

SERVICE KEEPERS MAINTENANCE, INC.

7541 NE 3rd Pl, Miami, FL 33138

(305) 751-2261

sales@servicekeepers.com

www.ServiceKeepers.com



"Service you'll want to Keep!"

International Village Condo Association

Lucinda Allen

3700 Inverrary Drive

Lauderhill, Florida 33319





International Village Condo Association

Attn: Lucinda Allen

3700 Inverrary Drive

Lauderhill, Florida 33319

7541 NE 3rd Place | Miami, FL 33138

Phone: (305) 751-2261

Email: info@servicekeepers.com

www.ServiceKeepers.com

Dear Lucinda Allen,

Managing a facility as remarkable as International Village Condo Association can be rewarding and challenging. You want to offer the best experience possible while avoiding unexpected problems with the daily janitorial and maintenance of your property. Service Keepers understands this because it is one of the many reasons we have been around for over 35 years.

Our reputation for greater cleaning surpasses the typical. For Service Keepers, our differentiators lie within who we are, what we do, and how we tailor our cleaning systems for your facilities. Our Core Values and pursuit of continuous professional growth is the bond that holds our company together. Our innovative technology, which includes contactless automated timekeeping and the pursuit of efficient equipment, is unparalleled. Our record industry-low turnover rate, outstanding customer retention, and overwhelming years of experience are all outcomes of the very factors that define Service Keepers.

We want to offer you the *service* that you will want to *keep*. Staff and personnel will never have to think or complain about the condition of your premises, and International Village Condo Association never has to wonder or worry about your facilities' cleaning needs. **It just gets done.** At Service Keepers, we don't just maintain basic standards - we *go above and beyond* (and that's one of our Core Values).

I've prepared this proposal for International Village Condo Association's specific needs. I look forward to a long-lasting partnership with years of excellent service.

Sincerely,

Neal Berman

Neal Berman

Service Keepers Maintenance, Inc.



About Us

With almost 35 years in the cleaning industry, Service Keepers Maintenance, Inc. is *your* leading choice. Our goal since inception has been to provide unparalleled services and solutions to many janitorial issues, while efficiently budgeting the needs of our prospective facilities and retaining qualified talent to maintain the cleanliness of our entrusted properties.

Our Mission

To revolutionize the cleaning industry for efficiency and safety while providing professional, reliable and responsive service. We will become the trusted service partner to owners and administrators of facilities throughout Florida and beyond.

Our Vision

Service Keepers aims to clean for health because cleaning for perception is just not enough. Our focus is on helping our employees grow, so they help us grow.

Our Core Values

- Improve Yourself Personally and Professionally
- Be Respectful
- Build Open and Honest Relationships through Communication
- Go Above and Beyond
- Have Integrity
- Have a Problem-Solving Approach

Our People

Each member of the Service Keepers Maintenance, Inc. team is carefully screened. We hire only the most conscientious and professional candidates. Each cleaner is thoroughly trained in our systems, products, and equipment to ensure accuracy and safety.



Our Services

Service Keepers Maintenance, Inc. offers a full range of cleaning services, including:

- Commercial Janitorial Services
- Personnel Staffing & Training
- Building Maintenance Services including Exterior & Parking Lot Maintenance
- Natural Stone Restoration
- Hard Floor & Carpet Treatment, Care and Restoration
- Site Inspections & Management Consulting
- Janitorial Program Design
- Emergency Cleaning and Disaster Restoration



Our Facilities

With over 35 years of experience in the cleaning industry, Service Keepers Maintenance, Inc. proudly serves many facility types all across South Florida.

- Condominium Associations
- Office Buildings
- Educational Campuses
- Religious Institutions
- Industrial & Healthcare Facilities

... And so much more!

Our Specialties



Service Keepers Maintenance, Inc. is proud to have a division within the company dedicated to providing outstanding services outside of its standard cleaning and maintenance package.



STONE CARE & MAINTENANCE

We perform the following professional stone care and maintenance services:

- Cleaning and Sealing
- Refinishing Elevator Marble
- Diamond Honing
- Polishing
- Etch Removal
- Lippage Removal
- Epoxy Filling
- Grout Cleaning
- Grout Removal and Replacement

In addition to these services, Service Keepers provides facilities with preventative stone care maintenance plans to care for floors. We service countertops, floors, and all-natural stone surfaces.



CARPET CARE

Service Keepers has professionally trained crews to clean carpets carefully and accurately. Our carpet maintenance technicians use industry-standard equipment to clean carpets and upholstery, with one of the following methods:

- Carpet Extraction
- Bonnet Cleaning
- Low Moisture Carpet Cleaning

Before



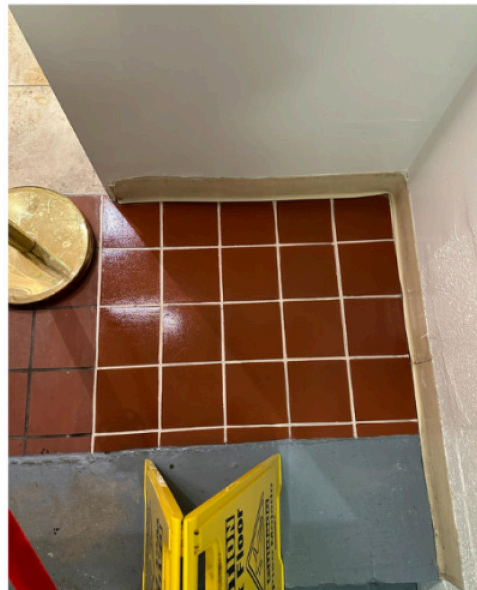
After



Before



After



Before



After



Before



After



Before



After



Before



After



Our Qualifications



Throughout the years, Service Keepers has acquired many certifications and licenses that require course completion and successful examination. In other words, we are **trained professionals**.



As an **ISSA Certified Professional Trainer**, we have met a rigorous list of standards in properly training our cleaning teams with the most effective techniques, standards and equipment.

We are **Certified Building Service Contractors Association International** members.



Service Keepers is a certified **ISSA CIMS Expert** in the cleaning industry

Our **Association for the Healthcare Environment (AHE)** certification also demonstrates our understanding and capabilities to prevent infectious diseases from spreading in your environment. We clean for health, not just perception.

BSCAI



We are members of the Building Service Contractors Association International



The #1 choice for successful building service contractors

Building Service Contractors Association International

Membership in BSCAI Makes Us a Cut Above the Rest

Our company delivers the quality service that you expect in a building service contractor. Our commitment to quality is exemplified by our membership in the Building Service Contractors Association International (BSCAI).

What does our membership in BSCAI mean for you?

Our membership in Building Service Contractors Association (BSCAI) demonstrates our professional commitment to quality. We are a professional firm in the business of contract cleaning and our membership in BSCAI helps us stay on top of the industry. Being a member of BSCAI gives us the competitive edge which allows us to bring you the quality and service you deserve.

BSCAI Members adhere to the following Code of Ethics, which advocates professionalism and fair business practice among cleaning contractors:

- To operate constantly in accordance with the best and fully accepted ethical business practices...
- To comply with all applicable laws and federal, state and local government regulations...
- To provide all services and products at fair, equitable and non-discriminatory charges...
- To furnish adequate equipment, qualified personnel and products of high quality to achieve and maintain the highest standard of performance...
- To provide courteous and prompt handling of all requests and complaints...
- To recognize and respect the legal right of competitors in the true spirit of individual initiatives and free competitive enterprise...
- To strive for continued improvement of the image and reputation of the industry by good business practices and enlightened public service in the community...
- To contribute regularly to the improvement of the industry's public reputation...
- To participate loyally in the industry's growth and progress through the activities and public interest efforts of the association...

