

Great Lakes Cleaning Group Inc.
501 West Mount Hope Ave.
Lansing, MI. 48910

Review, detach, and keep for your information the following:

- Letter from Lianne Miller regarding position.
- Employee Benefits Highlights.

Fully complete, sign or initial, and return the following:

- Pre-employment Agreement Sheet. This contains important requirements for position. Please sign each section after reviewing to indicate that you understand the information contained there.
- Employment Application. Please be sure to include phone numbers, contacts, and address for former employers. Include as many former employers as possible. Please be thorough. Incomplete applications may disqualify you from consideration.
- Ideal Job Sheet. Please complete. We want to know what matters to you.

Dear Applicant,

We appreciate your interest in developing a career with GREAT LAKES WINDOW CLEANING. We are interested in both men and women for the following long-term position.

GROUND LEVEL AND RESIDENTIAL WINDOW CLEANING TECHNICIANS. Full time. Days. Saturdays are required during our busy seasons. This is an entry-level position that we will train you for. This position involves ground level commercial window cleaning or residential window cleaning (some second story ladder work); no high-rise work is involved. For those interested in high rise window cleaning...please express your interest...one year of window cleaning is required before advancing to high-rise.

We offer classroom style training with videos and written review along with hands on training for the professional trade of window cleaning. A safe and professional work environment is stressed and training is provided in techniques, safety, sales, and customer service. Additional training is encouraged for personal growth and advancement; and is required for safety standards.

The ideal person is customer service driven, dependable, personable, organized and motivated, enjoys challenges, enjoys outside work, and likes to be rewarded for their individual accomplishments. This position requires a confident and competent person to work independently, yet who enjoys working with a team as needed.

You need to have your own dependable transportation (a pick-up truck is a plus) and must have a home or cellular phone. There will be some use of your vehicle (an average of 20 business miles a day) and you will be reimbursed for mileage at \$0.35 per mile

We require smoke and drug free individuals and we require drug testing to ensure a safe workplace for all. The starting pay for this position is \$10.00 to \$11.00 per hour. Through our performance-based incentive program, most employees earn \$11.00 to \$14.00 an hour by the end of the first year. Long-term employees can earn \$18.00 - \$20.00 per hour or more. We strongly encourage all employees to be involved in sales and other areas within the company. Great Lakes offers education reimbursements (payable after 6-months of employment) to those who wish to take sales, marketing, accounting, or business classes. We offer Blue Cross Blue Shield health insurance on a co-pay basis, dental insurance, vacation, and many other benefits for those wishing to work full time. We are an equal opportunity employer and drug free workplace. Additional information is provided on our benefits sheet.

Thank You
Lianne Miller
President - Great Lakes Window Cleaning

Benefits: Of course, like all other businesses, our benefits programs are subject to change from time to time to keep pace with changes in the marketplace, new features, cost adjustments, and other factors. Benefits programs may change with or without notice. We may offer different benefits programs at different locations, based on state or local requirements and/or market conditions. Benefits eligibility is dependent upon a variety of factors, including employee classification. The summaries of each benefit plan on this document are meant as a source of general information and are not all-inclusive. Please review the insurance policies, plan documents, and other literature for more details, or contact Lianne Miller. In the event of a conflict between a benefit summary or handbook policy, the official plan documents will prevail. Also, Great Lakes Window Cleaning's contributions toward insurance, along with other features, are subject to change at any time, with or without notice. Benefits may also be discontinued at any time, with or without notice.

