 0 K: 47	#878787

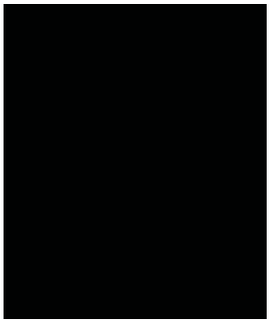
COLOR VARIATIONS

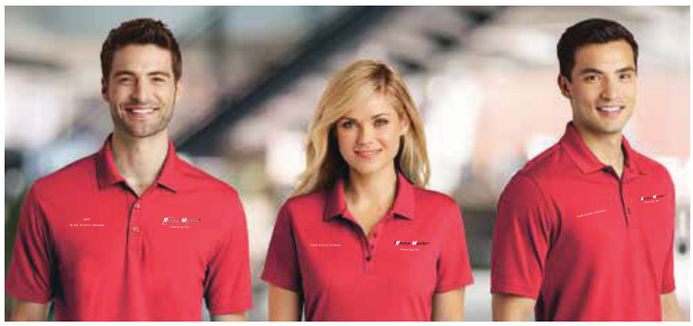
HEALTH AND SAFETY TECHNICIAN UNIFORMS

Health and Safety Technicians represent the image of Enviro-Master when they are in the field. Health and Safety Technicians should always be wearing the Enviro-Master brand standardized Health and Safety Technician uniform during the work day.

HEALTH AND SAFETY TECHNICIAN UNIFORM REQUIREMENTS:

- Enviro-Master shirt must be clean, unwrinkled and tucked into pants.
- Black pants or shorts must be clean, unwrinkled and supported by clean, black belt.
- Black shoes with nonskid sole are required with black socks.
- To protect their eyes, Technicians are required to wear safety glasses when performing service unless they already wear glasses.
- Excessive jewelry is not permitted.
- Hair, including facial, must be kept neat and clean (no hair below collar for men).





APPAREL

Use the appropriate color variation of the logo.