PROFESSIONALISM - QUALITY - COMPETITIVE PRICING

Training Agenda

| | | | |
|--|--|--|------------------------------|
| SKM Custodial Training Agenda | | | |
| Session Agenda: Custodial Program | | Subject: Basic Custodial Technician Training Course | |
| Date: September 12th, 2020 | | Time : 9:00AM | Location: Main Office |
| Account: JHS | | | |
| Aim of Session: | | | |
| <p>Whether you entered this industry many years ago or are just starting your career as a custodial professional, there are always newer, better alternatives to the traditional ways of cleaning. Consistently updating your knowledge base and striving to learn the latest time and money savings techniques is what professional growth and opportunity in this company is all about. The health and environmental benefits that come with this learning are just added benefits. During this training, we will prepare you to become part of the Service Keepers Team of Professionals that will provide you with a world of opportunity and professionalism.</p> | | | |
| Objectives: | | | |
| Students will have a thorough training in Customer Service, Chemistry of cleaning, Professional Service Procedures, Safety Guidelines, problem resolution techniques, and providing a pleasant work environment to team members, clients, and guests. | | | |

| Time | Subject | Student Activity | Resource |
|-----------------|--|-------------------------------------|--------------------|
| 9:00am-9:15am | Introduction to Service Keepers Maintenance, Inc. | Read | Timeline |
| 9:15am-9:30am | Team Communication | Wright family | Handout |
| 9:30am-10:00am | Customer Service | CMI overview and exercises | PowerPoint |
| 10:00am-10:30am | Handling Conflict and Record Keeping | CMI overview and chemical exercises | Power Point |
| 10:00am-10:45am | Custodial Closet | Review Pictures | Handouts |
| 10:45am-11:00am | 15 minute break to make calls, coffee, snacks | We provide | Healthy |
| 11:00am-12:00pm | Chemistry of Cleaning: Introduction, tools of the trade, types of soil, chemical safety, cleaning agents, soil removal processes, chemical cleaning actions, Acid or Alkaline, The PH scale, Dilution, other cleaning factors | CMI Materials | PowerPoint/ videos |
| 12:00pm-12:30pm | DISINFECTION: Ideal Germ conditions, Methods of germ control, Germ reproduction, Using Disinfectant chemicals, types of disinfectants, types of devices for application of disinfectants, Hazmat, Bloodborne pathogen procedures | CMI Materials | PowerPoint/ videos |
| 12:30pm-1:00pm | Lunch Break | We Provide | Healthy |
| 1:00pm-2:00pm | Tools and Equipment for above the floor cleaning: Custodial carts, trash collection receptacles, Utility aprons and Belts, Trigger sprayers, Vacuum cleaners, Hand dusters, cloth wipes, General Purpose detergents, window and glass cleaners, wood and furniture polish, metal polishes, trash liners and bags | CMI Materials | PowerPoint/ videos |
| 2:00pm-3:00pm | Service Procedures: General Office cleaning, Restroom Cleaning, Hard And Resilient Floor care, Carpet care, Preventative maintenance, Trash Removal, Dusting Guidelines, Plastic and furniture cleaning, glass cleaning | CMI Materials | PowerPoint/ videos |
| 3:00pm-3:45pm | Hard Floor surfaces: Equipment for basic hard floor cleaning, Materials for basic hard floor cleaning, Supplies for Basic Hard floor Cleaning, Hard floor surfaces | CMI Materials | PowerPoint/ videos |
| 3:45pm-4:00pm | 15 minute break to make calls, coffee, snacks | We provide | Healthy |
| 4:00pm-4:45pm | Carpeted floor surfaces: Entrance mats, vacuums, Spott | CMI Materials | |
| 4:45pm-5:00pm | Introduction to advance technician training and handout of certificate of Custodial Basic Technician Completion | Certificate | Pre-Printed |

| LOBBY ENTRANCES/RECEPTION AREA | | | | | INSPECTION |
|--|--------------|---------------|----------------|---------------|-------------------|
| *NOTE: General Cleaning Services and Frequencies are provided in all areas unless stated otherwise. | | | | | |
| FREQUENCY OF SERVICES | | | | | |
| SERVICES TO BE PERFORMED | DAILY | WEEKLY | MONTHLY | YEARLY | |
| Clean entrance window glass Smudges & fingerprints | X | | | | |
| Clean Mailroom, sweep and scrub | X | | | | |
| Clean 3 front entrance doors | X | | | | |
| Dust all furniture and fixtures | | 3X | | | |
| Vacuum walk-off mats/carpet sweeper | X | | | | |
| Spot clean walls as needed | | X | | | |
| Dust furniture with microfiber cloths | | X | | | |
| Clean Mirrors on ceiling by elevators | | | X | | |

| SERVICE COMMON AREAS & OFFICES | | | | | INSPECTION |
|--|--------------|---------------|----------------|---------------|-------------------|
| *NOTE: General Cleaning Services and Frequencies are provided in all areas unless stated otherwise. | | | | | |
| FREQUENCY OF SERVICES | | | | | |
| SERVICES TO BE PERFORMED | DAILY | WEEKLY | MONTHLY | YEARLY | |
| Empty, clean and replenish liners at trash receptacles | X | | | | |
| Dust and clean all vents | | | X | | |
| Vacuum hard floor corners | | X | | | |
| Mop all hard floors | X | | | | |
| Spot clean walls – As needed | X | | | | |
| Clean Door Frames – As Needed | | X | | | |

1 Client Signature: _____ Company Representative: _____ Date: _____

LOBBY AMMENITIES - CARD ROOM

***NOTE: General Cleaning Services and Frequencies are provided in all areas unless stated otherwise.**

FREQUENCY OF SERVICES

| SERVICES TO BE PERFORMED | DAILY | WEEKLY | MONTHLY | YEARLY | INSPECTION |
|--|-------|--------|---------|--------|------------|
| Clean entrance window glass | X | | | | |
| Spot clean all glass | X | | | | |
| Vacuum hard floor corners | | X | | | |
| Spot Clean Carpet based on Schedule – as needed | X | | | | |
| Spot clean walls as needed | X | | | | |
| Dust furniture/fixtures | | X | | | |
| Empty, clean and replenish liners at trash receptacles | X | | | | |
| Dust and clean all vents | | | X | | |
| Clean, restock and disinfect bathrooms | X | | | | |

ELEVATORS

***NOTE: General Cleaning Services and Frequencies are provided in all areas unless stated otherwise.**

FREQUENCY OF SERVICES

| SERVICES TO BE PERFORMED | DAILY | WEEKLY | MONTHLY | YEARLY | INSPECTION |
|--|-------|--------|---------|--------|------------|
| Clean all walls, doors, panels and mirrors | X | | | | |
| Polish walls surface | | X | | | |
| Polish metal | | X | | | |
| Sweep and mop floors, especially the corners | X | | | | |
| Clean light fixtures and ceiling surfaces | | X | | | |
| Vacuum corners and tracks | X | | | | |
| polish elevator door tracks | | | X | | |

2 Client Signature: _____ Company Representative: _____ Date: _____

FLOOR LANDINGS (2 to 10)

***NOTE: General Cleaning Services and Frequencies are provided in all areas unless stated otherwise.**

FREQUENCY OF SERVICES

| SERVICES TO BE PERFORMED | DAILY | WEEKLY | MONTHLY | YEARLY | INSPECTION |
|--|-------|--------|---------|--------|------------|
| Sweep and Mop landing | X | | | | |
| Vacuum Carpets and edges | | 3X | | | |
| Sweep, Mop and Dust Trash Chutes | X | | | | |
| Sweep, Mop and Dust Laundry and Storage | X | | | | |
| Dust all fixtures and sconces, vacuum baseboards | | X | | | |
| Shampoo Carpet / Spot Clean per Schedule | | 3X | | | |

