

ServiceMaster Diversity Statement

At ServiceMaster, we are committed to fostering a culture where all employees are treated with respect and given an opportunity to contribute to our success. We encourage our employees to use their diversity of thought, experience, background and perspectives to instill trust and drive empowerment with each other, our franchisees and suppliers, and more importantly, our valued customers. Our culture of inclusion is about sparking innovation and transforming ServiceMaster into the leading provider of residential and commercial services.

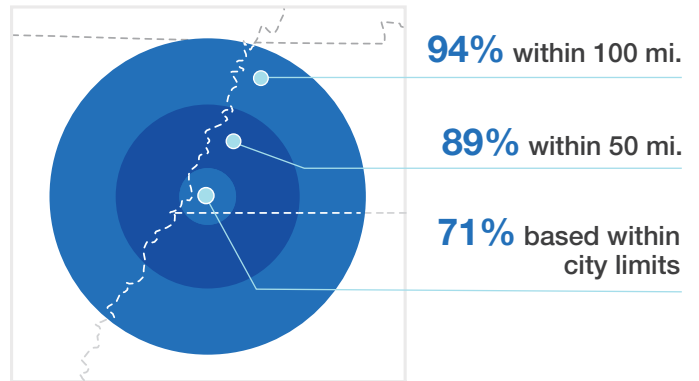
One ServiceMaster Center Diversity Spend by the Numbers

ServiceMaster has a long-standing commitment to diversity which includes responsible sourcing and promoting strong working relationships with minority- and women-owned business entities (MWBEs) in our local communities and across the United States.

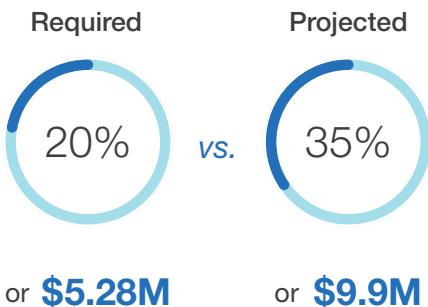
Funding Sources

Center City Revenue	\$6.9M
Finance Corporation (PILOTs)	\$.85M
Tennessee Department of Economic Development (Grant)	\$5.5M
Shelby County Economic Development Growth Engine (PILOT)	\$2.3M
Center City Development Corporation (Grant)	\$1.0M
Tennessee Valley Authority (Grant & utility credits)	\$.75M \$.90M

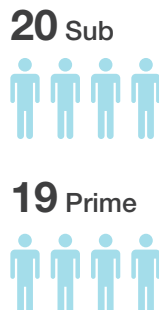
Memphis Based Businesses



Diversity Spend



Contractors



25 weeks

average length of jobs created

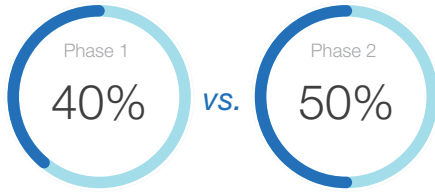


150 - 200 workers

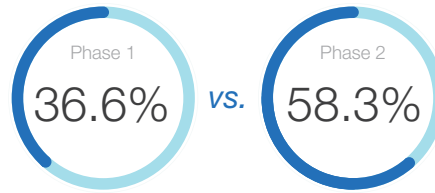
average number of people working onsite each day over 18 months

Phase 1 vs. Phase 2

Contracts Including an MWBE Subcontractor



MWBE Proposals Accepted



The Company We're Keeping

Artizan Constructors (drywall)

Campbell & Ford (steel)

C. Foster Construction (general conditions)

Division 10 (bathrooms)

Industrial Sales (electric)

Southern Sales (electric)

Surge Electric (electric)


Tri-state Plumbing (plumbing & HVAC)

Woods Painting (painting)

Wright Concepts (tiling)



Making Participation and Partnerships a Priority

27 
categories make up this project

In the category of this project with the largest spend, electrical, our prime contractor has committed to a 40% spend with MWBEs.

Five (5) partnerships between small and large businesses, including a mentor/protege collaboration between Flintco and Artizan superintendents:

- Flintco / Artizan Constructors
- Flintco / C. Foster Construction
- Ranger / Artizan Constructors
- Campbell & Ford / Tri-state Ironworks
- Gephart / Surge Electric

Partners in the Process

- City of Memphis, Office of Diversity and Compliance
- Downtown Memphis Commission
- Economic Development Growth Engine Board
- Greater Memphis Chamber of Commerce
- Mid-south Minority Business Council
- Memphis Area Minority Contractor's Association

In order to incentivize smaller minority firms to participate, the first floor was divided out as separate projects.