HATS
Item #C919

SHIRTS - RED
Mens - Item #K110
Womens - Item #LK110

SHIRTS - GRAPHITE
Mens - Item #K110
Womens - Item #LK110

INSULATED VEST
Mens - Item #J903
Womens - Item #L903

WATERPROOF
Mens - Item #J333
Womens - Item #L333

WARM
Mens - Item #J317
Womens - Item #L317

WARMER
Mens - Item #J331
Womens - Item #L331

WARMEST
Mens - Item #J332
Womens - Item #L332

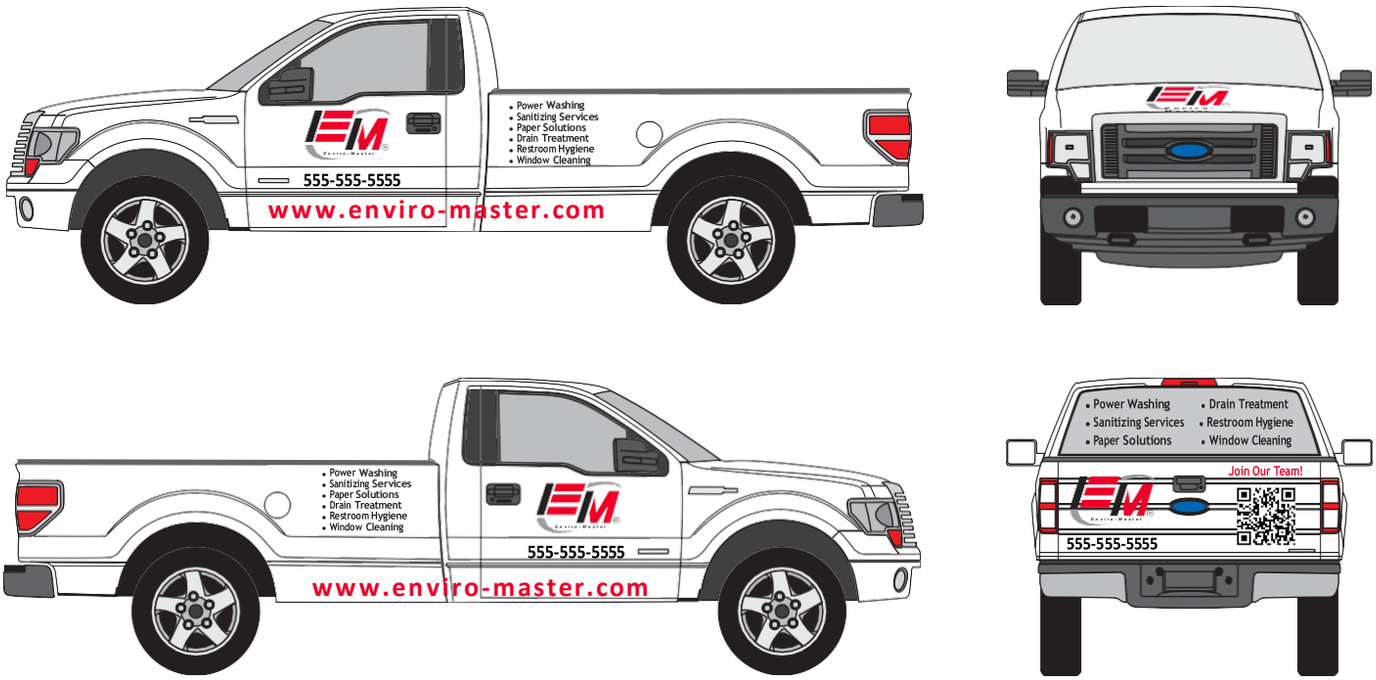
VEHICLE GRAPHICS – TRANSIT VAN

The only custom detail on all wraps is the phone number.
OPTION 1: DECAL - Applied to a vehicle in various locations in pieces.
Each element in the graphic below is considered a decal.

Refer to vendor's vehicle specifications for more detailed information

VEHICLE GRAPHICS – STANDARD TRUCK

The only custom detail on all wraps is the phone number.
OPTION 1: DECAL - Applied to a vehicle in various locations in pieces.
Each element in the graphic below is considered a decal.