CLUB HOUSE

***NOTE: General Cleaning Services and Frequencies are provided in all areas unless stated otherwise.**

FREQUENCY OF SERVICES

| SERVICES TO BE PERFORMED | DAILY | WEEKLY | MONTHLY | YEARLY | INSPECTION |
|---|-------|--------|---------|--------|------------|
| Clean and restock bathrooms and showers | X | | | | |
| Gym: High Dusting, | | X | | | |
| Gym: clean equipment & floor | X | | | | |
| Vacuum carpet and spot clean per schedule | | X | | | |
| Clean and dust furniture | | X | | | |
| Clean windowsills and clean windows | | X | | | |
| Clean, dust and mop kitchen | X | | | | |
| Remove garbage and replace liners | X | | | | |
| Clean vents | | | X | | |
| Remove smudges and fingerprints on glass | X | | | | |
| | | | | | |

| STAIRWELLS | | | | | INSPECTION |
|--|--------------|---------------|----------------|---------------|-------------------|
| *NOTE: General Cleaning Services and Frequencies are provided in all areas unless stated otherwise. | | | | | |
| FREQUENCY OF SERVICES | | | | | |
| SERVICES TO BE PERFORMED (Policed every day) | DAILY | WEEKLY | MONTHLY | YEARLY | |
| Dust corners and horizontal pipes | | | X | | |
| mop floors/ steps | | | X | | |
| Spot Clean walls | | | X | | |
| clean all railings | | | X | | |
| Remove debris and spiderwebs when needed | | | X | | |
| POOL AREA | | | | | INSPECTION |
| *NOTE: General Cleaning Services and Frequencies are provided in all areas unless stated otherwise. | | | | | |
| FREQUENCY OF SERVICES | | | | | |
| SERVICES TO BE PERFORMED | DAILY | WEEKLY | MONTHLY | YEARLY | |
| Remove garbage | X | | | | |
| Clean tables | X | | | | |
| Pick up garbage from floor | X | | | | |

References



50 BISCAYNE CONDOMINIUM ASSOCIATION

50 Biscayne Boulevard, Suite 301
Miami, FL 33132
(305) 415-0236
Lilian Kiselva

OCEANA KEY BISCAYNE

350 Ocean Drive
Key Biscayne, FL 33149
(786) 574-9740
Tish Showell

OCEAN TOWER 1

765 Crandon Blvd
Key Biscayne, FL 33149
(305) 365-2090
Maria Gebaide



Quality Janitorial Service
7541 N.E. Third Place / Miami Florida, 33138
Telephone 305-751-2261

Maintenance Service Agreement

THIS AGREEMENT, dated _____ (“Effective Date”), is between International Villas Association (hereinafter referred to as "Company") whose address is 3700 Inverrary Drive Laudrehill, FL 33319 (the "Premises") and Service Keepers Maintenance, Inc. (hereinafter referred to as "Contractor") whose address is 7541 NE 3rd Place, Miami, Florida 33138, for services to be provided at the Premises on behalf of the Company.

WHEREAS, Contractor provides janitorial supplies and maintenance services as an independent contractor to businesses and individuals; and

WHEREAS, Company desires to retain Contractor to provide janitorial supplies and maintenance services at the Premises, subject to the terms and conditions set forth in this Agreement;

NOW THEREFORE, in consideration of the foregoing recitals and the representations, warranties, covenants and agreements herein contained and for other good and valid consideration, the receipt and legal sufficiency of which are hereby acknowledged, the parties hereto agree as follows:

1. Contractor shall, in accordance with the conditions and specifications set forth in this Agreement, furnish to Company at the Premises janitorial supplies and janitorial/maintenance services as specified in the attached Detailed Contract Work Schedule, which is made a part hereof and incorporated herein (collectively, the “Services”).

2. The “Term” of the contract shall be for a period of one year beginning 6/01/2025, subject to renewal in accordance with paragraph 11 of this Agreement

3. Company agrees to pay to Contractor \$ 19,290.33 per month for the Services (amount does not include applicable taxes). This price includes labor, equipment and cleaning products (including standard supplies of toilet paper, hand towels, hand soap, and liners). Contractor will furnish a commercially reasonable amount of standard supplies at no additional charge. Any additional supplies (gym wipes, doggy bags, black liners, hand sanitizer, etc.) requested by Company will be billed to Company as an additional charge. All invoices shall be due and payable in two equal installments via ACH, check or money order, with the first monthly payment due on the 15th of the month and the second monthly payment due on the 30th of the month.

4. All Services shall be performed by Contractor in a good and workmanlike manner, and Contractor shall provide regular inspections of the Premises on which Services are provided.



Contractor will have the sole right to determine the employment conditions for all of Contractor's employees who provide Services under this Agreement, including without limitation, the hiring and firing of employees and the determination of their working hours, employment and vacation policies, benefits, seniority, promotions, and assignments. Contractor will be solely responsible for compensating its employees and for all tax withholdings, unemployment insurance, severance pay, worker's compensation insurance, and any other insurance and fringe benefits with respect to its employees. Company may request that any employee assigned by Contractor to provide Services under this Agreement be replaced if Company reasonably determines that: (1) the employee engaged in inappropriate or illegal conduct while providing Services to Company; (2) the employee engaged in conduct that materially breaches this Agreement; or (3) the employee is disruptive to Company's operations. However, Contractor reserves the right to make the final determination of whether an employee should be replaced.

5. Should Contractor fall under a minimum wage increase, or any other applicable laws requiring Contractor to increase wages to employees, Company shall pay to Contractor any additional sums necessary to equal any pay increases necessary to comply with such law.

6. All supplies, equipment and personal property brought on to the Premises by Contractor shall remain the property of Contractor and shall not be subject to any lien or encumbrance resulting from any action by or against Company. Contractor may remove such property during Company's normal business hours at Contractor's convenience and expense.

7. The relationship of Contractor to Company for all purposes hereunder shall be one of independent contractor. This Agreement does not create any relationship of employment, association, partnership or joint venture between the parties, nor create any implied licenses, nor constitute either party as legal representative of the other for any purpose whatsoever. Except as otherwise provided herein, neither party shall have any right or authority to create any obligation or responsibility, express or implied, on behalf of or in the name of the other, or to bind the other in any manner whatsoever, and any such agreement or commitment will be considered void and unenforceable.

8. Contractor shall carry worker's compensation insurance as required by Florida law. Contractor shall also carry general liability insurance for personal and property damage. Said general liability insurance policy shall include the Premises in its coverage and shall name Company as an additional insured.

9. Should Company fail to pay any invoice within five (5) days of its due date, the Company shall also be required to pay Contractor a service charge on any past due amounts owed under this Agreement, to be calculated at the rate of 18% per annum. However, it is not the intention of the parties to this Agreement to violate any of the laws of any applicable jurisdiction relating to usury ("Usury Laws"). Therefore, regardless of any provision in this Agreement to the contrary, Contractor shall not be entitled to receive, collect or apply, as interest on any Obligation, any amount in excess of the maximum amount permitted under Applicable law. If Contractor receives any interest in excess of the maximum amount permitted under applicable law, such excess amount shall be returned to Company and such event shall not be subject to any penalties provided by the Usury Laws. Should any litigation arise from this Agreement, the prevailing party shall be entitled to recover from the non-prevailing party its reasonable attorneys' fees and costs at



all levels, including appeals and fees incurred litigating fee awards and amounts.

