

Board Minutes  
Oakdale Public School Board of Education Special Meeting  
Tuesday, July 19, 2022 6:00 PM  
Fine Arts Building - Auditorium

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President-Kimber Shoop

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Vice President – Caeli Williams

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Clerk – Todd Corbin

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Minutes Clerk - Marlene Dunn

1. **Routine Items:**
  - **Call to Order**
  - **Roll Call**
  - **Establishment of Quorum**
  - **Possible vote to approve agenda**

Attendance Taken at 6:00 PM.

Mr. Todd  
Corbin: Present

Erin  
Hulsey: Present

Kimber  
Shoop: Present

Present: 3.

The Board approved the agenda. This motion, made by Erin Hulsey and seconded by Kimber Shoop, passed.

Mr. Todd  
Corbin: Yea

Erin  
Hulsey: Yea

Kimber  
Shoop: Yea

Yea: 3, Nay: 0

2. **Work Session:**
  - **Presentation of the new Master Plan by LWPB architects:**

- **Demographics**
- **Financial Valuation Projections**
- **Observations & Recommendations**
  - **Utilization of space- renovations/remodel**
  - **Security with layered, limited access points**
  - **Systems Maintenance & Renovations**
    - **Surveillance cameras**
    - **Alarm systems**
    - **Lighting**
    - **Traffic & parking**
    - **Furnishings, fixtures, & equipment**
    - **HVAC, plumbing, electrical**
    - **Technology infrastructure**
  - **Foodservice & dining spaces**
  - **Athletics - locker rooms, storage, athletic training space, public restrooms, and concession area**
  - **Potential future land needs**
  - **Technology devices, & equipment**
  - **Textbooks & subscriptions**
  - **Transportation**
- **Discussion of needs and priorities**
- **Discussion of a plan to gather information and community input**

3. **Business Action Item: Discussion and possible action to establish meal prices for 2022-23.**

The Board tabled the meal prices for 2022-23. This motion, made by Kimber Shoop and seconded by Erin Hulsey, passed.

Mr. Todd Corbin: Yea

Erin Hulsey: Yea

Kimber Shoop: Yea

Yea: 3, Nay: 0

4. **Business Action Item: Discussion and possible action on a custodial services contract agreement with True Solutions for the school year 2022-23.**

The board approved the custodial contract with True Solutions Management and Consulting, LLC. Base fee of \$131,700 per year, subject only to adjustments enumerated herein. Article 2:2.4 the school has the final right of approval on all personnel provided by Contractor, as related to the services provided within this contract. This motion, made by Kimber Shoop and seconded by Erin Hulsey, passed.

Mr. Todd Corbin: Yea

Erin Hulsey: Yea

Kimber Shoop: Yea

Yea: 3, Nay: 0

5. **Adjourn**

Motion to adjourn at 8:12 p.m. This motion, made by Erin Hulsey and seconded by Kimber Shoop, passed.

Mr. Todd Corbin: Yea

Erin  
Hulsey: Yea

Kimber  
Shoop: Yea

Yea: 3, Nay: 0



## ENVIRONMENTAL SERVICES CONTRACT

THIS SERVICES CONTRACT (the "Contract" or "Agreement") is made and entered into this 19th day of July, 2022, by and between Oakdale Public School, an Oklahoma Dependent School (hereinafter referred to as "School") and True Solutions Management & Consulting, LLC, an Oklahoma Limited Liability Company (hereinafter referred to as "Contractor"), (collectively, the "Parties");

### WITNESSETH:

**WHEREAS**, the School publicized a Request For Proposal for certain environmental services; and

**WHEREAS**, the School has chosen Contractor from the list of Proposals to perform certain Environmental Services as set for herein.

**NOW, THEREFORE**, in consideration of the mutual covenants and agreements herein contained, the School and Contractor mutually agree as follows:

### ARTICLE 1 THE SCOPE OF WORK

§ 1.1 **General:** To the best of their ability, the Contractor shall provide the predetermined Environmental Services ("EVS"), Management of EVS Personnel, and continuous efforts made toward satisfaction of the Scope of Work in accordance with the Board of Education.

§ 1.2 **Specific:** "Environmental Services" shall be interpreted as is commonly known in the Education industry. EVS shall include, but is not limited to: sweeping, mopping, vacuuming, dusting, clearing of garbage, cleaning of restrooms, refilling paper products in rooms and restrooms, management of EVS supplies and tools, etc.

"Management of EVS Personnel" shall include, but is not limited to: hiring, training, dismissal, scheduling, payment of wages, payment of benefits, and supervision of, all EVS employees.

"Scope of Work" shall be defined as the duties, responsibilities, and obligations contained in Addendum A to this Agreement.

### ARTICLE 2 RELATIONSHIP OF THE PARTIES

§ 2.1 The School agrees to exercise best efforts to enable the Contractor to perform the Work in the best way and most efficient manner. The Contractor will perform the work in a workmanlike manner pursuant to the industry standards in place.

§ 2.2 The School agrees to withhold from hiring individuals who, within the immediately preceding 365 days, have been managers or employees of Contractor without prior written consent by Contractor.

§ 2.3 The Contractor shall not relinquish their duties to another entity, such as a sub-contractor or otherwise, without the express written consent of the School.

### **ARTICLE 3 LENGTH TERM OF SERVICES CONTRACT**

§ 3.1 **Contract Length (“Initial Term”):** This Contract shall run from August 1, 2022 for 11 months until 11:59 P.M. CST on June 30th, 2023.

§ 3.2 **Option to Extend:** The parties have the option to extend this Contract for four (4) additional one (1) year terms. The option may be exercised only upon the written agreement of both parties, executed within the six months prior to the expiration of the Contract’s initial term.

§ 3.3 **Termination:** Either party may terminate this Agreement with or without cause upon 90 days written notice to the other party.

§ 3.4 **Termination Notice:** In the event a Party wishes to terminate the Contract under § 3.3, the Party seeking termination must deliver a written document specifying the date at which the termination shall be effective. The date must meet the minimum 90-day requirement.

### **ARTICLE 4 CONTRACT SUM**

§ 4.1 **Base Fee:** In exchange for services rendered, the School shall pay the Contractor a base fee of \$131,700.00 per year, subject only to adjustments enumerated herein.

§ 4.2 **Annual Fee Increase:** In the event the Parties agree to utilize the option to extend (§ 3.2) the Parties further agree to compounding annual increases to the base fee which shall be calculated as the lesser of the following two options to be determined upon the effective date of each annual increase: 1. 3% increase to the immediately preceding year’s fee; or 2. an increase in accordance with the percentage increase in the CPI (“Consumer Price Index”) over the previous twelve (12) month period. The compounding annual increase shall have an effective date of August 1 of each year of the Contract’s Term. The maximum annual increase is detailed in the payment schedule in § 4.4. The annual increase does not incorporate or include the additional fees outlined in § 4.5.

§ 4.3 [ Reserved ]

§ 4.4 **Payment Structure:** The Contract Price shall be submitted in monthly installments made on the 2<sup>nd</sup> Tuesday of each month. Each installment shall act as payment for the services to occur in the month services are provided. If a payment day falls on a weekend or bank holiday, the payment shall be remitted on the immediately preceding business day. Payment schedule shall be as follows:

(Initial Period)

August 1, 2022 – June 30<sup>th</sup>, 2023 – \$131,700.00 / 12 Payments = \$10,975.00 per Payment

(First Year Option – with maximum 3% rate increase)

July 1, 2023 – June 30, 2024 – \$135,651.00 / 12 Payments = \$11,304.25 per Payment

(Second Year Option – with maximum 3% rate increase)

July 1, 2024 – June 30, 2025 – \$139,720.53 / 12 Payments = \$11,643.37 per Payment

(Third Year Option – with maximum 3% rate increase)

July 1, 2025 – June 30, 2026 – \$143,912.15 / 12 Payments = \$11,992.67 per Payment

(Fourth Year Option – with maximum 3% rate increase)

July 1, 2026 – June 30, 2027 – \$148,229.51 / 12 Payments = \$12,352.46 per Payment

The above payment schedule does not incorporate or include the additional fees outlined in § 4.5.

§ 4.5 **Additional Fees and Tasks:** Any task which falls outside the scope of this Contract (“Additional Tasks”) and is performed by the Contractor at the School’s request shall be invoiced to the School at the calculated rate of: \$20.00 per man-hour expended + cost of required equipment and supplies (“Additional Fees”). The Contractor has the right to refuse to perform Additional Tasks in their sole discretion. In the event the Contractor refuses to perform Additional Tasks, such refusal shall not constitute a breach of the Contract. The Contractor shall keep account of the amount of hours worked by Contractor which shall constitute additional tasks and shall submit the additional fees on the monthly invoice to the School. Additionally, upon the School’s written request, the Contractor shall provide an accounting of the amount of hours worked by Contractor for additional services.

§ 4.6 **Late Payment Penalty:** In the event the School fails to make a payment within seven (7) days from the date at which the payment is due, a late fee equal to 1.5% of the subject payment will be added to that month’s invoice (“initial late fee.”) If the School has not remitted payment of the original late payment and the initial late fee within 30 days of the due date of the original payment, an additional fee of 1.5% of the outstanding balance will be assessed. This process shall continue until the School has remitted full payment for the original payment and any additional fees assessed.