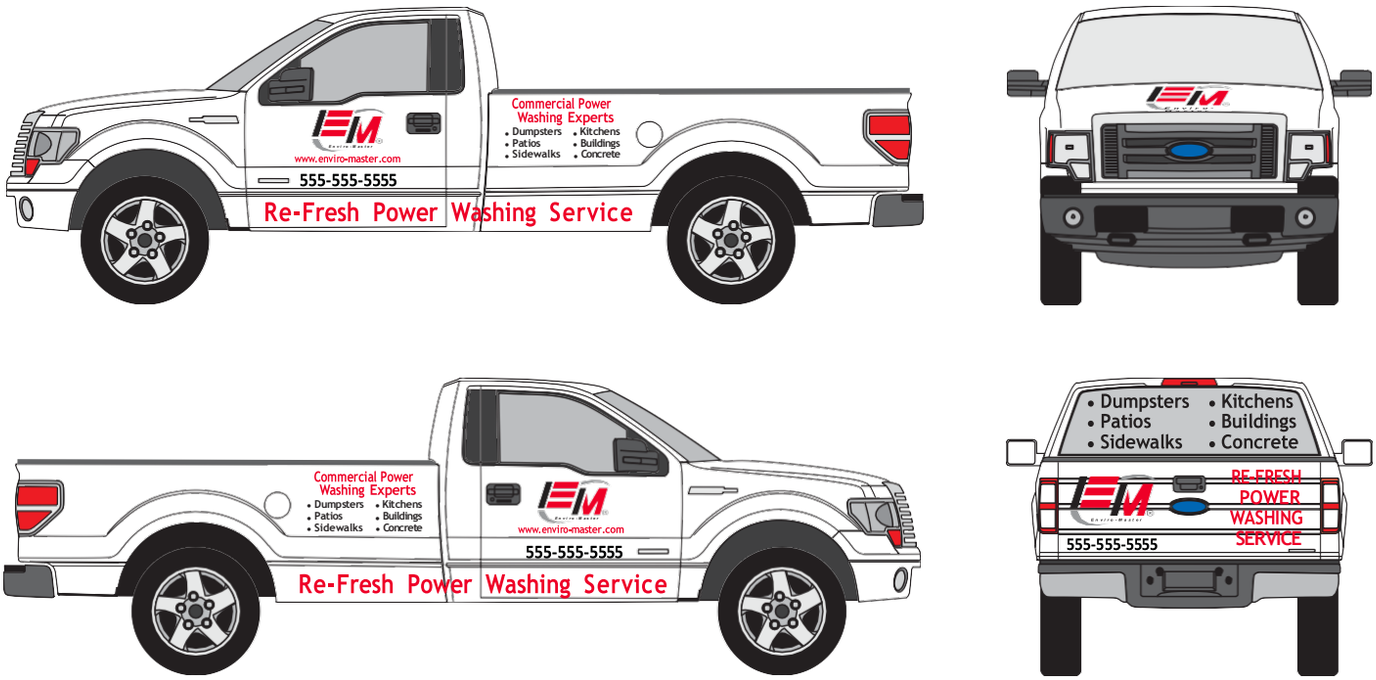


Ford Regular Cab 8 ft Box

Refer to vendor's vehicle specifications for more detailed information

VEHICLE GRAPHICS – RE-FRESH POWER WASHING TRUCK

The only custom detail on all wraps is the phone number.
OPTION 1: DECAL - Applied to a vehicle in various locations in pieces.
Each element in the graphic below is considered a decal.

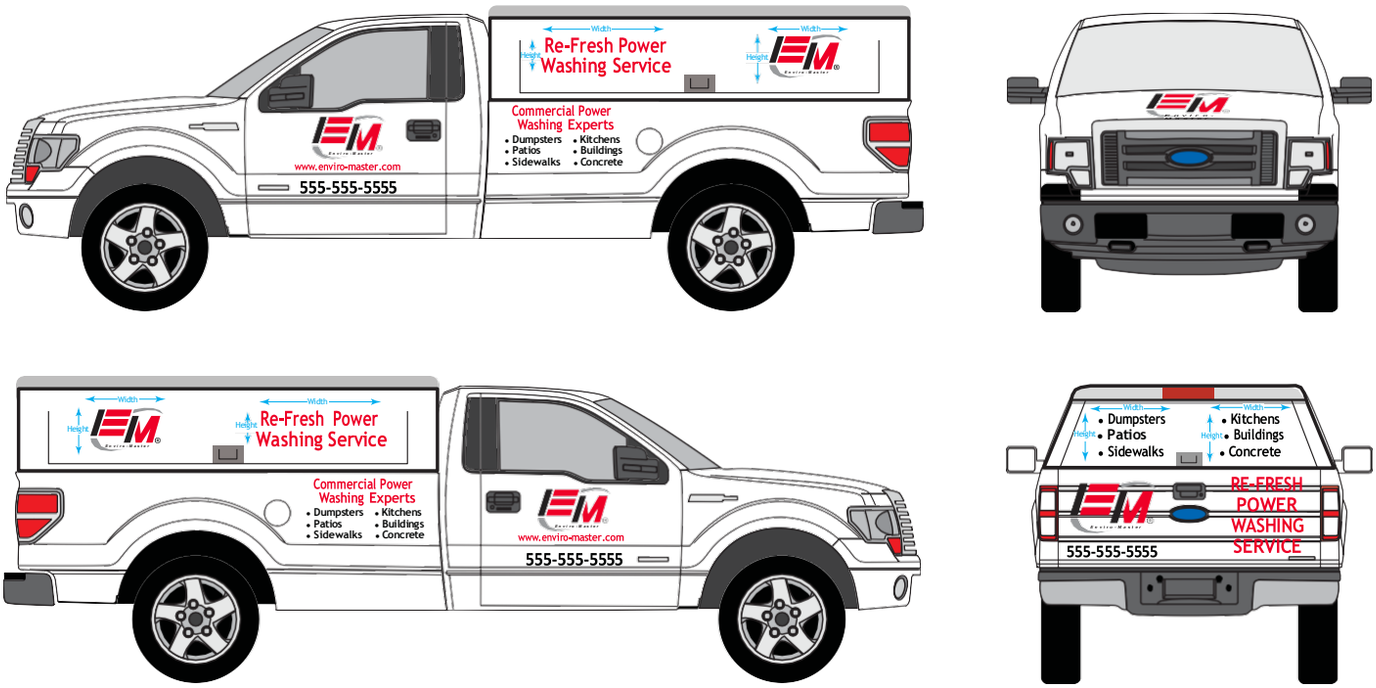


Ford Regular Cab 8 ft Box

Refer to vendor's vehicle specifications for more detailed information

VEHICLE GRAPHICS – RE-FRESH POWER WASHING TRUCK WITH CAP

The only custom detail on all wraps is the phone number.
OPTION 1: DECAL - Applied to a vehicle in various locations in pieces.
Each element in the graphic below is considered a decal.



Ford Regular Cab 8 ft Box

Refer to vendor's vehicle specifications for more detailed information