10. If Company fails to pay any amounts due and owing and does not cure such default within five (5) business days of receipt of written notice from Contractor, Contractor may declare immediately due and payable all amounts due hereunder for Services rendered through the date of default and for Services which would have been provided through the end of the Term. However, Contractor is under no obligation to immediately enforce this right, and no waiver by Contractor of one default shall operate as a waiver of any other default or of the same default on a future occasion(s).

11. This contract will automatically renew annually, unless otherwise cancelled, in writing, by either party at least sixty (60) days prior to expiration of the then existing Term of the agreement, with a 4% annual increase in the fee paid by Company (unless the parties mutually agree to a different amount in writing). This Agreement may also be terminated immediately by either party if the other party breaches any of the terms of this Agreement and then fails to cure said breach(es) within five (5) days of receiving written notice of said breach(es).

12. The following days are statutory holidays on which the Contractor will not be obligated to perform Services: New Year's Day, Independence Day, Labor Day, Thanksgiving Day, Christmas Day, and Memorial Day ("Holidays"). If Company requests that Services be provided on any Holidays, Company shall pay for overtime charges at a rate of time and one half each assigned employee's rate of pay with Contractor.

13. All overtime must be approved in advance and in writing by a designated representative of Company. All overtime charges incurred by Contractor for overtime requested and authorized by Company will be charged to Company. Overtime rate is based on each assigned employee's rate of pay with Contractor.

14. Contractor shall indemnify, defend and hold harmless Company from loss, liability, cost, or expense (including reasonable attorney's fees) for bodily injury, death and property damage, but only to the extent same are caused by negligence, misconduct or other fault of Contractor, its agents and employees, which arise out of work performed under this Agreement. The foregoing provision shall only benefit Company if Company notifies Contractor in writing of such claim within thirty (30) days of the claim or incident being reported to Company. Contractor shall not be liable for delay, loss or damage caused by warfare, riots, strikes, boycotts, criminal acts, acts or omissions of others, fire, flood, natural calamity or causes beyond Contractor's reasonable control. If Contractor is required to clean or wax floors when the floors are being used by employees, customers, tenants, members, or visitors, Company shall, notwithstanding Contractor's negligence, and to the full extent permitted by law, indemnify and hold harmless Contractor from claims for injury and death resulting therefrom. Contractor shall not be liable for disposal of documents or valuable items, other than office furnishings, left on floors, and Company shall indemnify and hold harmless Contractor from claims for such disposal.

15. All and any notice to the parties, as herein required, shall be given in writing, by overnight mail at the above listed addresses or via email at the following email addresses: (a) For Contractor: nberman@servicekeepers.com, and (b) For Company:



manager@ivcondo.com.

16. This Agreement may be modified only by mutual consent of the parties hereto, which consent must be in writing and signed by authorized representatives of both parties.

17. During the course of this Agreement, and for a period of two (2) year following the termination or expiration of this Agreement, neither Company nor any of Company's owners, assigns, management companies, agents, representatives, employees or affiliates shall hire, employ, contract with or affiliate itself with any person that is or was an employee, agent or subcontractor of Contractor nor any Company that such employee, agent, or subcontractor owns or is employed by. If Company breaches this non-solicitation provision, it is agreed by Company that temporary and permanent injunctions are appropriate remedies for such breach. In addition Company agrees that in such event, it would be difficult for Contractor to determine its exact damages. Therefore, Company agrees to pay liquidated damages in the amount of Twenty-Five Thousand Dollars (\$25,000.00) to Contractor for each violation of this non-solicitation provision. This non-solicitation provision and all related provisions shall survive the expiration or termination of this Agreement.

18. Company shall keep its facilities in a safe condition and in conformance with Federal, State, and local laws, ordinances and regulations, and agrees to fully indemnify, defend and hold harmless Contractor from all claims, loss and liability (including reasonable attorney's fees) stemming from Company's actual and/or alleged failure to do so.

19. Neither party may assign its rights or obligations under this Agreement without the prior written consent of the other party.

20. This Agreement shall be governed by the laws of the State of Florida, without regard to its conflict of laws provisions. In the event of litigation, the parties to this Agreement consent to the exclusive venue and jurisdiction of the state and federal courts located in Miami-Dade County, Florida.

21. This Agreement and the Detailed Contract Work Schedule attached hereto set forth the entire agreement and understanding of the parties relating to the subject matter hereof, and supersedes all prior agreements, arrangements and understandings, written or oral, relating to the subject matter hereof.

22. This Agreement may be executed in any number of counterparts, each of which once executed and delivered shall be deemed an original. Electronic signature shall be deemed binding to the same extent as original signatures.

23. If it is determined by a court of competent jurisdiction that any provision hereof is illegal or unenforceable, such determination shall affect only such provision and shall not affect the remaining provisions hereof and the parties shall in good faith seek to reach agreement on an amendment to this Agreement to modify the illegal or unenforceable provision so as to render it valid and enforceable while as closely as possible retaining the original intent and meaning.



24. The parties agree that this Agreement is jointly drafted by the parties and shall be construed against either party. This Agreement shall inure to, and bind the successors, assigns, and agents and representatives of the parties.

Service Keepers Maintenance, Inc.

By _____
Authorized Signature

Print name: _____

Title: _____

International Villas

By _____
Authorized Signature

Print Name: _____

Title: _____



Price Schedule

International Villas

Service Keepers Maintenance, Inc.