§ 4.7 **Method of Payment:** Payments shall be made through check, and delivered through a mail delivery system. Every effort will be made to ensure check is mailed by the next business day after the check is issued and signed.

## **ARTICLE 5 ALLOCATION OF SUPPLIES**

§ 5.1 The Contractor shall supply all cleaning supplies, cleaning related equipment, and all chemicals utilized in the performance of this Agreement (specifically including cleaning chemical, trash liners, soap, paper towel, toilet paper, and hand sanitizer) LESS AND EXCEPT those listed in § 5.2 of this Agreement.

§ 5.2 None.

## **ARTICLE 6 HAZARDOUS MATERIAL**

§ 6.1 It shall be the sole responsibility of the School to properly handle and dispose of all hazardous materials and/or waste created, utilized, maintained, or handled on the premises.

## **ARTICLE 7 LOCATION AND PREMISES**

§ 7.1 **Location:** Work shall primarily occur on the property located at 10901 N. Sooner Edmond, OK 73013, however, management services may occur offsite.

§ 7.2 **Premises:** This Contract shall only include the buildings and premises which are fully completed and operational as of date of Contractual Commencement, August 1, 2022. Should additional buildings be added to the premises after said date, an increased price shall be negotiated, and covered under a separate agreement, or an amendment to this Contract.

§ 7.3 **Covered Locations:** All locations not specifically excluded within § 7.4 are expressly included in this contract and shall be cleaned at the currently designated intervals.

§ 7.4 **Excluded Locations:** The following areas are expressly EXCLUDED from this agreement: the kitchen located within the cafeteria, and any other locations not specifically referenced in § 7.3 and Exhibit A. In the event School requests work be performed at Excluded Locations, such work shall be considered an Additional Task as contemplated in § 4.5 and therefore would be subject to the Additional Fees as contemplated in § 4.5.

§ 7.5 **Square Footage:** The total cleanable square footage amounts to 135,000 square feet.

## **ARTICLE 8**

## MISCELLANEOUS PROVISIONS

- § 8.1 **Confidential Information:** School shall indemnify and hold Contractor harmless of and from any damages occurring out of the mismanagement of Family Educational Rights and Privacy Act (FERPA)-protected and/or Health Insurance Portability and Accountability Act (HIPAA)-protected and/or other confidentially protected materials by School staff. It shall be the solely the responsibility of the School for any documents required by law or other confidentiality regulations to be shredded or otherwise destroyed.
- § 8.2 **Trainings:** School shall provide various compliance videos for True Solutions employees. All trainings deemed necessary by the School shall be provided for True Solutions employees on an annual basis and shall be made available to said employees via online trainings. Contractor shall provide annual training for all Contractor's on-site employees in the proper care, handling, and disposal of blood borne pathogens. Contractor will provide evidence of all completed training Contractor personnel, to School upon request.
- § 8.3 **Costs Not Covered:** Contractor shall not be responsible for any charges related to nor management of the following: Biohazard waste, pharmaceutical waste, Sharps waste, Regular waste and recycling dumpster disposal, confidential waste (either shredded or otherwise) and Pest control.
- § 8.4 **Office and Storage Space:** School shall provide Contractor adequate, on premises, equipment, and supply storage areas.
- § 8.5 **Technology:** Ongoing IT support for said technological item. These items are to remain on the School's premises and shall be retained by the School at the termination of this Agreement. Further, School shall provide the IT support to establish interconnectivity between the School and Contractor's software and systems.
- § 8.6 **Security:** School shall provide Contractor and/or Contractor's employees with appropriate access to each premises at which services are to be rendered. Should the School have a security access system, the School shall provide Contractor and/or Contractor's employees with access identification badges in accordance with School standards and policies.
- § 8.7 **Investigations:** In the event a Title IX or similar School led investigation is instigated involving one of Contractor's employees, School shall inform Contractor's CEO, Jason Draper, immediately.
- § 8.8 **Notices:** All notices required under this Contract shall be addressed to the following principles of the Parties:

Jason Draper  
130 N. Broadway

Marcus Dyer  
10901 N. Sooner

- § 8.9 **Indemnity:** The Parties shall indemnify and hold each other harmless of and from any loss or damage occurring in the past or future on the subject premises to any tangible personal property belonging to the Parties or any of Parties' respective employees, agents, or assigns, or for any injuries, including but not limited to any workers compensation claims, which occur on the subject premises to the Parties or any of Parties' employees, agents, or assigns except for any such loss arising from the gross negligence of Parties.
- § 8.10 **Force Majeure:** No Party shall be deemed in default of this Agreement for any delay or failure to fulfill any obligation (other than a payment obligation) hereunder or thereunder so long as and to the extent to which any delay or failure in the fulfillment of such obligation is prevented, frustrated, hindered or delayed as a consequence of circumstances of the following: acts of God, such as severe acts of nature or weather events including floods, fires, earthquakes, hurricanes, or explosions; war, acts of terrorism, and epidemics, including COVID-19 or otherwise; acts of governmental authorities such as expropriation, condemnation, and changes in laws and regulations; strikes and labor disputes. In the event of any such excused delay, the time for performance of such obligations (other than a payment obligation) shall be extended for a period equal to the time lost by reason of the delay. A Party claiming the benefit of this provision shall, as soon as reasonably practicable after the occurrence of any such event, (a) provide written notice to the other Party of the nature and extent of any such Force Majeure condition; and (b) use commercially reasonable efforts to remove any such causes and resume performance under this Agreement as soon as reasonably practicable.
- § 8.11 **Standards:** The Contractor shall observe and abide by and perform all of its obligations hereunder in accordance with the applicable laws, Health codes, rules, and regulations of all governmental authorities having jurisdiction. If the contract calls for a standard that is less stringent than that of the governmental laws, codes or regulations of Health, then the Contractor will act to the standard of conformance under the governmental laws, codes or regulations.
- § 8.12 **Attorney's Fees:** In the event that either party fails to comply with the terms of this Contract, the non-breaching party shall have the right to enforce the terms of this Contract. In the event a suit for performance of the Contract, or damages is instituted, the prevailing Party shall have the right to recover all of such Party's costs and expenses incurred by reason of such litigation, including but not limited to attorney's fee, court costs and costs of suit preparation.
- § 8.13 **Governing Law and Venue:** This Contract shall be interpreted under Oklahoma law, without regard to conflicts of law principles, and shall be performable in Oklahoma County, Oklahoma. Any and all disputes arising under this Contract shall be brought in a Federal or State court of competent jurisdiction in Oklahoma County, Oklahoma.

§ 8.14 **Entire Agreement:** This Contract constitutes the entire agreement between the Parties with respect to the subject matter hereof. All prior agreements, contracts, negotiations and understandings with respect to the subject matter hereof, whether written or oral, are cancelled and superseded by this Contract. This Contract shall not be modified in its terms by any oral Contract, representation or otherwise, but only by an instrument in writing duly executed by the Parties.

§ 8.15 **Supplementary Documents:** The Parties agree to cooperate fully and execute any and all supplementary documents and to take all additional actions which may be necessary to give full force and effect to the basic terms and intent of this Contract.

§ 8.16 **Severability:** If any term, covenant, or condition of this Agreement or the application thereof to any person or circumstance (other than a term, covenant, condition or application which affects the essence of this Agreement) shall, to any extent, be invalid or unenforceable, the remainder of this Agreement, or the application of such term, covenant or condition to those persons or circumstances other than those as to which it has been held invalid or unenforceable, shall not be affected thereby, and each term, covenant and condition of this Agreement shall be valid and enforceable to the fullest extent permitted by law.

§ 8.17 **Execution:** This Contract may be executed in one or more counterparts, each of which shall be deemed an original, but all of which together shall constitute one and the same instrument.

§ 8.18 This Contract, and the rights and obligations granted and undertaken hereunder, shall be binding upon and inure to the benefit of the Parties and their respective parents, subsidiaries, affiliates, successors, assigns, employees, agents, attorneys, executors, and heirs. It is expressly understood and agreed that the terms hereof are contractual in nature and are not mere recitals.

§ 8.19 **Background Checks:** Contractor will conduct background checks for all personnel on school premises. Background checks will be in compliance with the *Oklahoma Background Check Rules and Legislation Section 250*. All background checks will be submitted to school upon request for all Contractor personnel.

