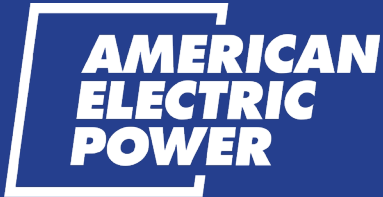


CASE STUDY

AEP Cook Nuclear Plant



SITE FACTS:

AEP Cook Nuclear Plant: Customer since 2008

Two Sites:

1. Bridgman, Michigan: Nuclear Energy Production & Administration
2. Buchanan, Michigan: Administration

The Donald C. Cook Nuclear Plant is located on 650 acres along Lake Michigan's eastern shoreline in Berrien County, Michigan.

The plant is owned and operated by American Electric Power.

CONTINUOUS SAFETY IMPROVEMENT:

Tailored account specific training and safety programs, strictly administered and monitored by our Safety Director to ensure compliance to include on-site audits. Our program has surpassed the customer's expectations.

SCOPE OF WORK:

This site requires managers and dedicated staff committed to intense safety and training polices as regulated by the DOE. Full service custodial services and contract management 5 days per week, with 8-hour per day coverage. In addition to regular custodial services for one evening shift, servicing all special project needs to include carpet and windows, and recycling. Special project work is required throughout the year. Supervisors and management are available to respond to emergency situations. Drug screens and background checks are required for all staff.

Savings and Improved Quality with Safety Always First Priority:

- Annual Janitorial Cost Reduced by 22%
- Reduced full time employees (FTE's) by more than 20%
- Revisions to Scope of Work per building
- Revised frequencies by area to improve the standards in high impact areas while reducing cost



"Our mantra is... If it's not safe, don't do it."
– John Ezzo, President, New Image Building Services

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