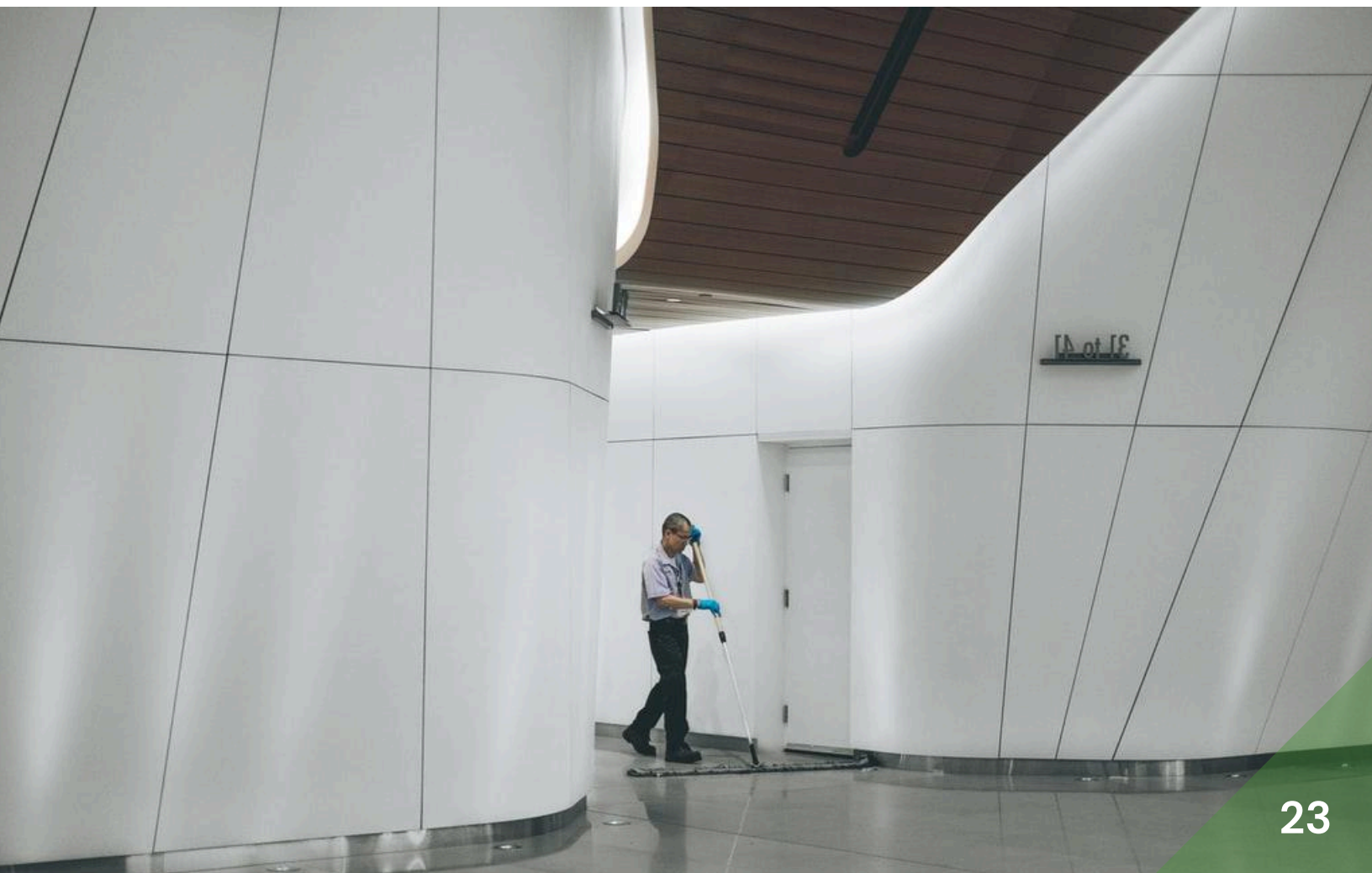
International Villas

Service Keepers Maintenance, Inc.

| Position | Name: | Pay | Days | | | | | | | Total | |
|----------|-----------------------|---------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|-------|-----|
| | | | Mon | Tues | Wed | Thurs | Fri | Sat | Sun | | |
| | | | Hrs | Hrs | Hrs | Hrs | Hrs | Hrs | Hrs | Hrs | |
| 1 | Supervisor | \$17.00 | 8:00am-4:30pm | 8:00am-4:30pm | 8:00am-4:30pm | 8:00am-4:30pm | 8:00am-4:30pm | 8:00am-4:30pm | OFF | 0 | 40 |
| 2 | Cleaner | \$15.00 | 8:00am-4:30pm | 8:00am-4:30pm | 8:00am-4:30pm | 8:00am-4:30pm | 8:00am-4:30pm | 8:00am-4:30pm | OFF | 0 | 40 |
| ZOT | Cleaner OT | \$22.50 | OFF | OFF | OFF | OFF | OFF | OFF | OFF | 0 | 4 |
| 3 | Cleaner | \$15.00 | 8:00am-4:30pm | 8:00am-4:30pm | 8:00am-4:30pm | 8:00am-4:30pm | 8:00am-4:30pm | 8:00am-4:30pm | 8:00am-4:30pm | 0 | 40 |
| ZOT | Cleaner OT | \$22.50 | OFF | OFF | OFF | OFF | OFF | OFF | OFF | 0 | 4 |
| 4 | Cleaner | \$15.00 | 8:00am-4:30pm | 8:00am-4:30pm | 8:00am-4:30pm | 8:00am-4:30pm | 8:00am-4:30pm | 8:00am-4:30pm | OFF | 0 | 40 |
| | Supervisor's Vacation | | 32.0 | 28.0 | 32.0 | 28.0 | 32.0 | 32.0 | 8.0 | 8.0 | 168 |

| Position | Hours | Rate | Cost |
|----------|--------|----------|--------------|
| 1 | 173.20 | \$ 28.33 | \$ 4,907.33 |
| 2 | 173.20 | \$ 25.00 | \$ 4,330.00 |
| ZOT | 17.32 | \$ 37.50 | \$ 648.50 |
| 3 | 173.20 | \$ 25.00 | \$ 4,330.00 |
| ZOT | 17.32 | \$ 37.50 | \$ 648.50 |
| 4 | 173.20 | \$ 25.00 | \$ 4,330.00 |
| | 173.20 | \$ 25.00 | \$ 4,330.00 |
| | 727.44 | | \$ 19,290.33 |
| | | | \$ 9,645.17 |

Advanced Technology



Powerful, Scalable Solutions

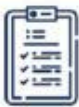
 **TEAM Software**

Supports nearly 1 million end users – from growing mid-sized companies to large global operators with complex needs.



Location Tracking Capabilities

Location-tracking is fundamental for the service we provide. This capability typically uses tech like GPS and geo-fences to create digital perimeters around properties.



Mobile Forms

Mobile forms can also be automated to trigger at the right place to make sure the information gets routed, escalated, recorded or reported appropriately once submitted. Plus, mobile forms help supervisors conduct quality assurance audits from the field.



Workforce Communication Tools

Staying connected with field-based cleaners is critical. Face-to-face communication isn't always possible, so service delivery management software must have tools to help facilitate communication. Through configurable and comprehensive tools, messages can be targeted to groups or individuals based on location, role or other factors.



Incident Management Features

Cleaners are on the job to ensure cleanliness, safety and property maintenance, among other responsibilities. Managing the unexpected, notifications can be configured to send alerts every time there is a specific kind of issue recorded, helping managers, supervisors and customers to keep an eye on high-risk situations and resolve them in real-time.

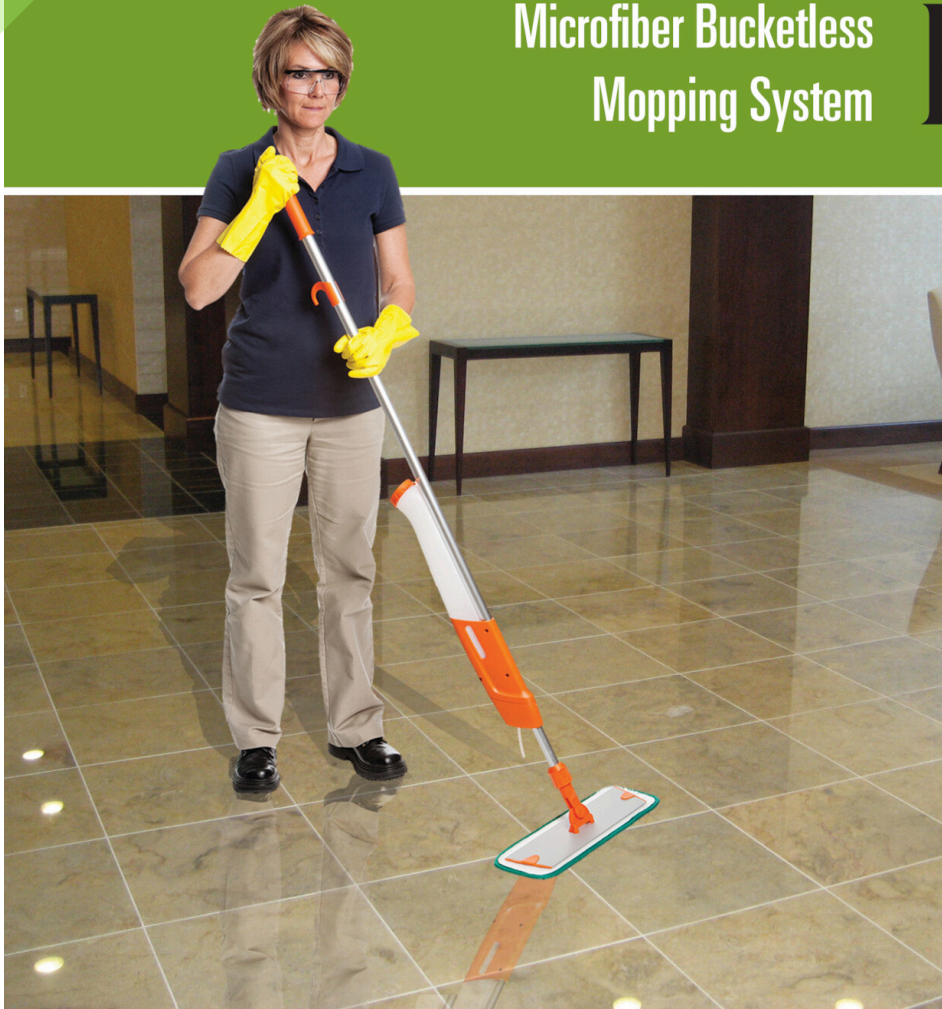


The Building Blocks of Service Delivery

Together, these building blocks of service delivery management software create a better experience for users and customers in the facility solutions environment. By bringing together location tracking capabilities, tasks and work tickets, workforce communication tools and issue management features into one system.