§ 8.20 **THE PARTIES HERETO, AND EACH OF THEM, REPRESENT AND DECLARE THAT IN EXECUTING THIS CONTRACT, THEY RELY SOLELY ON THEIR OWN JUDGMENT, BELIEF AND KNOWLEDGE, AND THAT THEY HAVE NOT BEEN INFLUENCED TO ANY EXTENT WHATSOEVER IN EXECUTING THE SAME BY ANY REPRESENTATIONS OR STATEMENTS COVERING ANY MATTERS MADE BY ANY PARTY HERETO OR ANY PERSON REPRESENTING**

**THEM OR ANY OF THEM. SPECIFICALLY, THE PARTIES HERETO REPRESENT AND WARRANT THAT EACH HAS THOROUGHLY READ AND CONSIDERED ALL ASPECTS OF THIS CONTRACT, AND THAT EACH UNDERSTANDS ALL PROVISIONS OF THIS CONTRACT, AND THAT EACH IS FREELY AND VOLUNTARILY ENTERING INTO THE CONTRACT OF EACH PARTY'S OWN FREE WILL, WITHOUT DURESS OR COERCION OF ANY KIND.**

**"SCHOOL"**

Oakdale Public School

**"CONTRACTOR"**

True Solutions

Management & Consulting, LLC

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JOE PIERCE

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JASON DRAPER, CEO

## **ADDENDUM A**

### **SCOPE OF WORK: Completed Daily**

- Vacuum all carpeted areas
- Sweep and mop all hard surface floors
- Stock all paper towels, toilet paper, soaps, and hand sanitizer
- Wipe, clean and sanitize all reachable, touchable surfaces
- Empty all trash liners, clean, and reline trash cans
- Clean all mirrors
- Clean and disinfect water fountains
- Remove visible marks and dirt from walls
- Clean all doors, door handles, and light switches
- Vacuum all walk off mats
- Every common area, library, cafeteria, gym, bathroom, clinic, conference room, locker room, classroom, and office clean and ready for students and faculty
- Disinfect high-touch areas and equipment (telephones)
- Clean glass inside and out at all entrances
- Sweep and clean outside entrances up to 10 feet from entrance
- Turn off all lights and secure/lock all doors at the completion of shift
- Set and check all thermostats each morning and each night in a manner to conserve energy
- Custodial employee shall “arm” security system before leaving each day, and “disarm” the system(s) before others arrive each morning
- Dining & Cafeteria Spaces – At least one custodian must be available to aid pupils with emptying trays during meals and will spot sweep, wipe tables, and then remove trash/garbage

### **SCOPE OF WORK: Weekly**

- Clean all inside windows
- Dust all surfaces
- High dust all vents and fixtures

- Spot Clean carpets as needed
- Power clean all of locker rooms and restrooms
- Power wash all outside entrances up to 20 feet of entrance

**SCOPE OF WORK: Annually**

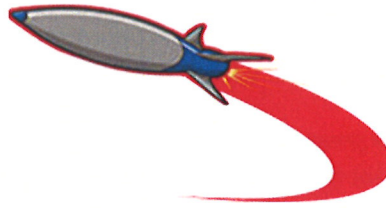
- Shampoo and extract all carpets
- Light fixtures will be cleaned once per year
- During summer break, a complete detailing of all areas is to be completed no later than July 31st each year

**SCOPE OF WORK: On-Call**

- Security – Open and close the building at the direction of site administration.
- Open and close the gymnasium at the direction of site administration
- A trained custodian must be available and responsible for properly cleaning, disinfecting, sanitizing after all spills including body fluids, vomit or blood when students are present during the regular school day.
- Provide Facilities/Operations Manager with updated plans of work, including schedules and special projects scheduled during fall, winter, and spring breaks.
- Move furniture, boxes, deliveries and relocate as requested and in a timely manner to meet the needs of individuals and departments.

**EXCLUDED TASKS AND ITEMS**

- Stripping, refinishing, or waxing of any floors
- Cleaning of outside windows
- Mechanical maintenance/repairs, to include oiling, adjustments, except for the duty to report the same to the Facilities Manager.
- Cleaning of musical equipment
- Bug extermination, except for coordinating extermination with independent exterminating contractor provided by the school
- Kitchen - Cleaning of kitchen equipment, walls in **the kitchen**



# Oakdale Public School & True Solutions LLC



I want to thank you for the opportunity to submit this proposal. We are truly excited about a potential partnership with Oakdale Public Schools. We see this as a great opportunity to partner with an organization whose values and principles align with ours.

In the following pages, you will find that we have a great program design, developed over years of experience in this field, and has been proven to work. As part of this program, I want to highlight a few things you will see:

- Extensive Training program
- Specific scheduling and staffing
- Strong Customer Service focus and training
- Detailed quality assurance program
- Open and transparent communication lines between us and OPS.

You will also find that we work hard for our clients and our team members. For our clients, we focus on delivering quality results and doing our part in driving your mission. For our team members, we work to provide competitive wages and good benefits and insist on a positive work environment. Yes, we hold people accountable for their work and the results they produce. We do this by investing in our team members, their lives, as well as building a company that they are proud to work at and love to be a part of.

I also wanted you to know a little bit more about True Solutions. So, I have highlighted a few things for you to see.

- Over 68 years of combined custodial services experience in our leadership team.
- Responsible for over 130 Team Members
- Serving clients in 5 states
- With current clients and experience in Healthcare, higher education, and K-12 school systems

I want to emphasize these things because I know we are the partner you are looking for. I cannot imagine another company out there that would fit your culture better than we do and, at the same time, drive quality and cleanliness throughout your campus.

Thank you for your time, consideration, and the opportunity.

*Jason T. Draper*

## WHO WE ARE

Tired of a corporate world of reports and data collection, where quarterly returns are more important than providing long-term solutions for customers, and where decisions are made thousands of miles from the heart of operations, with no input from those that made it happen in the trenches. It is in this place that True Solutions was born.

Because we are a privately owned company, we are free to let our personal beliefs dictate our company values. We do our very best every day to honor God through our work and the services provided to our customers, employees, and their families.

From our conception, we have focused on delivering results. We work hard to implement a customized program designed to meet the needs of each customer. While many of our larger competitors have a cookie-cutter approach to every account, we at True Solutions can apply what we know works to fit your culture and facility needs. Not only has this resulted in strong company growth, but it has also allowed us to truly build lasting relationships with our clients.

We are a Shawnee Oklahoma-based company, yet we continue to grow within and outside our state's borders. As we grow, we look for new customers and partners who want to work with us to improve quality and overall satisfaction.

When you hire True Solutions, you are hiring a company built around the mission and focus of improving the lives of those we serve. This is what we know and what we do. It is our passion and calling. At True Solutions, we set out to be better every day, lead the industry, and set the pace.

## MISSION & VALUES

### TRUE SOLUTIONS MISSION

At True Solutions, we believe that each of us must have a guiding principle in which decisions are made, a guideline by which we ensure what makes us who we are and doesn't change. This ensures that we never lose our way or lose sight of our True North, but it also ensures that we deliver the culture and quality we desire to provide our clients.

- **OUR PURPOSE:** *Provide and maintain a clean, safe, comfortable environment that enhances the lives of those we serve.*
- **OUR MISSION:** *To deliver outstanding support services that enhance our partners success and advance their mission.*
- **OUR VISION:** *To make the world a better place.*

### VALUES

**INTEGRITY:** *We believe in loyalty, honesty, respect, and trust in all we do.*

**PARTNERSHIP:** *We build partnerships that are forged in shared values, goals, and vision.*

**TEAMWORK:** *We recognize individual talents, and want to enhance, bless, and better the lives of all our team members*

**COMMITMENT:** *We are committed to our clients, team members, and our mission.*

## LEADERSHIP

### JASON TRUE DRAPER -- FOUNDER & CEO

Jason is the Founder and CEO of True Solutions. He named True Solutions to include his middle name of True of which he is very proud. The name True has been passed down through generations since the 1700s.

In the role of CEO and throughout his career, he has become known for his project management skills, ability to drive results, and for his dedication to his clients, customers, and associates. Jason has held many positions throughout the Support Services industry, including Environmental Services, Patient Transportation, Linen and Laundry Services, Landscaping and Food and Nutrition Services.

Serving as an industry expert, Jason has leveraged his insight to increase patient, employee, and customer satisfaction while driving out cost and increasing productivity. He has earned the trust and respect of many Healthcare CEOs and leaders throughout his career, many of whom have since hired True Solutions to improve quality, productivity, and reduce costs in their support services departments. With a track record of improved results, Jason has had the privilege of holding many leadership positions in facilities ranging from large hospitals to regional positions with responsibility for budgets of \$40 million dollars annually, consisting of 40 Hospitals and numerous Clinics and Access Centers before he created and founded True Solutions.

Jason holds a Master of Business Administration from Southern Nazarene University. Jason is a dedicated family man, who serves faithfully in his church and community. For fun, Jason likes to spend time on the golf course with his daughters, grilling meals for friends and family, and working on a truck he inherited from his grandfather.

### NATHAN ROBERTS – AREA MANAGER OKLAHOMA

Nathan Roberts Joined True Solution in 2020 after serving in the United States Army. Nathan has grown in his roll with True Solutions growing from a Supervisor in a Hospital to Manager, to his current position of Area Manager. Nathan currently has responsibility for over 25 Team members and multiple accounts. He is quickly becoming known for his leadership ability, hard work and ability to deliver quality results.

He is married to his high school sweetheart Taylor, loves golf, and attending church at Immanuel Baptist where he has been most of his life.

## CHAD NELSON – AREA MANAGER ILLINOIS

Chad Nelson, our subject matter expert, has been with True Solutions since 2020. Chad has served as our Director of Operations at Greenville University in Greenville, IL. Greenville is a private, Christ-centered university in Illinois that strives to empower faculty, staff, and students to make an influential impact in the world today. Chad has been essential in the process of transitioning the expert services that we provide to hospital services to a high level of quality and service into higher education.

A highly recruited high school athlete out of Michigan, he competed on the basketball, baseball, and golf teams during his undergraduate work at Lincoln Christian University. Once his collegiate playing career was ended due to injury, Chad quickly transitioned to the other side of collegiate competition as a coach.

Before his time with True Solutions, Chad spent over 20 years in higher education, having coached at every level of NCAA competition. During this time, Chad coached at Lincoln Christian University (his alma mater), where he won 2 National Championships coaching volleyball. Chad went on to coach at Illinois State University, The University of Iowa, and Humboldt State University. He served as the top assistant coach and recruiting coordinator under Sue Woodstra, 1984 Olympic Silver Medal winner. Chad coaching career went on to include Emmanuel College in Georgia, as well as Greenville University.