Highlights of Employee Benefits Available at Great Lakes Group

1. **Blue Cross Blue Shield of Michigan PPO.** Great Lakes co-insures our employees, but it is the employee's responsibility to cover any additional family members. The current co-pay for single employees is \$15.00 per week. Nearly 100% of area physicians accept Blue Cross Blue Shield. The additional cost for family members is the employee's responsibility as mentioned above. Employees are eligible to participate after 180 days of employment if they meet full time status requirements for the 12-week time period immediately preceding the 180 anniversary.
2. **Assurant Dental Plan.** Assurant is a traditional card type plan where fees are reimbursed to the dentist on a reasonable and customary scale with a percentage system on the class of service. Single person coverage is \$3.84 per week, 2-party coverage is \$7.03 per week and family coverage is \$11.36 per week. Employees are eligible to participate after 180 days of employment if they meet full time status requirements for the 12-week time period immediately preceding the 180 anniversary.
3. **Health Savings Account.** For employees who choose to enroll in Blue Cross Health Insurance, Great Lakes Window Cleaning will contribute to your personal H.S.A. This money may be used to pay deductibles associated with medical, dental, optical, or any other medically necessary cost. Money used for medically necessary cost is tax free and any balance is yours to be rolled over to the next year.
4. **401K.** We are currently in the process of adding a 401k retirement plan. This should be effective in the spring of 2008.
5. **Holiday Pay.** Full time employees receive six paid holidays per year. Availability starts immediately upon hire. Prorated for part time employees.
6. **Vacation Pay.** You can earn up to 6 days after one year, 9 days after two years, and 12 days after five years. Each month of perfect attendance and punctuality earns a ½ day, ¾ of a day, or a full day of paid vacation depending on length of time employed. You may start earning vacation from your first day, but it can't be used until the start of the following calendar year. Prorated for part time employees.
7. **Fort Dearborn Life.** All employees of Great Lakes are eligible for life insurance in the amount of \$25,000 at no expense to the employee. Employees are eligible at the time of hiring.

8. **AFLAC.** Supplemental disability, hospitalization and accident available to all employees at 100% employee cost. Employees are eligible at the time of hiring to sign up at their expense.
9. **Company Funded Vision Plan.** You or your family member may be reimbursed up to 50% of the first \$300.00 in a year for office visits, glasses, or contact lenses. \$150 maximum annual reimbursement. Employees are eligible to participate after 180 days of employment if they meet full time status requirements for the 12-week time period immediately proceeding the 180 anniversary.
10. **Gym Membership.** We will reimburse 50% of the first \$50.00 a month for gym memberships (\$25 per month or \$300 maximum annual reimbursement). Employees are eligible to participate after 180 days of employment if they meet full time status requirements for the 12-week time period immediately proceeding the 180 anniversary.
11. **College Tuition.** \$500.00 annual tuition reimbursement for taking business, sales, marketing, or computer classes. Available upon hire. Reimbursement for classes available after 6 months of employment for full time employees.
12. **Employee Assistance Program.** CARES employee assistance program is designed to help employees or any family member of the household with such issues as marital problems, stress, alcohol, drugs, counseling, emotional problems.... anything that disrupts one's ability to function as they would like. Cares offers 8 free visits per year to each employee. They can help refer you if there is something they don't handle, like financial problems. There is NO charge to the employee.
13. **Cafeteria Plan.** This is a limited cafeteria plan, which allows weekly employee contribution for health or dental insurance to come out pre-tax instead of after tax dollars. This can amount to 25% saving when considering federal, state, city, and FICA. No cost. May be used at any time.
14. **Uniforms.** We provide shirts, sweatshirts, jackets, and winter coats at no charge.
15. **Reimbursed Miles.** We reimburse mileage at 35 cents per mile, plus give a bonus percentage on our bonus plan, for driving a car and more for driving a truck. Approximately 20 miles per day.
16. **Tools, Equipment, and Ladders.** At no charge to the employee, Great Lakes provides a complete line of the best tools and equipment available to help you perform as a professional. As a company we are supportive in trying new labor or time saving tools to complete our existing line. Just ask us to order something

Last updated February 2008. Please refer to benefit Disclaimer at the end of this document. Complete details and requirements are available in employee benefit book.

you have seen in a catalog or have seen others using and we are usually happy to oblige.