Microfiber Bucketless Mopping System

The Mopster™



The Mopster™

Outperforms the competition at every level with the innovative features you have come to expect from Impact!

Tired of carrying around a mop bucket or wringing out soggy mop pads? The Mopster™ eliminates the need for all this. It works in any application from house cleaning and maintaining gymnasiums to cleaning hospitals. The Mopster™ is ideal for cleaning areas where conventional buckets and wringers are impractical.

Interchangeable components such as the easily assembled frames, mop heads and removable bottles allows the user to stock multiple options on the maid's cart. From damp mopping to dusting, neutral cleaner to disinfectant, and hook-and-loop attaching heads to pockets, every option for every job is at your finger tips!

A great labor-saving solution for floor care pros!

How To Choose The Correct Mop Head

(See the Impact catalog or www.impact-products.com for a complete selection of mop holders and pads)



DUSTING

3177 - White, looped end wet mop
LFFD18 (shown) - Gray blue fringed, dust mop



DAMP MOPPING

LF0011 - Blue, looped end wet pad
LF0012 - Green, looped end wet pad
3177 (shown) - White, looped end wet mop



DEEPER CLEANING

LWBS18 (shown) - Blue, wet scrubber mop
LWGS18 (shown) - Green, wet scrubber mop
LWRS18 - Red, wet scrubber mop
LWYS18 - Yellow, microfiber wet scrubber mop



DISPOSABLE HEADS

DISP18 - White, disposable pad



FLOOR FINISH APPLICATIONS

LFFV18 - White, trapezoid finish mop
3189 (shown) - White finish mop with blue strips



STAINING APPLICATION

CONCRETE FLOOR

LFFV18 (shown) - White, trapezoid finish mop
3189 - White finish mop with blue strips



DUSTING

LLPR16 (shown) - Red, long looped, pocket style mop
LLPB16 - Blue, long looped, pocket style mop



DAMP MOPPING

LLPG16 (shown) - Green, long looped, pocket style mop
LLPY16 - Yellow, long looped, pocket style mop



DEEPER CLEANING

LFPB16 (shown) - Blue, wet scrubber, pocket style looped fringe mop
LFPG16 - Green, wet scrubber, pocket style looped fringe mop



Cleaning With Color-Coded Microfiber/ *Limpiar Con Microfibras Codificado Con* **Color:** **Rags/Paños**

Red - Rojo

For restrooms and
locker-rooms/ *Para*
baños y vestuarios.

Yellow - Amarillo

For wood and
stainless steel/ *Para*
madera y metales.

Green - Verde

For general areas/
Para areas en general.
Chemicals / Quimicos
*(Not glass or bathroom
cleaner/ no para ventanas o
baños)*

Blue - Azul

For glass and
mirrors/ *Para vidrios*
y espejos.

Mops/ Trapiadores

Red Trim - Borde Rojo

**For all restroom
floors/ *Para***
pisos de baños.

Yellow Trim - Borde Amarillo

**For all floors that
are not in
restrooms/ *Para***
todos los pisos que
no sean baños.



AUTOMATIC SCRUBBERS - WALK BEHIND



CT45

The CT45 and CT46 offer an innovative design that ensures maximum productivity in a compact scrubber. Their uniquely designed handles are easy to use and allow the machines to be highly maneuverable while their ergonomic designs allow the operator to adjust the height accordingly.

MAX PRODUCTIVITY

17,000 ft²/h

BATTERIES RUNNING TIME

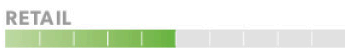
2.0

KEY SPECS

11/12 gal

20" brush drive

MOST FREQUENT USE



FOLDABLE HANDLE



SPIN-ON, SPIN-OFF BRUSH



EASY TO USE CONTROLS



INNOVATIONS





IPC
EAGLE

SWEEPERS - WALK BEHIND

SMARTVAC™ 664



The SmartVac Vacuum Sweeper is in a category all its own. This battery-operated unit will vacuum carpets and sweep floors at high productivity levels, automatically adjust to any surface, and even clean its own filter. See a return on investment in as little as a few months.

MAX PRODUCTIVITY

51,000 ft²/h

BATTERY RUN TIME

2.5 h

KEY SPECS

32" cleaning width
13 gal capacity

MOST FREQUENT USE

RETAIL

HOSPITALITY

CLEANING CONTRACTORS

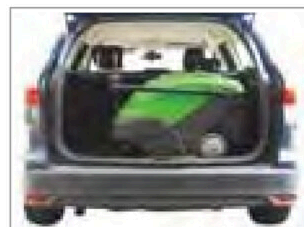
EDUCATION



LARGE TANK



INTUITIVE CONTROL PANEL



ADJUSTABLE HANDLE

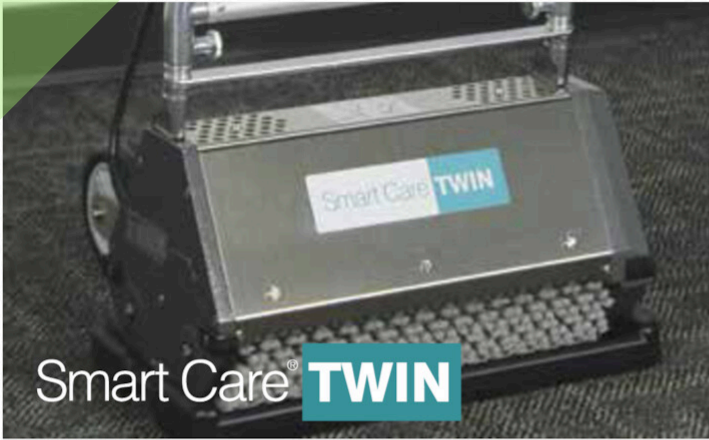


INNOVATIONS



SOFT
CLEANING
SURFACE

Smart Care[®] Machines



Smart Care[®] **TWIN**

Smaller footprint moves easily through small areas



Smart Care[®] **TRIO**

Cost-efficient technology cleans large areas quickly



Easy-to-change brushes (no tools)

Ergo ez tank

Quick change handle (no tools)

Stainless steel motor cover

Removable protective flap (optional)



Easy-to-change brushes (no tools)

Additional third brush

Removable handles (no tools)

Low-fatigue solution tank

Integrated collection hopper

TWIN Model:

Twin cylindrical brushes agitate and lift carpet pile, all in one pass. It requires very minimal training and less operator effort than a commercial upright vacuum. Stainless steel motor cover provides years of durable use. Handle may quickly be removed (with no tools) for easy storage or transport. Non-marking bumpers protect building furnishings. A variety of brushes are available for any application, and no tools are required for brush replacement or rotation.

TRIO Model:

Three cylindrical brushes agitate and lift carpet pile, all in one quick pass. 50% more brushing action delivers up to 50% faster cleaning than TWIN model per pass. TRIO's light touch control and machine-mounted solution tank provide less handle weight and reduced effort for operator. An integrated collection hopper collects debris during use. Dual landing gear protects brushes during storage. TRIO features a stainless steel motor cover, easy handle removal, and a variety of brushes.

| Smart Care [®] Machines | Cleaning Width | # of Brushes | Weight (lbs) | Motor (watts) | Cleaning Productivity Rate (Sq Ft/hour) |
|----------------------------------|----------------|--------------|--------------|---------------|---|
| 15" TWIN Standard | 15" | 2 | 59 | 800 | 1,460 - 3,345 |
| 20" TWIN Standard | 20" | 2 | 62 | 800 | 1,850 - 3,805 |
| 15" TWIN Pro | 15" | 2 | 65 | 800 | 1,940 - 7,770 |
| 20" TWIN Pro | 20" | 2 | 68 | 800 | 2,700 - 10,790 |
| 15" TRIO | 15" | 3 | 67 | 1,100 | 2,915 - 11,670 |
| 20" TRIO | 20" | 3 | 75 | 1,400 | 4,050 - 16,215 |



These photos are of dried, undiluted chemistry.

Whittaker
CRYSTAL DRY[®]

Product claiming to
crystallize



CRYSTAL DRY[®] cleaning agent dries clear to promote fiber color retention.

Improper chemistry can adversely impact the colors of any carpet fiber.

Where Does the Dirt Go?

Since carpets look cleaner immediately after encapsulation—but before extraction takes place—people often ask us, “Where did the dirt go?”

We answer by comparing CRYSTAL DRY[®] cleaning agent and its encapsulated soil particles with a diamond. Diamonds always have flaws from embedded foreign particles, but these flaws are not seen except under high magnification. Similarly, CRYSTAL DRY[®] cleaning agent entirely encapsulates foreign soils in a clear polymer that still looks perfect to the naked eye or even under low magnification. The soil is there, but all that can be seen is bright and clean carpet. The soil-laden crystals, once dried, are removed easily by vacuuming, which may occur at any time without adverse effect.

Daily

CRYSTAL SPOTTER[®]



CRYSTAL SPOTTER[®] spotting agent is based on the CRYSTAL DRY[®] carpet cleaning agent formula in a convenient, ready-to-use package, with 22 oz trigger bottles for simple and safe use for general spot cleaning. Simply spray on a spot and agitate with the Whittaker CARPET ROAMER[®] Spotting Tool or CRYSTAL[®] Spot Tool. After it dries the encapsulated soil may be vacuumed immediately or at the next scheduled vacuum cycle. CRYSTAL SPOTTER[®] has received the Seal of Approval from The Carpet and Rug Institute, and is both WoolSafe[®] Approved and Green Seal Certified.

CRYSTAL RED STAIN[®] PLUS

CRYSTAL RED STAIN[®] PLUS spotting agent is an effective, easy-to-use product for removing stubborn coffee or red food-dye stains from carpet. It is conveniently packaged in a ready-to-use bottle, with a one-part application so there are no complicated instructions. It may be used without heat with great results, but in some situations heat may be added to remove old, unsuccessfully treated stains. Follow up with CRYSTAL SPOTTER[®] to encapsulate any remaining residue to prevent re-soiling. Neutral pH.

CRYSTAL[®] ODOR & PROTEIN



CRYSTAL[®] ODOR & PROTEIN spotting agent is an effective and ready-to-use organic stain and odor remover for carpet. It is specifically formulated for urine and vomit removal and also works great on red wine, fruit and natural food spots. Its digestive enzymes eliminate odor-causing contaminants. COP-6.1 has a neutral pH, is fragrance free and is WoolSafe[®] Approved.

CRYSTAL[®] OIL & GREASE

CRYSTAL[®] OIL & GREASE spotting agent is a safe, easy-to-use product for removing oil-based stains from carpet. Formulated with a natural soy oil base, CRYSTAL[®] OIL & GREASE spotting agent is effective on paint, oil, and grease without the dangers associated with citrus-based solvents. It is conveniently packaged in a ready-to-use bottle with snap closure cap. Follow up with CRYSTAL SPOTTER[®] spotting agent to



haaga 677/697



- Operating instructions

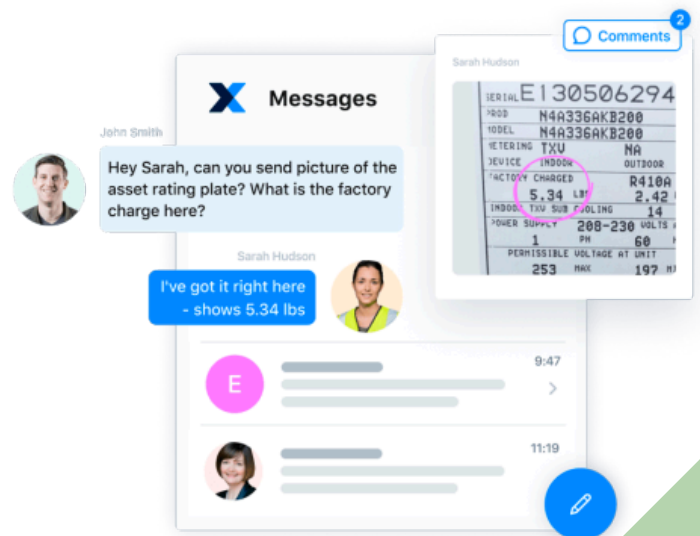
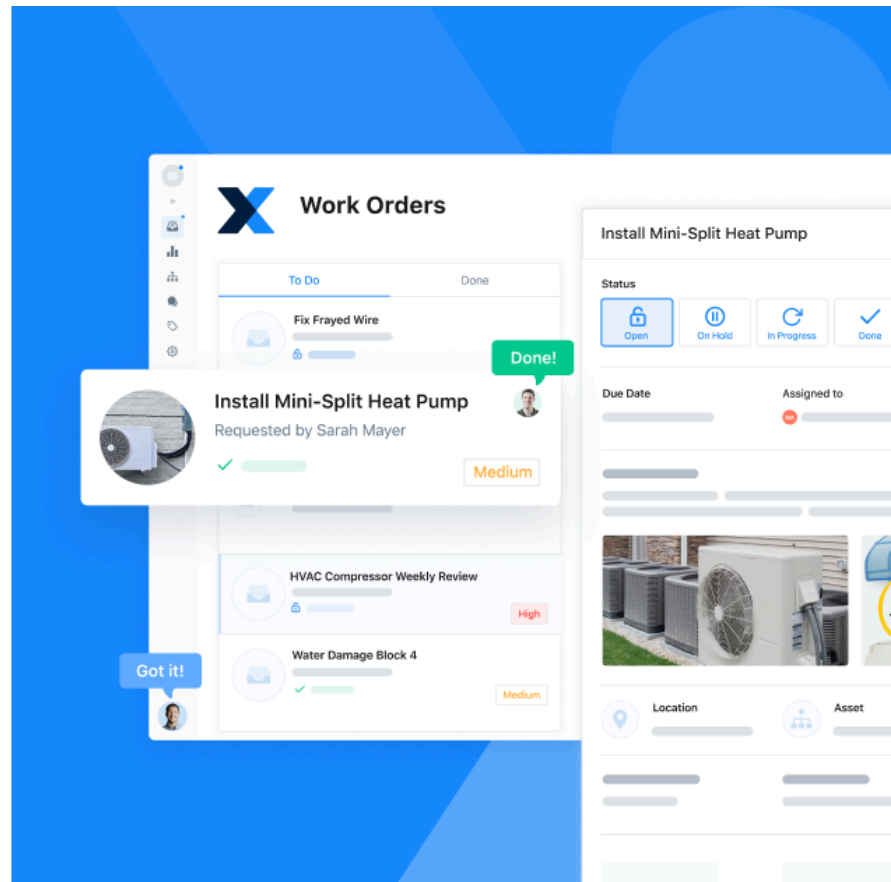


MaintainX

Service Keepers utilizes an advanced program called MaintainX in order to maintain equipment and stay ahead of repairs and work orders. MaintainX also allows us to download detailed reports as well as communicate with all employees with a single click.