Throughout his coaching career, Nelson has always worked hard to mentor and develop his student-athletes both on and off the court. This resulted in many of his players embarking on successful careers and 2 of his student-athletes being named ESPN Academic All Americans.

Nelson has extensive knowledge of the higher education system (spending most of his time at Christ-Centered institutions). Chad completed his bachelor's in business administration from Lincoln Christian University in 2008 and recently finished his MBA from Greenville University in the fall of 2021. In his spare time, the Newaygo, Michigan native spends his time competing in sand volleyball, cornhole, and is an avid golfer. Nelson lives in Greenville, IL, with his wife, Alyssa Nelson, and their two dogs, Hurley and Oakley.

## JAMES "JIMMY" FETTERS – AREA MANAGER MISSOURI

Jimmy recently joined True Solutions because of a great relationship with CEO Jason Draper. Jimmy was hired to lead a large hospital where Jason was the System Director ten years ago. They have worked as peers and have had a direct report relationship in his first full-time position in Environment Services, Laundry, Linen, and Transport.

Jimmy serves as a Director of Operations for True Solutions. Jimmy and Jason have worked together primarily at an extensive Oklahoma Hospital system with over 800 beds and 250 employees with the responsibility of Environmental Services, Linen Management, and patient and equipment logistics.

Jimmy brings years of experience to True Solutions after serving in multiple roles and areas of responsibility. Feters has been responsible for many services such as Environmental Services, Linen management, Logistics, Food and Nutrition, Catering, Valet, and System Consultant. Jimmy has had increasing responsibilities throughout his career, including the management and responsibility of over \$10,000,000 in managed volume, and has often been sent in by his employer to "fix" troubled accounts.

Jimmy has been recognized as an operational expert on the National Marketing Advisory Committee for a large facility services contract company. Jimmy also served as the Cultural and Diversity Group representative for the Native American and Aboriginal Committee for North America.

Jimmy has been a resident of Oklahoma since 1990, living in the McCloud area with his adult children and 5 great blessings (grandkids), all living nearby. In his spare time, he enjoys spending time with his church and bible study family. Jimmy also enjoys working with youth, teaching Bible study groups, and attending camps and mission trips. Jimmy serves as an ordained Deacon and

has also served as Chairman of the Deacons. He enjoys camping, home projects, golf with his wife, kids, friends, and one day soon grandkids.

## **SCOTT HURBERT – AREA MANAGER ARKANSAS & KANSAS**

Scott has been with True Solutions almost from its conception. He came to work with Jason after years of working for him through Sodexo and has been committed to the success and growth of True Solutions. Scott started with True Solutions as a Manager at a private University, promoted to a Director of Operations at a 170-bed hospital, and then on to the Area Manager of Arkansas and Kansas, with responsibility for over 50 employees, and multiple accounts including both our largest hospital and our largest university.

In his spare time Scott loves to spend time with his family including a few wonderful grandkids. He is a dedicated church member and a great golfer, often being the only one on the team that can beat Jason on the course.

## **MICHAEL SPEARS -- HUMAN RESOURCE DIRECTOR**

Michael has served as the Director of HR for True Solutions since passing 50 employees in 2020. Starting as an HR consultant, Michael has been essential in helping True Solutions develop our mission statement and values, employee handbook, policies, and ensure our legal compliance.

Michael has over 25 years of serving as an HR Director and Vice President for several companies and hospital systems. He is a leader in his field and an expert in providing HR leadership and guidance. He has served as the VP of HR for Unity Health Center and the Shawnee Mill. He is a lifelong Shawnee resident and serves faithfully in his church.

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## HUMAN FACTOR

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We realize at True Solutions that without our team members, we have nothing. Therefore, we strive every day to put them first. From the hiring process to training to successful careers within the company, we work hard to be a blessing to our True Solutions family. We accomplish this by treating them with dignity and respect, fair pay, and benefits, and showing them appreciation as often as possible. In return, we ask that our team follows our guiding principles and works hard with dedication to the success of our clients and the company.

### ONBOARDING & TRAINING

All potential new hires go through a 2-step interview process.

- Interview with the on-site leadership.
- Interview with 3 select current team members.

### BACKGROUND CHECKS AND DRUG SCREENS

We use “Checkr” background services for all our background check needs. Drug screens are provided by Express personnel services.

### PHYSICALS

All employees undergo a physical examination, for the basic physical execution of the job function. This is to ensure both employee safety, and to ensure job duties can be completed. All our physicals are currently conducted at Express personnel services.

### UNIFORMS

Each team member is provided free uniforms, professionally laundered, with True Solutions logos. It is our intent to make sure everyone knows who we are, and who to ask for help when needed.

Team Members are also provided with one pair of slip resistant shoes annually. We take these steps not only for the uniformity for our clients, but also, to ensure dignity and inclusion among our team members.

### WAGES AND BENEFITS

Once the hiring process is complete and a new individual has joined our team, we then switch to making sure they have the needed resources to be successful in their position.

We want to be a blessing and keep our team happy and healthy with opportunities to grow and develop. We do this by providing a comprehensive wage and benefit program, designed to not only retain our team, but also ensure their health, well-being, and quality of life.

### WAGES

True solutions offer all our team members competitive wages with an average company hourly rate (not including salaried team members) of \$14.78 per hour. This is a very competitive wage for any janitorial company, and we are proud of it.

## BENEFITS

True Solutions works hard to provide quality benefits to our team members. These benefits include the following:

### HEALTH INSURANCE

We provide Blue Cross and Blue Shield health insurance. Included below is our insurance option. We pay 60% of the cost of this insurance for each of our team members. We only offer the one health insurance option currently to keep the cost down for our participants, but these options will grow as we do.

**Medical Summary**  
**Blue Cross Blue Shield of Oklahoma**  
 For Provider lookup go to: [www.bcbsok.com](http://www.bcbsok.com)

| PLAN NAME                   | G8K4ADT  |                   |
|-----------------------------|--|-------------------|
| Network Name                | Blue Advantage PPO                               |                   |
| CALENDAR YEAR DEDUCTIBLE    |  |                   |
| Individual                  | \$2,000  |                   |
| Family                      | \$6,000  |                   |
| Coinsurance                 | 80%  |                   |
| OUT OF POCKET MAXIMUM       |  |                   |
| Individual                  | \$6,000  |                   |
| Family                      | \$17,000   |                   |
| COPAYMENTS                  |  |                   |
| Physician Office Visit      | \$30   |                   |
| Specialist Office Visit     | \$50   |                   |
| Virtual Visit               | MD Live \$30                                     |                   |
| Lab & X-ray                 | 20% after Ded.                                   |                   |
| Imaging – CT/PET Scans, MRI | 20% after Ded.                                   |                   |
| Urgent Care                 | \$50   |                   |
| Emergency Room              | \$400 + 20% after Ded.                           |                   |
| Inpatient Surgery           | F - \$250 + 20% after Ded.<br>P – 20% after Ded. |                   |
| Outpatient Surgery          | F - \$200 + 20% after Ded.<br>P – 20% after Ded. |                   |
| PRESCRIPTION DRUGS          |  |                   |
|                             | Pref Pharmacy                                    | Non Pref Pharmacy |
| Rx Deductible               | \$0  | \$0               |
| Generic Preferred           | \$0  | \$10              |
| Generic Non-Preferred       | \$10   | \$20              |
| Brand Name Preferred        | \$50   | \$70              |
| Brand Name Non-Preferred    | \$100  | \$120             |
| Specialty Preferred         | \$150  | \$150             |
| Specialty Non-Preferred     | \$250  | \$250             |
| Mail Order                  | 3X   |                   |

### EMPLOYEE COST PER PAY PERIOD (BI-WEEKLY)

|                     |          |
|---------------------|----------|
| Employee Only       | \$102.99 |
| Employee & Spouse   | \$205.98 |
| Employee & Children | \$205.98 |
| Employee & Family   | \$308.96 |

## **401K**

We work diligently to help our team members grow into their futures. We offer a 401K plan with a dollar-to-dollar match of up to 4% of the total pay contribution. Our plan provider, "Principle Financial Services," also provides financial counseling, and employees are vetted after 3 years of employment.

## **OTHER BENEFITS**

*True Solutions also provides the following benefits:*

- Dental Insurance, bi-weekly cost to team members is =\$14.15
- Vision Insurance, bi-weekly cost to team members is = \$6.68
- Disability and life insurance free to all team members, paid in full by True Solutions
- Paid time off = 1 week in year one, 2 weeks in year two of employment, and 3 weeks in year 5 of employment. There are also 6 paid holidays as well as 5 sick days per year.

## EMPLOYEE HANDBOOK

Though our employee handbook is something that we continue to develop and improve, we have provided and reviewed this handbook with our staff from the beginning. Each employee is given a handbook upon hire. An annual review of the employee handbook is revisited with all team members annually. Below are a few examples of policies listed in the employee handbook. For an in-depth look at our employee handbook, we can provide a full copy.

### *SOME EXAMPLES OF OUR POLICIES INCLUDED IN THIS HANDBOOK ARE AS FOLLOWS:*

#### STANDARDS OF CONDUCT

While not intended to be an all-inclusive list, the examples below represent behaviors considered unacceptable in the workplace. Behaviors such as these, as well as other forms of misconduct, may result in disciplinary action, up to and including, termination of employment:

- Theft or inappropriate removal/possession of property.
- Falsification of timekeeping records or software
- Possession, distribution, sale, transfer, manufacture, or use of alcohol or illegal drugs
- Fighting or threatening violence in the workplace
- Making maliciously false statements
- Gossip
- Threatening, intimidating, coercing, or otherwise interfering with the job performance of fellow employees or visitors.
- Negligence or improper conduct leading to damage of company-owned or customer-owned property.
- Failure to follow job instructions and/or procedures assigned by management.
- Failure to consistently complete the volume of work designed for your assigned job function.
- Violation of safety or health rules.
- Smoking is prohibited on Company property, including vehicles, and on job sites.
- Sexual or other unlawful or unwelcome harassment.
- Abusive language or treatment of others
- Excessive Absenteeism
- Unauthorized use of telephones, computers, or other company-owned assets.
- Unauthorized disclosure of any “business secrets” or other confidential or non-public proprietary information relating to the company’s products, services, customers, or processes.

Other forms of misconduct not listed above may also result in disciplinary action, up to and including termination of employment. Questions regarding standards of conduct should be directed to your supervisor or the onsite Director of Operations.

#### SEXUAL AND OTHER UNLAWFUL HARASSMENT

True Solutions is committed to a work environment in which all individuals are treated with respect. We expressly prohibit discrimination and all forms of employee harassment based on race, color, religion, age, disability, military or veteran status, or status in any group protected by state or local law.

Sexual harassment is a form of discrimination and is prohibited by law and is defined as unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature when this conduct explicitly or implicitly affects an individual’s employment, unreasonably interferes with an individual’s work performance, or creates an intimidating hostile, or offensive work environment.

Sexual and unlawful harassment may include a range of behaviors and may involve individuals of the same or different gender. These behaviors include, but are not limited to:

- Unwanted sexual advances or requests for sexual favors
- Sexual or derogatory jokes, comments, or innuendo
- Unwelcomed physical interaction
- Insulting or obscene comments or gestures
- Offensive email, voicemail, or text messages
- Suggestive or sexually explicit posters, calendars, photographs, graffiti, or cartoons
- Making or threatening reprisal after a negative response to sexual advances
- Verbal sexual advances or propositions
- Physical conduct that includes touching, assaulting, or impeding movements
- Abusive or malicious conduct that a reasonable person would find hostile, offensive, and unrelated to the company's legitimate business
- Any other visual, verbal, or physical conduct or behavior deemed inappropriate by the company

## **SMOKING**

True Solutions provides a smoke-free environment for our employees, customers, and visitors. Smoking is prohibited on company premises, while on client worksites, and in company vehicles.

The policies listed are just an example, we have numerous policies in our employee handbook and would be happy to share more information if you would like to see.

## TRAINING PRACTICES AND CATEGORIES

True Solutions training program was designed with hospital-level cleanliness in mind. Though some customization had to occur for our partners in higher education, clean is still clean. True Solutions conducts multiple training courses; these courses are designed to achieve excellence in multiple areas. Below is a summary of each training category, a list of all modules included in each category, and some examples of the training documents.

### OPERATIONAL AND TECHNICAL TRAINING

The first step in any of our team members' journey is to ensure that each new hire knows what they are doing. This is done to be fair to our team members, deliver the quality results we are committed to, and clearly meet Our Purpose:

*To Provide and Maintain a clean, safe, comfortable environment that enhances the lives of those we serve.*

#### **THE FOLLOWING COURSES ARE TRAINED WEEKLY, WITH ONE MODULE EACH WEEK.**

- 7 steps of cleaning
- Classroom cleaning
- Office Cleaning
- Restroom, Locker room, and Shower Cleaning
- Corridors
- Vacuuming
- Cafeteria Cleaning
- Auditorium Cleaning
- Stairwells and Elevator Cleaning
- High dusting
- Dust mopping
- String mopping
- Flat mop mopping
- Gymnasium and Bleacher cleaning
- Cleaning and polishing metal
- Cleaning walk off mats
- Walk behind burnishes and scrubbers
- Carpet cleaning
- Stripping and refinishing floors
- Scrubbing and topcoat of floors
- Window cleaning
- Cleaning ceiling light fixtures
- Computer and monitor cleaning
- Cleaning of walls and doors
- Window blinds cleaning

### HANDS ON TRAINING

In our opinion, there is nothing more important than hands-on training. Each new hire will spend one day with a True Solutions Leader in hands-on training, focusing on key topics of our program, such as the 7 steps of cleaning and floor care for our Floor Techs.

After completing this process, each new hire spends two weeks working alongside an approved True Solutions team member. We believe this side-by-side work is essential to setting up our new teammates for success. In the process the new hire not only learns what to do, but how to do it, and how long it should take.

## CUSTOMER SERVICE TRAINING

At True Solutions, it is beyond important to us that our team members treat our clients, students, and coworkers with respect and dignity. This again aligns with our vision to honor God in all we do and follow.

*THIS TRAINING HAS 52 MODULES, WITH ONE MODULE COMPLETED EACH WEEK, A FEW OF THOSE MODULES ARE NOTED BELOW:*

# Compassion

## Body Language

## Valuing Others

Thankfulness

Acceptance

Friendliness

Commitment

## THANKFULNESS

21

**Definition:** Warm, friendly feelings of gratitude for another person who has done something nice for you.

**Example Word Use:** Juanita was thankful that her coworker Bill helped her carry her cake mix and supplies to her workstation – without ever being asked.

**Examples in Action:**

- Thank a team member for being here today.
- After helping a new student or visitor find their destination, tell them that it was your pleasure to help them out.
- Thank someone for doing something for them every day – be specific about what you are thanking them for.
- Look for ways that you can help others without expecting a thank you in return.
- Always say that it was your pleasure to help another person.



## BODY LANGUAGE

4

**Definition:** How we communicate through our posture, gestures, and facial expressions, sometimes adding to and sometimes contradicting the spoken words.

**Example Word Use:** Bob's body language said it all. He was standing up straight, his hands were relaxed and at his side; he was ready to listen to the professor's request.

- Standing up straight, open palms
- Tilting head while listening to others, nodding in response
- Leaning in when someone is talking to you
- Be aware of what your body language is saying to patients, coworkers, and other employees.
- Develop a sense of what is and is not positive body language and practice positive body language both at work and outside of work



## FRIENDLINESS

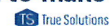
44

**Definition:** To like and enjoy other people by showing interest and goodwill to them.

**Example Word Use:** The entire department enjoys Kim's friendliness. She shows interest in what they have to say, and she always has a smile on her face.

**Examples in Action:**

- Smile and let the people know that you are interested in them by asking them to tell you a little bit about themselves.
- If you see that a patient or resident is sad, spend some extra time with them just to talk about how they feel.
- Engage in conversation with others by starting with a smile.
- If you see that someone is sad, spend a little time with them to make them feel that you care and want to help.

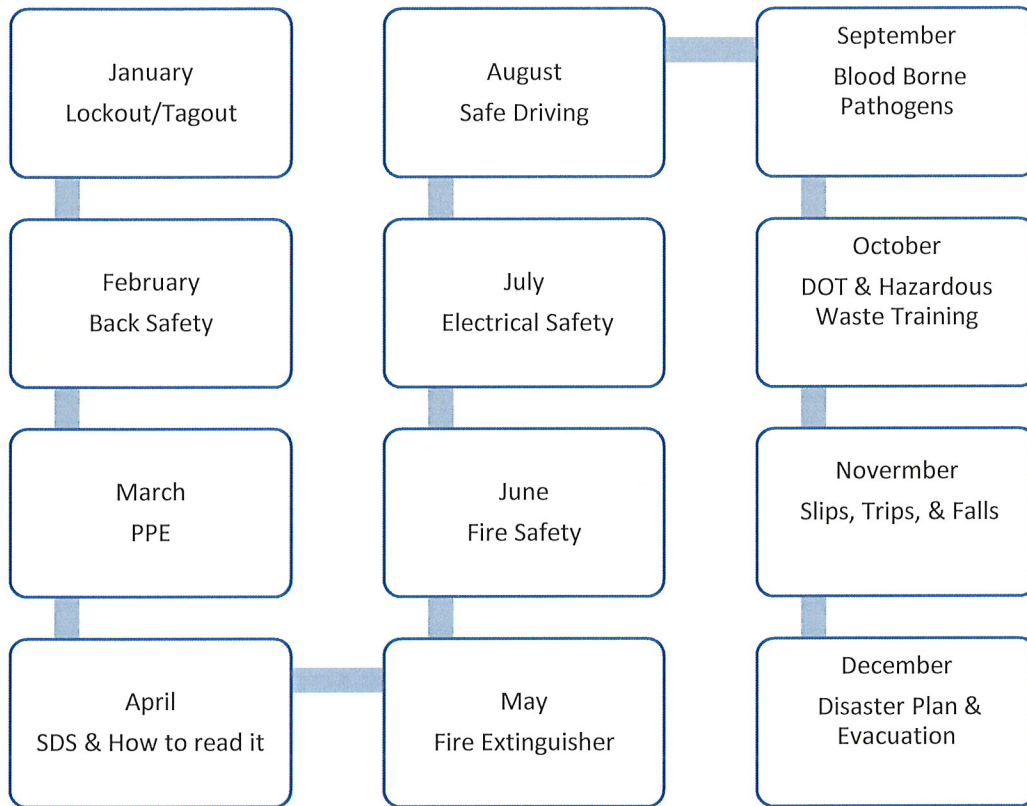


## SAFETY TRAINING

Our safety training is designed and provided by JJ Keller, a leading OSHA compliance training and compliance consultant.

We provide this training to ensure OSHA compliance guidelines and ensure regulatory compliance and, more importantly, ensure the safety of our students, faculty, and team members.

*We are listing some of the training below, along with some examples of that training.* This training is conducted at 3 points, upon hire in orientation, once monthly for all team members, and as needed, if leadership see's these safety principles are not being followed by team members they will be immediately retrained.



**SAFETY TRAINING EXAMPLE:**

**BACK SAFETY & LIFTING**

**Handout**

It's often necessary to pick up or move moderate to heavy objects by hand. When that is the case, knowing the proper ways to lift can save you a great deal of pain and misery from an injured back.



1. **SIZE UP THE LOAD BEFORE TRYING TO LIFT IT**—Test the weight by lifting at one of the corners. If the load is too heavy or of an awkward shape, the best thing to do is: (1) get help from a fellow worker, (2) use a mechanical lifting device like a dolly, or (3) if you must lift, make sure you can handle the weight.
2. **BEND THE KNEES**—This is the single most important rule when lifting moderate to heavy objects. Take a tip from professional weightlifters. They can lift tremendous weight because they lift with their legs, not their backs. When lifting a crate or box, place your feet close to the object, shoulder width apart. Center yourself over the load, then bend your knees and get a good handhold. Lift straight up, smoothly. Allow your legs, not your back, to do the work.
3. **DO NOT TWIST OR TURN YOUR BODY ONCE YOU HAVE MADE THE LIFT**—Keep the load close to your body and keep it steady in the “power zone”. Any sudden twisting or turning could result in injuring our back.
4. **MAKE SURE YOU CAN CARRY THE LOAD WHERE YOU NEED TO GO BEFORE ATTEMPTING TO MOVE IT**—Make sure your path is clear of obstacles and that there are no hazards, such as holes or spilled liquids in your path. Turn your body by changing foot positions, and make sure of your footing before setting out.
5. **SET THE LOAD DOWN PROPERLY** SETTING the load down is just as important as lifting it. Lower the load slowly by bending your knees, letting your legs do most of the work. Don't let go of the load until it is secure on the floor.
6. **ALWAYS PUSH, NOT PULL, THE OBJECT WHEN POSSIBLE**—When moving an object on rollers, for example, pushing puts less strain on the back and is safer, should the object tip.

Planning ahead makes sense. If you know certain loads will have to be carried from an unloading area, place the objects on carts, not on the ground, whenever possible. That way the load will not have to be lifted from the ground. Do not attempt to carry loads that are clearly too heavy for you. Long objects, such as pipes and lumber, may not be heavy, but the weight might not be balanced, and such lifting could also result in back sprain. Such objects should be carried by two more people.

If the load can be split up into smaller ones, you're better off in doing that, even if loading takes a few extra minutes. Trying to lift it all at once may be asking for trouble when the weight is great.

By using common sense, you can help keep your back out of trouble. Every time you think about lifting, think defensively about your back and the possibility of a back sprain. Follow good lifting techniques, not only at work, but also at home.

**SAFETY TRAINING EXAMPLE:**

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**SAFE DRIVING**

**Handout**

You are your employer's most asset! The way that you drive says everything about you and your company. Make a positive statement by following these work-related safe driving practices. Stay Safe

In addition to everyone driving safely every day it is an absolute requirement that all the following safety standards are met while driving a company vehicle.

- For any company owned vehicle only corporate approved drivers are permitted to drive.
- Always use a seat belt – driver and passenger(s)
- Be well-rested before driving.
- Avoid taking medication that makes you drowsy. If this cannot be avoided, it is the driver's responsibility to inform the on-site leader before driving.
- If driving a long distance for the company, do not drive more than 8 hours per 24-hour day, ensure that you stop every two hours and take a 30-minute break with each stop.
- If you are impaired by alcohol or any drug, do not drive.
- Put loose items in the trunk.
- Always stay focused, driving requires your full attention. Avoid distractions, such as adjusting the radio or other controls, eating or drinking, and or talking on your cell phone, all calls must be taken or returned after you have pulled over in a safe location. Additionally, NO TEXTING while driving, period, immediate termination will occur if this rule is broken.
- Continually search the roadway to be alert to situations requiring quick action.
- Stop about every two hours for a break, if driving a long distance, get out of the vehicle to stretch, take a walk, and get refreshed.
- Avoid aggressive driving, keep your cool in traffic, be patient and courteous to other drivers.
- Reduce your stress by planning your route ahead of time (bring the maps and directions), allowing plenty of travel time, and avoiding crowded roadways and busy driving times. Use Electronic GPS whenever possible

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*According to the Bureau of Labor Statistics, more than 1,766 deaths a year are from occupational transportation incidents. That's 38% of all deaths from on-the job incidents.*

## DIRECTOR TRAINING

True Solutions works hard to recruit, hire, and retain Managers and Directors with considerable years of environmental services experience. Upon hire, leaders are first sent to a current True Solutions account, where they spend two weeks working with a seasoned True Solutions leader.


Additionally, True Solutions has a facility operations system (FOS) that we use to manage each of our accounts. This system, embedded in this proposal, is used to ensure the consistency of our program and as an operational guide to ALL our leaders.

True Solutions is also very driven to promote from within. In that process, we have developed a program that includes experience and time with True Solutions, training at other accounts, along with testing and reading assignments.

## TRAINING DOCUMENTATION

If it isn't documented, it didn't happen. We track all training, proved through the following processes

### SIGN-IN SHEETS

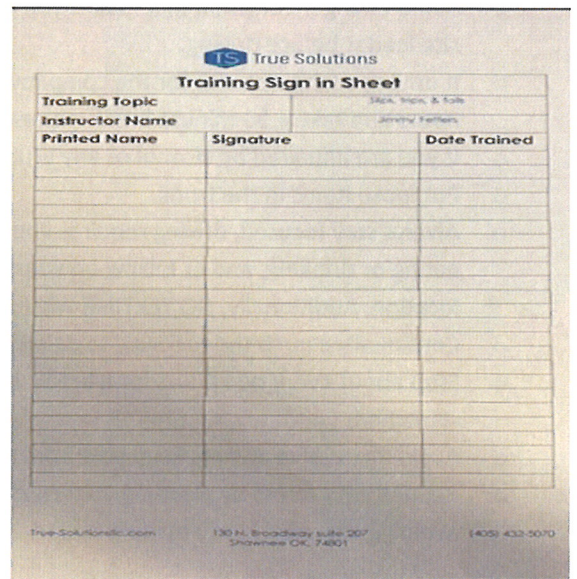
Leaders have 2 weeks to turn in all signs in sheets on each assigned weekly or monthly module. Leaders are required to have 100% of all employees trained during that 2-week time. 

### COMPETENCY

In addition, track each topic (operational, safety, & compassion) to ensure annual compliance. This report can be submitted to you quarterly with our quarterly operational support.

Additionally, this report is used in the evolution of the True Solutions leadership performance.

Lastly, this report can be provided quickly to any OSHA audit or inspection.



The image shows a 'Training Sign in Sheet' form from True Solutions. The form has a header with the True Solutions logo and the title 'Training Sign in Sheet'. Below the header, there are fields for 'Training Topic', 'Instructor Name', 'Printed Name', 'Signature', and 'Date Trained'. The 'Instructor Name' field is pre-filled with 'Jimmi Fellen'. The form consists of a grid with multiple rows for recording training sessions. At the bottom of the form, there is contact information: 'True-Solutions.com', '130 N. Broadway suite 207 Shownee OK, 74001', and '(405) 432-5070'.



## OUR PROGRAM

Everything that we've discussed so far is part of our overall program. A program developed to clean hospitals to CDC guidelines. Who we are has developed everything that we do, our mission and our values are simply summed up in our intent to be a blessing to those that we serve; but our program also has a technical side.

All new first year team members average 236 hours of total training in their first year. Additionally, each team member receives on average of annual ongoing training of over 150 hours per year.

However, at True Solutions we know that just saying that we do all these things is not enough. We must drive this quality that we are committed to providing through a schedule of quality assurance checks. This is done not only to enforce to our clients that we are doing what we say we are, but also to ensure to ourselves that we are in fact delivering on our promises.

I believe these steps of accountability and built-in reporting to our client, truly sets us apart. When we are willing to be transparent and communicate, not only our successes but our struggles we build strong and lasting partnerships with our clients.

## UNITIZATION

The first step to a successful EVS program is to ensure all areas are covered, and that each area is given the appropriate amount of time to achieve the True Solutions high level of cleanliness.

This is known as the unitization process. To unitize any facility, every inch of every building is walked, every room in every building is measured with a laser measurer and evaluated. We assess how long it will take to clean the area, the time and distance to each location, how closely supplies can be stored to the work being done and the level of use the area receives. This data is then calculated into a total time to clean each room, corridor, restroom, etc., on campus

We then add in break times, and an unpredictability factor for unscheduled occurrences to calculate a total time to clean each area. Once we have that time, we then move to the development of schedules, and task list. We believe without the detail of this unitization process the work will never be completed as scheduled.