Disclaimer: Of course, like all other businesses, our benefits programs are subject to change from time to time to keep pace with changes in the marketplace, new features, cost adjustments, and other factors. Benefits programs may change with or without notice. We may offer different benefits programs at different locations, based on state or local requirements and/or market conditions. Benefits eligibility is dependent upon a variety of factors, including employee classification. The summaries of each benefit plan on this document are meant as a source of general information and are not all-inclusive. Please review the insurance policies, plan documents, and other literature for more details, or contact Lianne Miller. In the event of a conflict between a benefit summary or handbook policy, the official plan documents will prevail. Also, Great Lakes Window Cleaning's contributions toward insurance, along with other features, are subject to change at any time, with or without notice. Benefits may also be discontinued at any time, with or without notice.

Last updated February 2008. Please refer to benefit Disclaimer at the end of this document. Complete details and requirements are available in employee benefit book.

Pre-Employment Agreement Sheet

Applicant's Name _____

Date _____

We try very hard to discuss the different aspects and requirements of this position and for working with Great Lakes. We endeavor to create a very positive image in the community. In addition, we try very hard not to create any surprises for employees. So, we have created this pre-employment agreement sheet. If you feel that the following items are acceptable and agreeable to you and this sounds like the kind of place you would proud to be a part of, we invite you to continue in the pre-employment application process.

Please make a copy of this for your personal records and submit a copy with the application. Thank you. This Agreement is not an offer of employment.

Please sign each of the sections in the appropriate places indicating you have read it and agree to the following:

GROOMING STANDARDS

1. Grooming is very important for the first impression of a client. We are in the image business. Our clients CARE HOW THINGS LOOK, who else would pay hundreds of dollars to have their home windows cleaned? People need to feel very comfortable with a person that they will bring into every room of their home. If you make a good first impression, the homeowner not be as suspicious of you and your work. Our general guidelines for hair are short and clean-cut looking. Hair being off the collar and off the ear is advisable. Look at our managers for their example. Mustaches are allowed. Beards are not allowed. A short beard can be very handsome, personally I like them. But, unfortunately, many people can only grow a scraggly beard and during the growing out phase all beards look bad so to ensure a clean cut image ... we have had to say... No beards. Thank you.
2. Pierced body parts, tongue, face, etc. are not allowed.
3. Visible tattoos and similar body art must be covered during business hours.
4. Clean. We work a physical job. Showering everyday, clean hair, deodorant, fresh washed shirt (carrying an extra shirt in hot weather) are all absolutely necessary to be acceptable in someone's home. I recently had a window cleaner (from a different company) clean my hotel room windows while I was in the room ... and I had to air out the place after he left. (He looked clean ... but he was working hard, sweating and did not smell good). I was not happy.

I agree to follow the above grooming guideline

SMOKING

SMOKING is not allowed. In the past we hired smokers who agreed not to smoke during working hours, some still work here. I have learned that asking a smoker not to smoke (even in his own car during hours); in an unsupervised environment was a difficult temptation to resist ... if not impossible. Thus, we currently are not hiring smokers. Many other companies have

taken a similar stand. Please sign below; *if you smoke or use illegal drugs please do not apply.*

I am not a smoker _____

I do not use illegal drugs, including marijuana and understand drug tests may be part of the application process and at various times during my employment if hired.

TRANSPORTATION Every employee needs reliable transportation. You will be reimbursed for mileage. If you become a route window cleaner all the equipment will fit in an average trunk. If you work residential window cleaning you will need to carry a ladder. For those who have cars, some put it inside the car (especially if they have a hatch back). Sectional ladders are in six-foot increments. Little giant ladders are close to 4.5 ft. and 5.5 ft, depending on the model. In addition a temporary luggage rack (we pay for) can be put on the roof of your car.

The above arrangement seems like it will work for me

I would like to discuss this further _____

NON COMPETE AGREEMENT

Due to the investment in training and the competitive nature of our industry, on orientation day you will be asked to sign a non-compete and confidentiality agreement. This states that you will not start your own window cleaning business, work for another company, sell accounts for another company, etc. in the areas we work in, during the time you are employed by us and for a period of years afterward.