Work Orders Made Easy



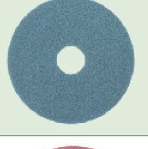

MaintainX



Twister Diamond Floor Pads

High Traffic System

Twister is an innovative method for everyday machine cleaning on polished concrete, terrazzo and natural stone floors. Twister floor pads are impregnated with billions of microscopic diamonds that micro-polish the floor providing a glossy floor that resists dirt and water. The Twister High Traffic System is especially formulated for high traffic environments, like shopping malls, supermarkets and airports, with greater than 5,000 visitors a day. These pads have more diamonds than Twister's Standard Line to effectively repair polished concrete or terrazzo floors. The High Traffic system typically uses orange and blue pads, in sequence that will deep clean and restore floors, then continue to use the blue pads for daily cleaning and polishing.

| Twister Pad | Specification | Frequency |
|---|---|----------------------------|
|  | Use the Extreme Red as a problem solver on floors as a first step in the restoration process that have been etched or stained with a lifespan of approx. 100,000 – 150,000 ft ² under optimal circumstances. | Optional use in sequence |
|  | Use Orange pad for deep cleaning to remove tiny scratches, which will then prepare for daily cleaning with a lifespan of approx. 450,000 - 650,000 ft ² under optimal circumstances. | Periodic use for 30 cycles |
|  | Use the Blue pad for daily cleaning to maintain gloss and cleanliness with a lifespan of approx. 450,000 - 650,000 ft ² under optimal circumstances. | Daily use for 30 cycles |
|  | Use the Pink pad for high gloss results as a last step in the restoration process. It can also be used for daily cleaning with a lifespan of approx. 450,000 - 650,000 ft ² under optimal circumstances. | Optional use |



Procedures for Polished Concrete and Terrazzo Preparation

- Prior to using any new pads in the procedure, run new pads on machine to open up diamonds. Run for one to two minutes. Slurry will become visually cloudy once the diamonds have opened up in the pad. If floor is coated, strip floor using Diversey stripper.

Immediate Method

- 10 passes with the orange pad and water. Use with water for all passes with squeegee down.
- 10 passes with the blue pad and water. Use with water for all passes with squeegee down.
- If a higher level of gloss is desired, complete 10 passes with the pink pad.
- The floor should be maintained daily following regular maintenance procedures with the blue pad after completing this process.

Gradual Method

- 30 cycles with orange pad following regular maintenance procedures.
- 30 cycles with the blue pad following regular maintenance procedures.
- The floor should be maintained daily following regular maintenance procedures with blue pad after completing this process.
- If a higher level of gloss is desired, maintain floors with pink pad with water following regular maintenance procedures.

MICROGUARD

MICROGUARD



Preserve

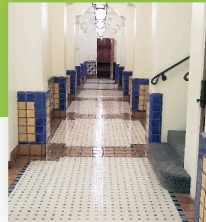
Interrupt the expensive replacement cycle by preserving your hard surfaces so they last longer and are easier to clean.

Prolong

Extend the life of your assets, inside and outside, with sustainable results and a verifiable ROI.

Protect

Proven, professional-grade protection against slipping, stains, abrasion, corrosion, UV light, graffiti and microbial growth.



Meet Your New Go-To Hard Surface Coating

MICROGUARD1®

Hard Tile & Grout

Decorative Stone

Terrazzo

Concrete

Outdoor Pavers

Non-Ferrous Metals

Painted Metals

Vertical Walls

Horizontal Flooring



Hard Surface Coatings Done Differently!

At Adsil, we have engineered and manufactured a patented family of inorganic, cross-link cured, glass-like, siloxane clear coatings that are among the most durable coatings available on the market.

Our line of MicroGuard1® coatings withstand the damaging effects of chemical abuse, abrasion and ablation, intense heat, ultra-violet light exposures and corrosive degradation – and no other coating system can claim the same unique product features and benefits.

Preserve, prolong and protect your most valuable assets with MicroGuard1® today!



The Origin of Our Technology

MicroGuard's coatings and surface treatments have their origins in NASA research. Dr. John B. Schutt, a theoretical chemist and former head of coatings for NASA, developed inorganic coatings for rockets and space vehicles to control corrosion caused by extreme UV radiation and rocket exhaust gases. These coatings also were required to withstand excessive temperature fluctuations.

Dr. Schutt's work led him into further research about silicate molecules, and zinc filled potassium silicates, a chemical combination which was then successfully tested on the Golden Gate Bridge and the internal structure of the Statue of Liberty. Following his retirement from NASA, Dr. Schutt began additional work on a range of pre-ceramic, clear coatings that cure at ambient temperatures.

The work above forms the basis of the company's domestic & international patents. Additional research is ongoing, and further patents are pending. We are proudly serving the following markets:

Retail & Offices

Industrial & Commercial Buildings

Food & Hospitality

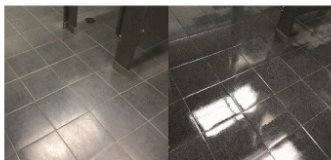
Visit www.adsil.com for more information.



Visit www.adsil.com for more information.

High Performance, Long Term Protection

MicroGuard's proprietary products provide a long-lasting, stunningly beautiful, sustainable and non-sacrificial finish that protects surfaces from corrosion, abrasive wear, mold, odor, graffiti and chemical attack – inside or out.



Better Bathrooms

Transform your tile & grout, stone, and terrazzo, obliterate odors at their source, and seal out mold, mildew, fungus, germs and bacteria – all with MicroGuard's glass-like finish that provides high-traction and is among the most durable coating known to mankind. It's different, effective and proprietary.



Make Problem Floors Impressive

High-traffic areas can present a problem for inferior coatings. Urethane/epoxy/acrylic coatings sit on top of the surface and can feed mold or turn yellow, needing frequent re-coats. MicroGuard covalently bonds with the substrate to produce a durable, high-traction, long-term protective barrier.



Covet Your Concrete

MicroGuard can be applied onto bare concrete or other masonry surfaces. It can be used for interior/exterior surfaces and is designed for horizontal/vertical applications. When used as a base coat/finish system it provides a hi-gloss, high-traction, non-sacrificial surface with maximum abrasion resistance.

Pamper Your Outdoor Pavers

MicroGuard is the protective treatment system of choice for enhancing and maintaining outdoor pavers. Once cured, the surface resists mold and mildew growth, has long-term hydrophobic properties with easy removal of stains (like cigarettes, soda, spills) and more.



Maintain Your Metal

Protect bare stainless steel, aluminum, brass, copper and other non-ferrous metals from the damaging effects of chemical exposure, acid rain, salt spray and UV radiation. MicroGuard deeply penetrates stainless steel and non-ferrous metal, blocks electrolytes and helps stop the formation of corrosion.



Don't Grapple with Graffiti

MicroGuard provides a non-sacrificial, protective barrier for many bare/painted surfaces where graffiti is a problem. The non-stick, repelling properties of this clear treatment prevent graffiti from attaching to the surface making removal quick and simple without damaging the protective clear coat.



OUR PRODUCT OFFERINGS





Thank You!

Any Questions? Contact Us!

Visit and follow us online to
stay up to date on our latest
announcements



[\(305\) 751-2261](tel:(305)751-2261)

[@ServiceKeepers](https://www.instagram.com/ServiceKeepers)

www.ServiceKeepers.com