## RIGHT PEOPLE RIGHT PLACES

We work hard to ensure that each of our team members is given every opportunity to reach their full potential. One of the many steps in this process is to make sure they are in a place that they can contribute the most, they can feel good about what they do, and that they can contribute.

We try to accomplish this by listening and learning from our employees, through training and competency programs, and to make sure each roll is a good fit for the individual. Put people where they can strive and then help them grow.

## TASK LIST

Each team member will be given a daily and weekly task list.

Task lists detail everything that that each team member is responsible for daily. Once the team members day is done and all task completed, the team member then signs and turns in the task list. The task list is designed not only to help the employee and make sure that they don't forget the things that need to be done, but so that it can hold accountable team members to the tasks that they were assigned, the completion of those tasks, and the integrity of not checking something off that had not been done.



## CHEMICAL & EQUIPMENT

### CHEMICAL

If COVID-19 taught us anything it's the importance of what we do. Providing a safe, disinfected, and sanitized environment for our students and faculty is our number one priority. At True Solutions we work hard to ensure that our chemical cleans and disinfects to ensure safety, we also work hard to ensure that the chemical we use is not damaging to the environment or to the facility.

True Solutions uses Envirox as its primary cleaner and disinfectant. This is a product that can be used for practically any purpose, with a great peroxide cleaner and Virucide.

True Solutions specific Covid protocol is different and individual customized with each client, to meet their specific needs. However, we always include the spraying a disinfectant with an electrostatic sprayer, and continually disinfecting touch points throughout the day.

## QUALITY ASSURANCE


Ronald Reagan said trust but verify, my grandfather said trust your neighbor but brand your cattle. What this means to True Solutions is that everything we provide, and everything we do means nothing unless we are ensuring we are delivering on our promises and doing what we say we will do. We do that through these examples.

### DAILY INSPECTIONS

On site leadership will inspect the work of all True Solutions team members daily. This is done using a supervisor checklist like that of the task list provided to the employee. Every area will be inspected routinely to ensure quality.

### ATP TESTING

True Solutions will provide ATP testing to test the bacterial build up on surface areas. Initial baselines of this will be set during the transition period of true solutions. This will be an ongoing weekly process and included in the monthly report to PS leadership. This is a hospital quality infection control process, that True Solutions has the ability and the skill set to use at the university level.

 True Solutions  
**True Solutions EVS**

Building Assignment: \_\_\_\_\_  
TS Team Member: \_\_\_\_\_  
Date: \_\_\_\_\_  
Area checked/Room #: \_\_\_\_\_

| Area(s) Inspected   | Pass/Fail |
|---|-----------|
| Bathroom(s) (Toilets, Stalls, Sinks, Flooring, Trash, etc.)       |           |
| Common Area(s) (Tables/Chairs, Flooring, Windows and Sills, etc.) |           |
| Trash   |           |
| Entryway(s) (Doors, Windows, Flooring, etc.)                      |           |
| Vacuuming/Mopping (Classrooms, Common Areas, Hallways, etc.)      |           |
| Dusting   |           |
| Stairwells (Sweep/Mop, Dusting, Handrails, etc.)                  |           |
| Office Trash/Recycling  |           |

### FRESH EYES

Our Fresh eyes approach is something that many of our competitors claim to offer but rarely deliver on. Each month a True Solutions Leader from another account or corporate, will be on campus to tour the facility along with the onsite True Solutions leadership

team. This approach brings in outside resources to give a fresh eyes review. Each of these walk throughs will be documented and reported to our client partners on our monthly review. Any issues found will be included as well as the steps to be taken to correct any issue immediately and the action planned correct long term.

## MONTHLY REPORTING

Each month True Solutions will provide a summary report to OPS leadership. This report is built for transparency, through this report you will see the following reports:

- ATP results
- Customer Surveys
- Project Completion
- Training report
- Staffing report
- Fresh eyes reporting
- On campus leadership inspection results

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## PARTNERSHIP

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### REFERENCES & LETTERS

#### REFERENCES

**Greenville University**

Ross Baker  
*Dean of Students*  
Ross.Baker@greenville.edu  
Office: (618) 664-7115

**OU Medical Center**

Gordon Heiselbetz  
*Vice President of Support Services*  
Herman.heiselbetz@ouhealth.com  
Mobile: (405) 778-4355

**Bristow Public Schools**

Cody Phillips  
Director of Facilities  
(918) 421-0803

**McAlester Regional Hospital**

Bryce Sagotta  
*Executive Director of Non-Clinical Operations*  
Bs091413@mrhcok.com  
Mobile: (918) 942-8022  
Office: (918) 421-6992

**Ozark Medical Health Center**

Nichole Cook  
*Chief Financial Officer*  
N.cook@ozhcare.com  
Office: (417) 256-9111 X 6010  
Mobile: (405) 612-7622

## LETTERS OF SUCCESS

**From:** [herman.heiselbetz@ouhealth.com](mailto:herman.heiselbetz@ouhealth.com)  
**Sent:** Thursday, October 7, 2021, 9:21 AM  
**To:** Jason Draper <[jtdraper@true-solutions.net](mailto:jtdraper@true-solutions.net)>  
**Subject:** Housekeeping

Jason, I wanted to let you know what an incredible job you team is doing. The place looks amazing, and the employees that you transitioned to your payroll love working for True Solutions.

This is a load off my shoulders! Great job sir and keep up the great work.

Let's talk about the Edmond location soon.

Thank you,

Gordon Heiselbetz  
Vice President of Operations  
[herman.heiselbetz@ouhealth.com](mailto:herman.heiselbetz@ouhealth.com)  
405-778-4355



**From:** Laura Kapp <[llkapp84@gmail.com](mailto:llkapp84@gmail.com)>  
**Date:** January 25, 2022 at 3:33:34 PM CST  
**To:** Chad Nelson <[cnelson@true-solutions.net](mailto:cnelson@true-solutions.net)>  
**Subject:** GU kRP

Hello! I'm a teacher at the GU KRP building and want to express our appreciation! Not only is our building clean but we occasionally find notes of encouragement and kindness that are so meaningful to us! We just wanted to give a shout out and thank you to whoever it is!

Thanks again,  
Laura Kapp

Sent from my iPhone



January 3<sup>rd</sup>, 2022

To whom it may concern:


Jason Draper and his team at True Solutions have made a significant impact with our EVS department here at McAlester Regional Health Center. Since they started and in December of 2019, we have seen impressive improvements throughout the department. Our facility has never been cleaner, our floors have never looked better, and our patient satisfaction scores have risen every quarter of 2020.

Two specific points of the significance that True Solutions has made comes to mind.

1. At the conclusion of our DNV survey in early 20, the surveyors commented that this was the cleanest the hospital had ever been.
2. At the start of the contract, we were scheduled to replace a floor in our main corridor, True Solutions asked to strip and refinish the floor first. They reported the floor and saved us \$90,000.00

I highly recommend True Solutions EVS, to anyone that wants to improve the care of the patients, staff, and facility.

Sincerely,

  
David Keith  
President / Chief Executive Officer

**From:** Tom Ackerman <[tom.ackerman@greenville.edu](mailto:tom.ackerman@greenville.edu)>  
**Date:** August 21, 2021 at 2:32:40 PM CDT  
**To:** "Chad S. Nelson" <[cnelson@true-solutions.net](mailto:cnelson@true-solutions.net)>  
**Subject:** Re: Year in Review

Chad,

It is a pleasure to work with you and your staff and I appreciate how responsive you are when we have needs.

The gyms have looked better than ever and we could not be happier with the work that Sam does in our building. Thank you

**Tom Ackerman** | Director of Athletics/Head Women's Volleyball Coach | Athletics | 6186646509 | cell: 6184103041

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## ORGANIZATIONAL CHART

- Corporate Support
  - Area Manager on-sight weekly
  - Company CEO on-sight routinely (once per month)
  - Additional Corporate support on-sight quarterly
  - HR Support on-sight for monthly staff meeting
    - Additionally, available by phone or by appointment
- Local leadership and support
  - On-sight working supervisor
  - Area Manager on-sight weekly
- Staffing 3 total FTE's
  - One Team member scheduled from 7AM – 3:30PM
  - One Team Member on-sight from 11AM – 8PM (lunch from 2PM – 3PM)/ or split shift form 11AM – 2PM and return on approximately 4PM – 9PM
  - One Team Member on-sight from 4PM – 12:30PM/ or 2 part time people from 5PM – 9PM each

There are several ways to do this, some of this will be driven by the quality and availability of the appropriate hires. Regardless we will complete the following criteria:

- Someone on-sight from 7AM – 3:30PM
- 2 Team members on-sight from 11AM – 2PM
- The majority of the facility cleaned in the evenings.

## COST OF SERVICES

### *INCLUDED IN THIS PRICING BELOW IS THE FOLLOWING:*

True Solutions provides labor only (not including supplies and equipment)

| Annual Cost         | Monthly Breakdown |
|---------------------|-------------------|
| <b>\$117,600.00</b> | <b>\$9,800.00</b> |

True Solutions provides labor and Supplies

| Annual Cost         | Monthly Breakdown  |
|---------------------|--------------------|
| <b>\$131,700.00</b> | <b>\$10,975.00</b> |

**FINANCAIL STATEMENT PAST 3 YEARS**

| <b>Category</b>              | <b>2020</b>        | <b>2021</b>        | <b>2022 YTD</b>    | <b>2022 Annualized</b> |
|------------------------------|--------------------|--------------------|--------------------|------------------------|
| <b>Income</b>                |                    |                    |                    |                        |
| Sales Income                 | \$1,719,600        | \$2,096,000        | \$1,243,328        | \$3,060,656            |
| Other Income                 | \$14,500.00        | \$18,670           | \$8,250            | \$16,500               |
| <b>Total Income</b>          | <b>\$1,734,100</b> | <b>\$2,114,670</b> | <b>\$1,251,578</b> | <b>\$3,077,156</b>     |
|                              |                    |                    |                    |                        |
| <b>Expenses</b>              |                    |                    |                    |                        |
| Payroll                      | \$1,025,408        | \$1,525,280        | \$648,222          | \$2,164,885            |
| Supply cost                  | \$284,950          | \$284,022          | \$189,235          | \$257,679              |
| Travel Expense               | \$18,896           | \$27,500           | \$17,625           | \$35,250               |
| Payment Expenses             | \$35,035           | \$56,056           | \$64,945           | \$129,890              |
| Benefit cost                 | \$87,200           | \$104,000          | \$76,320           | \$167,904              |
| Other Expenses               | \$1,950            | \$6,230            | 0.00               | 0.00                   |
| <b>Total Expenses</b>        | <b>\$1,453,439</b> | <b>\$2,003,088</b> | <b>\$996,347</b>   | <b>\$2,755,608</b>     |
|                              |                    |                    |                    |                        |
| <b>Gross Margin (EBITDA)</b> | <b>\$280,661</b>   | <b>\$111,582</b>   | <b>\$255,231</b>   | <b>\$321,548</b>       |
|                              |                    |                    |                    | Estimated              |

**ADDITIONAL DOCUMENTS**

MARSH AND MCLENNAN  
8144 WALNUT HILL 1600  
DALLAS, TX 75231



Named insured

TRUE SOLUTIONS MANAGEMENT  
AND CONSULTING, LLC  
PO BOX 3931  
SHAWNEE, OK 74802

**Policy number: 02634474-1**

Underwritten by:  
Progressive Northern Insurance Co  
March 24, 2022  
Policy Period: Sep 29, 2021 - Sep 29, 2022  
Page 1 of 2

**agent.progressive.com**

**Online Service**  
Make payments, check billing activity, print policy documents, or check the status of a claim.

**1-972-770-1600**

**MARSH AND MCLENNAN**  
Contact your agent for personalized service.

**1-800-444-4487**

For customer service if your agent is unavailable or to report a claim.

## Commercial Auto Insurance Coverage Summary

This is your Declarations Page  
Your coverage has changed

Your coverage began on September 29, 2021 at 12:01 a.m. This policy expires on September 29, 2022 at 12:01 a.m. Standard Time.

This coverage summary replaces your prior one. Your insurance policy and any policy endorsements contain a full explanation of your coverage. The policy limits shown for an auto may not be combined with the limits for the same coverage on another auto, unless the policy contract allows the stacking of limits. The policy contract is form 6912 (02/19). The contract is modified by forms 28520K (02/19), 48520K (02/10), 48810K (02/19) and 2228 (01/11).

The named insured organization type is a corporation.

**Policy changes effective March 21, 2022**

|                 |                                     |
|-----------------|-------------------------------------|
| Premium change: | \$0.00                              |
| Changes:        | The driver information has changed. |

The changes shown above will not be effective prior to the time the changes were requested.

**Outline of coverage**

| Policy level coverage                       | Limits                             | Deductible | Premium        |
|---|------------------------------------|------------|----------------|
| Uninsured/Underinsured Motorist             | \$500,000 combined single limit    |            | \$374          |
| <b>Total policy level coverage</b>          |                                    |            | <b>\$374</b>   |
| Summary level coverage                      | Limits                             | Deductible | Premium        |
| Liability To Others                         |                                    |            | \$3,284        |
| Bodily Injury and Property Damage Liability | \$500,000 combined single limit    |            |                |
| Comprehensive                               |                                    |            | 194            |
| See Auto Coverage Schedule                  | Limit of liability less deductible |            |                |
| Collision                                   |                                    |            | 656            |
| See Auto Coverage Schedule                  | Limit of liability less deductible |            |                |
| <b>Total summary of coverage</b>            |                                    |            | <b>\$4,134</b> |
| <b>Total 12 month policy premium</b>        |                                    |            | <b>\$4,508</b> |







# Request for Taxpayer Identification Number and Certification

Give Form to the  
 requester. Do not  
 send to the IRS.

▶ Go to [www.irs.gov/FormW9](http://www.irs.gov/FormW9) for instructions and the latest information.

Print or type.  
 See Specific Instructions on page 3.

|  |   |
|--|---|
| 1 Name (as shown on your income tax return). Name is required on this line; do not leave this line blank.<br><b>True Solutions Management &amp; Consulting LLC</b>   |   |
| 2 Business name/disregarded entity name, if different from above<br><b>True Solutions</b>  |   |
| 3 Check appropriate box for federal tax classification of the person whose name is entered on line 1. Check only <b>one</b> of the following seven boxes.<br><input checked="" type="checkbox"/> Individual/sole proprietor or single-member LLC <input type="checkbox"/> C Corporation <input type="checkbox"/> S Corporation <input type="checkbox"/> Partnership <input type="checkbox"/> Trust/estate<br><br><input type="checkbox"/> Limited liability company. Enter the tax classification (C=C corporation, S=S corporation, P=Partnership) ▶ _____<br><small>Note: Check the appropriate box in the line above for the tax classification of the single-member owner. Do not check LLC if the LLC is classified as a single-member LLC that is disregarded from the owner unless the owner of the LLC is another LLC that is not disregarded from the owner for U.S. federal tax purposes. Otherwise, a single-member LLC that is disregarded from the owner should check the appropriate box for the tax classification of its owner.</small><br><br><input type="checkbox"/> Other (see instructions) ▶ _____ | 4 Exemptions (codes apply only to certain entities, not individuals; see instructions on page 3):<br><br>Exempt payee code (if any) _____<br><br>Exemption from FATCA reporting code (if any) _____<br><br><small>(Applies to accounts maintained outside the U.S.)</small> |
| 5 Address (number, street, and apt. or suite no.) See instructions.<br><b>130 N. Broadway suite 207</b>  | Requester's name and address (optional)   |
| 6 City, state, and ZIP code<br><b>Shawnee OK. 74801</b>  |   |
| 7 List account number(s) here (optional)   |   |

### Part I Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. The TIN provided must match the name given on line 1 to avoid backup withholding. For individuals, this is generally your social security number (SSN). However, for a resident alien, solo proprietor, or disregarded entity, see the instructions for Part I, later. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN*, later.

**Note:** If the account is in more than one name, see the instructions for line 1. Also see *What Name and Number To Give the Requester* for guidelines on whose number to enter.

|                                |   |   |   |   |   |   |   |   |   |
|--------------------------------|---|---|---|---|---|---|---|---|---|
| Social security number         |   |   |   |   |   |   |   |   |   |
|                                |   |   |   |   |   |   |   |   |   |
| or                             |   |   |   |   |   |   |   |   |   |
| Employer identification number |   |   |   |   |   |   |   |   |   |
| 8                              | 4 | - | 2 | 4 | 5 | 9 | 0 | 1 | 1 |

### Part II Certification

Under penalties of perjury, I certify that:

- The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me); and
- I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding; and
- I am a U.S. citizen or other U.S. person (defined below); and
- The FATCA code(s) entered on this form (if any) indicating that I am exempt from FATCA reporting is correct.

**Certification Instructions.** You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the certification, but you must provide your correct TIN. See the instructions for Part II, later.

|                  |                            |                 |
|------------------|----------------------------|-----------------|
| <b>Sign Here</b> | Signature of U.S. person ▶ | Date ▶ 1-3-2022 |
|------------------|----------------------------|-----------------|

### General Instructions

Section references are to the Internal Revenue Code unless otherwise noted.

**Future developments.** For the latest information about developments related to Form W-9 and its instructions, such as legislation enacted after they were published, go to [www.irs.gov/FormW9](http://www.irs.gov/FormW9).

### Purpose of Form

An individual or entity (Form W-9 requester) who is required to file an information return with the IRS must obtain your correct taxpayer identification number (TIN) which may be your social security number (SSN), individual taxpayer identification number (ITIN), adoption taxpayer identification number (ATIN), or employer identification number (EIN), to report on an information return the amount paid to you, or other amount reportable on an information return. Examples of information returns include, but are not limited to, the following.

- Form 1099-DIV (dividends, including those from stocks or mutual funds)
- Form 1099-MISC (various types of income, prizes, awards, or gross proceeds)
- Form 1099-B (stock or mutual fund sales and certain other transactions by brokers)
- Form 1099-S (proceeds from real estate transactions)
- Form 1099-K (merchant card and third party network transactions)
- Form 1098 (home mortgage interest), 1098-E (student loan interest), 1098-T (tuition)
- Form 1099-C (canceled debt)
- Form 1099-A (acquisition or abandonment of secured property)  
 Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN.  
*If you do not return Form W-9 to the requester with a TIN, you might be subject to backup withholding. See What is backup withholding, later.*

- Form 1099-INT (interest earned or paid)