I agree to the above _____

I would like to see or discuss the non-compete agreement in advance; _____

WORKING SATURDAYS we do not work most Saturdays. If work does fall behind due to rain etc, you will need to catch the work up, before Saturday or work Saturday. During the four busiest months of the year (May, June, October, November) you will be expected to be available for work overtime and Saturdays on short notice.

I agree to the above _____

I would like to work every Saturday, if I could _____

TEAMWORK. It is important that we all work together as a team. On occasion, especially during winter months, you may be asked to perform non-window cleaning tasks based on need, your qualifications and manager discretion. Tasks may include: sales, computer work, cleaning of office and warehouse, maintenance on tools and equipment and anything and everything needed to run a business.

I agree to the above _____

I would like to discuss this further _____



GREAT LAKES Group

501 W. Mount Hope • Lansing, MI • 48910 • Tel. 517-482-4040

EMPLOYMENT APPLICATION

Personal Data

Date: _____ Time: _____

Name _____
First Middle Last

Address _____
No. Street City State Zip

Social Sec. No. _____ Driver's Lic. No. _____

In case of emergency, notify:

Name _____ Telephone No. _____

Address: _____

Applicant: Thank you for your interest in joining our organization. Your application will be considered regardless of race, creed, color, sex, age, national origin, disability or any other protected class. To enable us to properly evaluate this application, all questions must be answered as completely as possible.

Your Telephone No. _____

Best time to reach you by phone _____

Job Information

Position Applied for _____ Do you need full time employment? Yes No Will you consider part time? Yes No Hours needed _____

Previously applied here? Yes No. If so, When? _____ Rate of pay expected _____ Per _____ Year Hour Week

Previously employed here? Yes No. If so, When? _____ \$ _____

General Information

Are you legally eligible to work in the United States? Yes No Can you provide proof if employed? Yes No

Are you over the age of 18? Yes No If hired can you provide proof of age? Yes No

What other employment or "side line" business do you have? _____ Would you want to continue this if employed by us? Yes No

Have you ever received unemployment compensation? Yes No If yes, list dates _____

Have you ever been convicted of a crime? Yes No If yes, list dates and details, answering yes is not an automatic bar to employment

What prompted you to apply with us? Advertisement Other, Please Explain Employee Referral, Who? Sign Agency, Which?

Do you qualify for any On-The-Job Training (OJT, TJTC, etc.) or similar program? Yes Not Sure No If you answered yes please describe _____

List any friends or relatives currently working for us.

Name		Relationship			Position
Education:	NAME & LOCATION	COURSE OF STUDY	YEARS COMPLETED	YEAR GRADUATED (optional)	LIST DIPLOMA OR DEGREE
HIGH SCHOOL					
COLLEGE					
OTHER Include Seminars & Trade Schools					

Experience

Please provide information covering your complete employment experience, begin with your last or present job, include time spent in military service, if any. Be accurate and **be sure to account for all of your time**. Use the comments area at the end of this section to account for all gaps in your employment.

Company Name					Address			Supervisor	
								Name:	
From		To		Starting Salary	Last Salary	Reason for Leaving		Work Phone:	Time to Call
Mo.	Yr.	Mo.	Yr.					Home/Cell Phone:	Time to Call
Describe the work you did:								<input type="checkbox"/> Resigned <input type="checkbox"/> Terminated	
								Other Manager/Co-Worker Reference	
								Name:	
								Home/Cell phone:	Time to Call

Company Name					Address			Supervisor	
								Name:	
From		To		Starting Salary	Last Salary	Reason for Leaving		Work Phone:	Time to Call
Mo.	Yr.	Mo.	Yr.					Home/Cell Phone:	Time to Call
Describe the work you did:								<input type="checkbox"/> Resigned <input type="checkbox"/> Terminated	
								Other Manager/Co-Worker Reference	
								Name:	
								Home/Cell phone:	Time to Call

Company Name					Address			Supervisor	
								Name:	
From		To		Starting Salary	Last Salary	Reason for Leaving		Work Phone:	Time to Call
Mo.	Yr.	Mo.	Yr.					Home/Cell Phone:	Time to Call
Describe the work you did:								<input type="checkbox"/> Resigned <input type="checkbox"/> Terminated	
								Other Manager/Co-Worker Reference	
								Name:	
								Home/Cell phone:	Time to Call

Company Name					Address			Supervisor	
								Name:	
From		To		Starting Salary	Last Salary	Reason for Leaving		Work Phone:	Time to Call
Mo.	Yr.	Mo.	Yr.					Home/Cell Phone:	Time to Call
Describe the work you did:								<input type="checkbox"/> Resigned <input type="checkbox"/> Terminated	
								Other Manager/Co-Worker Reference	
								Name:	
								Home/Cell phone:	Time to Call

Company Name					Address			Supervisor	
								Name:	
From		To		Starting Salary	Last Salary	Reason for Leaving		Work Phone:	Time to Call
Mo.	Yr.	Mo.	Yr.					Home/Cell Phone:	Time to Call
Describe the work you did:								<input type="checkbox"/> Resigned <input type="checkbox"/> Terminated	
								Other Manager/Co-Worker Reference	
								Name:	
								Home/Cell phone:	Time to Call

Comments on your work experience:

<p>I hereby give you permission to contact the previously mentioned employers to obtain any relevant information, I understand that omission of any of my last five employers may result in denial of employment or immediate dismissal if I am hired.</p> <p>_____ Signed</p> <p>_____ Date</p>	<p>If there is an Employer listed (including your present employer) you do not want us to contact, please list name(s) here:</p>
--	--

Professional References: Please list people who you have worked with, may include co-workers, managers, supervisors, employees, or customers. Please be sure to include home or cell phone number:

Name	Business Name	Work Telephone No.	Home/Cell No.	Time to Call

Personal References: Please list people, not relatives, or former employers, who have personal knowledge of your character, experience and capability:

Name/Occupation	Address	Telephone No.	Relationship

Please give any other information on your experience, abilities, or special skills which you believe would assist us in evaluating your qualifications:

Hereinafter the company to which this application is submitted is referred to as "the Company."

The answers to the questions contained in this application are true and complete. I understand that any incorrect or misleading information or omission is cause for rejection of this application and sufficient cause for dismissal if I am hired.

I understand that before I am hired, the Company may require me to undergo a physical examination and/or a drug and alcohol test. I agree to take such an examination and/or test. I also understand that if I am hired, the Company may require me to undergo a drug and/or alcohol test at any time during my employment. I agree to take such a test.

I grant permission to the Company to use its personnel or any investigative agency to investigate my personal history, education, criminal conviction record and financial record and to make an investigative consumer report which may contain information obtained through personal interviews with my friends, neighbors, and acquaintances. If made, this inquiry may include information as to my character, general reputation, personal characteristics and mode of living.

I also authorize all my employers and former employers, references, credit reporting agencies/bureaus, educational institutions and any other person(s) contacted by the Company's representatives to provide the Company with all

records and information relevant to my employment application with the Company; and I release all parties who provide such records or information from all liabilities arising from such disclosures. I understand that I may have various rights to have notice when my employers and former employers release information about me to the Company; and I waive all such notice.

Employment at Will: Employment at Great Lakes Window Cleaning is at-will and nothing in this document or any other document should be construed to guarantee or contract employment for any length of time. Great Lakes Window Cleaning reserves the right to terminate employment at any time, with or without notice. Additionally, in accordance with the at-will philosophy, compensation plans, benefits, policies, and all other terms and conditions of employment are subject to change at any time, with or without notice, and at the sole discretion of the owners.

I authorize the Company to photocopy this document and agree that such photocopies with my signature shall have the same legal force and effect as the original document with my signature.

Signature

Date

This Page for Office Use Only

Grooming	_____	_____
Dress	_____	_____
Cleanliness	_____	_____
Overall Appearance	_____	_____
Communication	_____	_____
Behavior	_____	_____
Attitude	_____	_____

First Interview Comments:

Second Interview Comments:

Third Interview Comments:
