

## **EXHIBIT D**

## 2004 NATIONAL PROGRAMS OVERVIEW

Design & Construction, Facilities, Maintenance Department

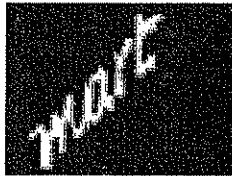
### Mission Statement:

Maintain several National Service Programs with the objective of mitigating risk to the corporation and delivering a consistent and standard service level across the store base while providing a lower overall average cost per store. This is achieved by leveraging the total spend of our collective store base in negotiations with one or more suppliers; effective contract negotiation and administration; streamlining of business processes, and providing service to outlying stores with the same expertise that is available in metropolitan areas.

### 2004 National Programs

Program specific information can be accessed by selecting from the list below:

SECURITY ALARM SYSTEMS  
LIGHTING MAINTENANCE  
KITCHEN EXHAUST SYSTEM CLEANING  
WASTE HAULING MANAGEMENT  
CARDBOARD RECYCLING  
SHOPPING CART SERVICE  
FIRE PROTECTION



### Contacts

Dave Blosser	Director, National Programs	(248) 614-0763
Paul Losin	Director, National Energy Programs	(248) 463-3166
Brenda Meyer	National Programs Coordinator	(248) 463-1325
Gina Reiley	National Programs Coordinator	(248) 463-5197

## **2004 NATIONAL PROGRAMS OVERVIEW**

Design & Construction, Facilities, Maintenance Department  
- Continued -

### **SECURITY ALARM SYSTEMS**

#### **Overview**

ADT Security Services, Inc. has the National Contract for Security Systems:

- Monitoring of Fire and Security
- Full Service Alarm Service & Repair.

Fire Alarms are excluded from the Service & Repair Contract; however ADT can provide service for these units.

#### **Monitoring fees:**

Regular or Super K stores with Opening/Closing signals	\$24.00 per month
Regular or Super K stores w/o Opening/Closing signals	\$21.00 per month

#### **Service & Repair Contract**

Full service, wherein we pay a flat fee for service	\$1,200.00 per year
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Both Monitoring & Full Service are invoiced and paid directly by KRC, Monthly 30 days in advance.

#### **Security Alarm Contacts**

ADT Service Requests	800-428-7124
ADT National Accounts Representative - Linda Stakel	440-717-5651
ADT Service Representative at KRC- Chad Shultz	248-463-3165
KRC Support - Brenda Meyer	248-463-1325

### **LIGHTING MAINTENANCE**

#### **Overview**

The majority of the salesroom lighting is by fluorescent fixtures that are operated by one or two ballasts which serve two to four lamps per fixture. If a fixture is unlit, the problem could be either one of the lamps burned out, or the ballast has failed. The ballast in our sales area lighting has a five (5) year warranty from date of manufacture. Lamps have no individual warranty, but General Electric warrants that no more than 10% will fail between group relampings. If you are having major lamp failures, consult your Facilities Manager for assistance.

#### **Group Relamping**

Because fluorescent lamps have a rather predictable life we "Group Relamp" store with:

- Eight (8) foot lamps every two years
- Four (4) foot lamps every three years.

## **2004 NATIONAL PROGRAMS OVERVIEW**

Design & Construction, Facilities, Maintenance Department

- Continued -

The relamping contractor will notify the store, by mail, about 30 days prior to the Relamping; and by phone to schedule an exact date with the store forty-eight (48) hours in advance. The relamping is done at night, and requires two to three nights to complete. The relamping contractor will also replace any ballast that is burned out.

### **Relamping Contacts**

<b>National Maintenance - Central, Great Lakes, West &amp; South East -</b>	<b>800-735-6444</b>
<b>United States Lighting Service, Inc. - North East -</b>	<b>800-321-3556</b>
<b>KRC Support - Gina Reiley</b>	<b>248-463-5197</b>

### **Lighting service between group relampings - "Quarterly Lamp & Ballast Program"**

We have two (2) National Contractors to service stores quarterly for burned out ballasts and lamps. However, stores can replace lamps in fixtures that are not lit. Lamps should be ordered through the Electronic List Book (ELB). The lighting service contractors can furnish lamps and ballasts off of their truck. However it is economically preferred that the stores have sufficient lamps in-stock (the Contractor's are often limited in the supplies they can carry).

### **Quarterly Lamp & Ballast Contacts**

<b>National Maintenance -</b>	<b>800-735-6444</b>
WA, OR, CA, NV, UT, CO, AZ, NM, TN, VA, SC, NC, WY, MT, ID, ND, SD, NE, IA, WI, GA, IN, LA, MS, KY, WV, IL, KS, MN, MO, OK, AL, AR, FL, TX, MI & OH	

<b>United States Lighting Service, Inc. - North East -</b>	<b>800-321-3556</b>
ME, VT, NH, MA, CT, RI, NY, DE, MD, PA, & NJ	

<b>KRC Support - Gina Reiley</b>	<b>248-463-5197</b>
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### **Lamp Recycling**

We currently use GE ECO lamps in most states. These lamps can be placed in ordinary landfills in those states, due to their very low mercury content. The states which do not permit ECO lamps to be placed in ordinary landfills are: CA, MN, VT, ME, MA, NH, CT, FL, RI and IA.

Lamps measuring less than 4 foot long	\$0.17 per lamp
T-8 lamps between 4 foot and six foot long	\$0.23 per lamp
T-8 lamps between 8 foot long	\$0.40 per lamp
T-12 lamps between 4 foot and six foot long	\$0.23 per lamp
T-12 lamps between 8 foot long	\$0.40 per lamp
HID, Metal Halide & HPS lamps	\$0.68 per lamp
\$160.00 minimum pickup charge for pickup less than 400 lamps	

### **Lamp Recycling Contacts**

<b>Cleanlites Recycling, Inc. - Mike Kimmel</b>	<b>888-676-0044</b>
<b>KRC Support - Gina Reiley</b>	<b>248-463-5197</b>

## 2004 NATIONAL PROGRAMS OVERVIEW

Design & Construction, Facilities, Maintenance Department

- Continued -

### KITCHEN EXHAUST SYSTEM CLEANING

#### Overview

As a Fire Prevention measure every open operating store with a grill and fryer needs to have the excess grease cleaned off the exhaust fan and from the exhaust ductwork.

We have a new National Contract to clean the exhaust fans and ducts in the restaurants/cafes once (1) per year, every six (6) months for the Fryer Ducts.

#### Pricing:

	<u>Regions 1, 2, 3 &amp; 4</u>	<u>Regions 5, 6 &amp; 7</u>
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Cleaning of one grill/fryer (semi-annual):	\$265.63	\$280.00
Cleaning of one pizza oven duct (annual):	\$265.63	\$280.00
Cleaning of bakery oven duct (annual):	\$265.63	\$280.00
Cleaning of any additional cooking hoods (annually):	\$265.63	\$280.00
Replace of worn or defective Exhaust Fan Belts (as required):	\$19.63	\$19.63

Region 1 – Duffy	Region 2 – Brumley	Region 3 – Pugh	Region 4 – Hicks
Region 5 – Farrell	Region 6 – Carr	Region 7 – Puerto Rico (Duffy)	

#### Grease Duct Cleaning Contractor

United Technologies Service - Ron Vergakis

KRC Support - Brenda Meyer

888-302-2432

248-463-1325

### WASTE HAULING MANAGEMENT

#### Municipal

Some stores receive waste hauling service directly from the city. The cost of this may be charged as part of a tax from the city, it may be invoiced to the store, or it may be invoiced along with the water and sewer billing. Any waste hauling issues for those stores must be taken up with the city.

#### Private Hauler

Most stores receive waste hauling by a subcontractor of Weyerhaeuser/Oakleaf, for which the billing goes from Oakleaf directly to KRC. Some stores are on a scheduled pickup, while others call for each pickup. Our contract with Weyerhaeuser requires waste pickup within 24 hours of phoned in request. Requests for pickup, delivery of special open tops, or problems with pickup must be pursued through Oakleaf Waste Management

#### Waste Hauling Contacts

Weyerhaeuser/Oakleaf Waste Management

KRC Support - Brenda Meyer

888-625-5323

248-463-1325

## **2004 NATIONAL PROGRAMS OVERVIEW**

Design & Construction, Facilities, Maintenance Department  
- Continued -

### **CARDBOARD RECYCLING**

#### **Overview**

We have a national contract with Weyerhaeuser/Oakleaf to pick up all of our cardboard for recycling. We receive payment of monthly Credits from Weyerhaeuser directly to KRC Accounts Receivable. The Credits payments show up in the Waste Paper and Grease Sales account. The market for cardboard varies each month, so Credits change each month, and are different for each of nine market regions of the country. Some stores are on scheduled pickups, while others must call Weyerhaeuser/Oakleaf to request each pickup. Weyerhaeuser/Oakleaf is committed to respond to pickup requests within 48 hours. Stores must have at least 10 bales to request a pickup.

#### **Cardboard Recycling Contacts**

Weyerhaeuser/Oakleaf Waste Management  
KRC Support - Brenda Meyer

888-625-5323  
248-463-1325

### **SHOPPING CART SERVICE**

#### **Overview**

In an effort to eliminate potential liability we have National Contracts with Americana Shopping Carts, Inc. and Quality Smart Cart Service, Inc. for annual service to the shopping carts. As carts are used by customers and accidents happen, there is an advantage in lawsuits of being able to show that we have regular maintenance. The pricing of our current contracts are a flat fee for each cart in use, which includes all necessary parts, labor, welding, frame straightening, and power washing.

#### **Shopping Cart Service Contacts:**

Americana Shopping Carts

800-833-7555 x228

– N.E., West, W. Central regions & off shore

Quality Smart Cart Service, Inc.

219-938-7710

– S.E., Mideast and Great Lakes regions

KRC Support – Gina Reiley

248-463-5197

Pricing varies by region; please call Gina for pricing when necessary.

## 2004 NATIONAL PROGRAMS OVERVIEW

Design & Construction, Facilities, Maintenance Department

- Continued -

### **Fire Sprinklers Inspection & Service and Fire Extinguishers**

#### Overview

We will soon be entering into a National Program with **Fire Materials Group, LLC (FMG)** for a comprehensive Fire Sprinklers Inspection & Service and Fire Extinguishers Inspection and Service which includes periodic inspection of the Fire Alarms, Fire Sprinklers, Hand Held Extinguishers and the Kitchen Hood Extinguishing Systems (also know as the Ansul System). Fire Alarms, Fire Sprinklers, Hand Held Extinguishers will be inspected yearly and the Kitchen Hood Extinguishing Systems semi-annually (unless more frequent dictated by local Fire Marshal).

#### Inspections

Annual Fire Sprinkler Inspection	\$675 per inspection
Quarterly Fire Sprinkler Inspection	\$200 per inspection
Semi-Annual Inspection Kitchen Fire Suppression System	\$120 per inspection
Annual Inspection Alarm Panel and Devices	\$250 per inspection
Annual Inspection Fire Extinguishers	\$300 per inspection of up to 73 extinguishers

#### Labor

Standard (Monday-Friday 8:00 am – 5:00 pm)	\$75.00 per hour
Overtime (Monday-Friday after 5:00 pm, Saturdays, Sundays)	\$125.00 per hour
Premium Overtime (Federal and State Holidays)	\$125.00 per hour

#### Materials Mark-Up

Mark-Up on cost of materials	15%
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#### Fire Sprinklers Inspection & Service and Fire Extinguishers Contacts

Fire Materials Group, LLC (FMG)	480-753-5444
KRC Support - Brenda Meyer	248-463-1325

## NATIONAL CONTRACTS

We maintain several national service contracts, for the purpose of reducing costs by volume purchasing, ease of maintaining a standard of service by having one or few contractors for whom our business is important, and being able to service outlying stores with the same expertise that is available in metropolitan areas. See additional information under the headings of these items.

The contracts we presently have are:

- Security alarm service
- Security and fire alarm monitoring
- Group relamping
- Lamp recycling
- Lamp Manufacturer
- Ballast vendor
- Shopping cart service
- Waste hauling management
- Cardboard recycling
- Grease duct cleaning
- Kmart Express fueling system service
- Air filter supplier
- Floor Cleaning Maintenance
- Air Conditioning
- Grease duct cleaning



## SECURITY ALARM SYSTEMS

We have four national contracts for alarm service, and one contract for monitoring Kmart stores. The monitoring contract with ADT covers all Kmart stores for fire and security. Our service contracts cover security systems only, not fire alarm systems.

Our service contract with ADT has some stores under full service, wherein we pay a flat fee for service twice per year. Some other stores are under time and materials service contracts with ADT, Security Link, Vector Security, or Checkpoint. The stores under full service are the older systems, while the electronic systems such as the ADT Focus, and Radionics 9112/9412 systems are under time and material service. Full service by ADT is invoiced directly to KRC twice per year. Time and material service is invoiced to the store, and is to be paid through the KIN system. Mosler is now out of business, so Mosler equipment will be serviced by ADT until we can get it replaced. Stores with new Radionics 9112 systems that were serviced by Mosler will now be serviced by Vector Security.

### Contacts:

ADT/Securitylink	
Service requests	800-428-7124
Barb Lehman, monitoring and L Codes	248-629-3261
Chad Shultz, follow up and special problems	248-463-3165
Vector Security	
Service requests	703-369-1444
Checkpoint	
Service requests	800-888-4443

## **Types of systems**

Our stores have several varieties of security alarm systems, depending on the age of the equipment. Protection normally includes contacts on all exterior doors, infra red motion detectors inside the store, glass break detectors (systems installed within the last ten years), and capacitance or shock sensor on the safe. Pharmacies have a completely separate alarm system, unless the store has a Radionics 9112/9412 system, in which case the pharmacy portion can operate as though it were a separate system. Descriptions of the most common types of alarm systems are as follows:

### **Mosler 400A**

This alarm system has a key operated switch in the cash room to set the system at night. Inputs to the alarm panel in the cash room include the day annunciator (DSM) panel at the service desk, the safe, and the automotive center doors. There are bypass switches within the 400A panel to bypass the DSM or the automotive doors, if those zones cannot be set. The safe is protected by a capacitance detector that trips if the safe is touched. Dust on the floor under the safe, or items placed on the safe may cause false alarms. The safe cannot be bypassed. An alarm signal will be sent to the ADT monitoring center if the system goes into alarm and the key switch is in the night position. Entry and exit is by means of a shunt switch on one door. The DSM panel has individual zones for the various doors, motion detectors, etc. that can be set to alarm during store hours, or be bypassed during store hours. The 400A systems are under either full service or T&M by ADT.

### **Mosler Mac64**

This system is operated by a keypad on the alarm panel which is located at the service desk. Each zone, including the safe, can be set or bypassed from that keypad. The panel includes a printer to record alarm activity. Each service call is charged for. These systems protect the safe with a capacitance detector that trips if the safe is touched. Dust on the floor under the safe, or items placed on the safe may cause false alarms. Entry and exit is by means of time delay on one door.

### **ADT Focus**

These systems have a keypad at the service desk, a printer to record alarm activity, and are serviced by ADT under Time and Materials service. These systems protect the safe with a capacitance detector that trips if the safe is touched. Dust on the floor under the safe, or items placed on the

safe may cause false alarms. Entry and exit is by means of time delay on one door.

#### **Continental Mark IV**

These systems have a panel at the service desk and are serviced by ADT under Time and Materials service. These systems protect the safe with a capacitance detector that trips if the safe is touched. Dust on the floor under the safe, or items placed on the safe may cause false alarms. Entry and exit is by means of a shunt switch on one door.

#### **Controlplex**

These systems have a panel at the service desk, and a printer to record alarm activity. They are serviced by ADT under Time and Materials service. These systems protect the safe with a capacitance detector that trips if the safe is touched. Dust on the floor under the safe, or items placed on the safe may cause false alarms. Entry and exit is by means of a time delay on one door.

#### **Radionics 9112/9412**

This is our latest system. It has a keypad at the service desk and one at the pharmacy which functions as though it were a separate alarm system. The system has a printer and keypad display to record alarm activity. The printer and keypad display also show diagnostic information on alarm problems, and also transmit the information to the monitoring center. Entry and exit are by means of a time delay on one door.

### ALARM MONITORING

ADT monitors all Kmart stores, no matter who services the alarm system. If ADT does not receive a signal when your alarm is tripped when in the night mode, contact your alarm service company (not necessarily ADT), to investigate the problem. When contacting the ADT monitoring center, you will be asked for an L code in order to place the system in test, or make changes to the call list. If the previous manager did not authorize the monitoring center to give you an L code, you must contact your Regional Loss Prevention Manager to authorize ADT to give you one.

Time and material service rates for non-premium service areas  
(Premium areas are NY metro, CA, PR, AK, HI, GU)

	Regular	Overtime
ADT	\$58.87	\$85.50
Security Link	\$65.00	\$95.00
Checkpoint	\$75.00	\$85.00

KMRT000017414

### **Kitchen Exhaust System Cleaning**

Every open operating store with a grill and fryer needs to have the excess grease cleaned off the exhaust fan and from the exhaust ductwork.

We have a national contract with National Diversified Maintenance to clean the exhaust fans and ducts in the restaurants/cafes once per year. They label each hood system with the date of cleaning and they are responsible to schedule the next cleaning by the annual anniversary of the cleaning.

Their phone number is ~~517-723-2496~~. 877-733-7391

### **Waste hauling**

#### **Municipal**

Some stores receive waste hauling service directly from the city. The cost of this may be charged as part of a tax from the city, it may be invoiced to the store, or it may be invoiced along with the water and sewer billing directly to Accounts Payable in KRC. Any waste hauling issues for those stores must be taken up with the city.

#### **Private Hauler**

Most stores receive waste hauling by a subcontractor of Weyerhaeuser, for which the billing goes from Weyerhaeuser to Accounts Payable in KRC. Some stores are on a scheduled pickup, while others call for each pickup. Requests for pickup, delivery of special open tops, or problems with pickup must be pursued with Weyerhaeuser's Waste Integration Service Center (WISC) at 800-864-1044. As of November 1, 2002, Weyerhaeuser is changing from WISC to Oakleaf Waste Management, whose phone number is 888-625-5323. Stores must call that number from November 1 and after. Do not call the local hauler for service, as the local hauler will either decline to take the call, or will perform the service but not get paid by Weyerhaeuser, which will cause the store problems later. Our contract with Weyerhaeuser requires waste pickup within 24 hours of phoned in request. WISC and Oakleaf do not handle repairs to compactors or balers, though. Repairs must be arranged locally.

### **Cardboard recycling**

We have a national contract with Weyerhaeuser to pick up all of our cardboard for recycling. We receive payment monthly from Weyerhaeuser directly to KRC Accounts Receivable. The payments show up in the Waste Paper and Grease Sales account. The market for cardboard varies each month, so payments change each month, and are different for each of nine market regions of the country. Some stores are on scheduled pickups, while others must call to request each pickup. Weyerhaeuser is committed to respond to pickup requests within 48 hours. Stores must have at least 10 bales to request a pickup.

## **Lighting Maintenance**

### General

Most of our salesroom lighting is by fluorescent fixtures that contain a lighting ballast which usually serves two to four lamps in the fixture. If a fixture is unlit, the problem could be either one of the lamps burned out, or the ballast has failed. The ballast in our sales area lighting has a five year warranty from date of manufacture. If a store is less than four years old, all the ballast should be under warranty for both material and labor to replace it. Lamps have no individual warranty, but General Electric warrants that no more than 10% will fail between group relampings. If you are having major lamp failures, consult your Divisional Facilities Director for assistance.

### Group Relamping

Because fluorescent lamps have a rather predictable life, we group relamp stores having mostly eight foot lamps every two years, and group relamp stores having mostly four foot lamps every three years. The relamping contractor will contact you about 30 days prior to the relamping to schedule an exact date. The relamping is done at night, and requires two to three nights to complete. If there is a shortage of lamps, the contractor will order the additional lamps needed, and if the shortage is more than 100 lamps, the contractor will return to install them when the lamps arrive. The relamping contractor will also replace any ballast that is burned out.

#### Contacts:

National Maintenance, 800/735-6444, Central, Great Lakes,  
Western & Northeast

United States Lighting Service, 800/321-3556, Southeast

### Lighting service between group relampings

We have semi-national contracts to service stores quarterly for burned out ballasts and lamps. However, stores can replace lamps in fixtures that are not lit. Lamps must be ordered from General Electric at 800-284-5033, or through the Electronic List Book (ELB). The lighting service contractors can furnish ballasts off of their truck, but are not permitted to provide lamps. For lamps to be replaced, the store must have them in stock.

Contacts:

Superior Light and Sign Company KS, OK, TX, MO, AR, LA,  
MN  
800/994-5267

National Maintenance, 800/735-6444 WA, OR, CA, NV, UT, CA,  
AZ, NM, WY, MT, ID, ND, SD, NE, IA, WI, IN, KY, WV, IL, IN, MI,  
OH, AK

Eastern States Lighting, 800/225-6604 ME, VT, NH, MA, CT, RI,  
NY, DE, MD, PA, NC, SC, GA, AL, MS, TN, FL

Gina Reiley, KRC Support, 248/463-5197 KRC Support 248-  
463-5197

Lamp recycling

We use GE ECO lamps in most states. These lamps can be placed in ordinary landfills in those states, due to their very low mercury content. The states which do not permit ECO lamps to be placed in ordinary landfills are: CA, MN, VT, ME, MA, NH, CT, FL, AND RI. We recycle lamps in those states through Superior Special Services Company. Our group relamping contractors call Superior after each relamping to tell them lamps are ready for pickup. The phone number for Superior is 800-478-6055.



### **Shopping carts**

Each store should have at least 200 working shopping carts on hand .  
We have semi-national contracts for annual service to the shopping carts.  
The pricing of our current contracts are a flat fee for each cart in use,  
which includes all necessary parts, labor, welding, frame straightening,  
and power washing. The fee per cart is \$3.45 for Americana, and slightly  
less for Jim'n E.

	Contacts:	
Americana, Inc. Indiana	800/833-7555 x202	All Stores Except Illinois &
Jim'n E Enterprises Gina Reiley	630/830-7272 248/463-5197	Illinois and Indiana Only KRC Support

### **Fuel System Service**

We have a contract with Oscar W. Larson Co. to perform semi-annual inspections and fuel filter changing at each of the Kmart Express gas stations for \$720 per instance. They service the pumps, tanks, leak detection system, credit card system, etc. They can also perform emergency and other repairs to this equipment on a T&M basis at \$55.00 per hour regular time, \$82.50 overtime, and \$110.00 Sundays and holidays. They can also perform electrical work at rates about 10% higher than the foregoing.

	Contact:
Rick Perry	248-620-0070

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# NATIONAL PROGRAMS

We maintain several National Service Programs, for the purpose of reducing costs by volume purchasing, ease of maintaining a standard of service by having one or few contractors for whom our business is important, and being able to service outlying stores with the same expertise that is available in metropolitan areas. See additional information under the headings of these items.

The contracts we presently have are:

## Security Alarm Systems

- Overview
- Alarm Monitoring
- Service and Repair

## Lighting Maintenance

- Overview
- Group Relamping
- Quarterly Service
- Lamp Recycling

## Kitchen Exhaust System Duct Cleaning

## Waste Hauling Management

- Municipal
- Private Hauler

## Cardboard Recycling

## Shopping Cart Service

Further in this presentation we will discuss optional National or Regional Contracts.

Dave Blosser  
Paul Losin

Senior Manager National Programs  
Director National Programs

248-614-0763  
248-463-3166

KMRT000017421

## SECURITY ALARM SYSTEMS

### Overview

As part of our Pre-petition Settlement we "Modified and Assumed" ADT Security Services, Inc. National Contracts for Security Systems:

- Monitoring of Fire and Security
- Full Service Alarm Service & Repair

Fire Alarms are excluded from the Service & Repair Contract (ADT can provide service for these units but not under the current Contract).

Both Contracts are with ADT Security Services and will in the next few months cover all Kmart stores not currently under ADT Security Services, Inc.

### Monitoring fees (increased slightly this year):

Regular or Super K stores with Opening/Closing signals \$24.00 per month

Regular or Super K stores w/o Opening/Closing signals \$21.00 per month

### Service & Repair Contract

Full service, wherein we pay a flat fee for service \$1200.00 per year

Both Monitoring & Full Service are invoiced and paid directly by KRC, Monthly 30 day in advance.

ADT Service Requests		800-428-7124
ADT National Accounts Representative:	Linda Stakel	440-717-5651
ADT Service Representative at KRC	Chad Shultz	248-463-3165
KRC Support	Brenda Meyer	248-463-1325

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## LIGHTING MAINTENANCE

### Overview

Most of our salesroom lighting is by fluorescent fixtures that contain lighting ballasts which usually serves two to four lamps in the fixture. If a fixture is unlit, the problem could be either one of the lamps burned out, or the ballast has failed. The ballast in our sales area lighting has a five (5) year warranty from date of manufacture. Lamps have no individual warranty, but General Electric warrants that no more than 10% will fail between group relampings. If you are having major lamp failures, consult your Divisional Facilities Director for assistance.

### Group Relamping

Because fluorescent lamps have a rather predictable life we "Group Relamp" store with:

- Eight (8) foot lamps every two years
- Four (4) foot lamps every three years.

The relamping contractor will notify the store, by mail, about 30 days prior to the Relamping; and by phone to schedule an exact date with the store forty-eight (48) hours in advance. The relamping is done at night, and requires two to three nights to complete. The relamping contractor will also replace any ballast that is burned out.

### Relamping Contractors:

National Maintenance - Central, Great Lakes & West -	800-735-6444
United States Lighting Service -- East -	800-321-3556
KRC Support	Gina Reiley 248-463-5197

### Lighting service between group relampings - "Quarterly Lamp & Ballast Program"

We have three (3) National Contractors to service stores quarterly for burned out ballasts and lamps. However, stores can replace lamps in fixtures that are not lit. Lamps should be ordered through the Electronic List Book (ELB). The lighting service contractors can furnish lamps and ballasts off of their truck. However it is economically preferred that the stores have sufficient lamps in-stock (the Contractor's are often limited in the supplies they can carry).

### Quarterly Lamp & Ballast Contractors

Superior Light and Sign Company -	800-994-5267
KS, OK, TX, MO, AR, LA & MN	

National Maintenance -	800-735-6444
WA, OR, CA, NV, UT, CA, AZ, NM,	
WY, MT, ID, ND, SD, NE, IA, WI, IN,	
KY, WV, IL, IN, MI & OH	

Allied Building Service -	800-836-0779
ME, VT, NH, MA, CT, RI, NY, DE,	
MD, PA, NC, SC, GA, AL, MS, TN, FL	

KRC Support	Gina Reiley 248-463-5197
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### Lamp Recycling

We currently use GE ECO lamps in most states. These lamps can be placed in ordinary landfills in those states, due to their very low mercury content. The states which do not permit ECO lamps to be placed in ordinary landfills are: CA, MN, VT, ME, MA, NH, CT, FL, AND RI.

We will be entering a new National Contract in the near future to continue this service. We will also be considering rolling the lamp recycling into the Lamp Installation Contractors Contract in the future.

### Lamp Recycling Contractor

Contractor	To be Determined
KRC Support	Gina Reiley 248-463-5197 KMRT000017423

## KITCHEN EXHAUST SYSTEM CLEANING

### Overview

As a Fire Prevention measure every open operating store with a grill and fryer needs to have the excess grease cleaned off the exhaust fan and from the exhaust ductwork.

We are currently negotiating a new National Contract to clean the exhaust fans and ducts in the restaurants/cafes once (1) per year (every six (6) months for the Fryer Ducts).

### Grease Duct Cleaning Contractor

Contractor

To be Determined

KRC Support

Brenda Meyer 248-463-1325

## WASTE HAULING MANAGEMENT

### Municipal

Some stores receive waste hauling service directly from the city. The cost of this may be charged as part of a tax from the city, it may be invoiced to the store, or it may be invoiced along with the water and sewer billing directly to Accounts Payable in KRC. Any waste hauling issues for those stores must be taken up with the city.

### Private Hauler

Most stores receive waste hauling by a subcontractor of Weyerhaeuser/Oakleaf, for which the billing goes from Oakleaf directly to KRC. Some stores are on a scheduled pickup, while others call for each pickup. Our contract with Weyerhaeuser requires waste pickup within 24 hours of phoned in request. Requests for pickup, delivery of special open tops, or problems with pickup must be pursued through Oakleaf Waste Management

### Waste Hauling

Weyerhaeuser/Oakleaf Waste Management -

888-625-5323

KRC Support

Brenda Meyer 248-463-1325

## CARDBOARD RECYCLING

### Overview

We have a national contract with Weyerhaeuser/Oakleaf to pick up all of our cardboard for recycling. We receive payment of monthly Credits from Weyerhaeuser directly to KRC Accounts Receivable. The Credits payments show up in the Waste Paper and Grease Sales account. The market for cardboard varies each month, so Credits change each month, and are different for each of nine market regions of the country. Some stores are on scheduled pickups, while others must call Weyerhaeuser/Oakleaf to request each pickup. Weyerhaeuser/Oakleaf is committed to respond to pickup requests within 48 hours. Stores must have at least 10 bales to request a pickup.

### Cardboard Recycling Contractor

Weyerhaeuser/Oakleaf Waste Management -

888-625-5323

KRC Support

Brenda Meyer 248-463-1325

## SHOPPING CART SERVICE

### Overview

In an effort to eliminate potential liability we have a National Contracts with Americana Shopping Carts, Inc. and Jim 'n E Enterprises, Inc. for annual service to the shopping carts. As carts are used by customers and accidents happen, there is an advantage in lawsuits of being able to show that we have regular maintenance. The pricing of our current contracts are a flat fee for each cart in use, which includes all necessary parts, labor, welding, frame straightening, and power washing. .

### Americana Shopping Carts, Inc. Fees

- Full Service Maintenance (parts, labor, welding, touch up painting, frame straightening and de-stringing, etc.) - \$2.45 per Cart
- Power Washing - \$0.45 per Cart
- Seat Belt Replacement - \$0.75 per additional Seat Belt

### Jim 'n E Enterprises, Inc.

- Full Service Maintenance (parts, labor, welding, touch up painting, frame straightening and de-stringing, etc.) - \$1.95 per Cart
- Power Washing - \$0.80 per Cart
- Seat Belt Replacement - \$1.50 per additional Seat Belt

### Shopping Cart Service Contractors:

Americana Shopping Carts, Inc. - All Stores except Illinois & Indiana - 800-833-7555 x202  
Jim'N E Enterprises, Inc. - Illinois and Indiana Only - 630-830-7272  
KRC Support - Brenda Meyer 248-463-1325

## **DISCONTINUED CONTRACTS**

### **To be Considered**

#### **Sprinkler inspection**

In an effort to eliminate potential liability we may wish to consider a National Contract for Automatic Sprinkler Inspections. This was done as a National Contract for two (2) inspections per year until 1998, when it was turned over to the stores to handle. The cost when it was a National Contract was about \$180.00 per inspection for the sprinkler system only. We believe we should put in place an annual inspection, including portable Fire Extinguishers and Exhaust Hood (Ansul) systems, with pricing for additional on-call inspections when requested by store.

#### **Transformer Inspection and Oil Testing**

This was done annually as a national contract until 1995 or 1996. We do not believe there have been any inspections since then. The cost was about \$700.00 per store. The inspection also included tightening of the lugs especially where aluminum wiring was utilized. We suggest an inspection every three (3) years would be sufficient.

#### **Air filters**

Air Filters were most recently handled as a National Contract for supply only. The major HVAC Contractors would contact the supplier to release orders to the store. Installation would be handled by the HVAC Contractor. We are presently considering a National Contract for supply and installation of the Air Filters.

## **OTHER POSSIBLE CONTRACTS**

### **To be Considered**

#### **Automatic Door Inspection and Service**

This is another area where there are potential liabilities exist we may wish to consider a service contract for Automatic Door inspection and repair. Since customer injuries sometimes happen when going through a doorway, it can be an advantage to be able to show that we have regular maintenance on the doors. Since all customers go through the doors, having them in good working order is a customer service as well as a customer safety issue.

#### **Sign service**

Due to the fact that our signs are made exclusively for us, having a formal agreement with someone to service them is helpful from the standpoint of familiarity with their construction, and familiarity with where to get parts, as well as establishing pricing.

We seem to have problems with store people not keeping signs cleaned and lit. A contract would add the encouragement of the contractor to contact the store when they notice a problem. Even now we get occasional calls from local sign contractors about signs they have noticed that need service.

Several years ago we had local contracts (on a store by store basis) for Exterior Sign Service. We may want to consider having the Facility/Construction Managers establish local contracts that may be the most efficient way to go. We could go to a National Contracts but we feel we could obtain better pricing and service on a local level.



**Backflow Preventer Service**

We do not recall ever having a contract for backflow preventer testing and service. However we do receive calls from stores soliciting our assistance when local Fire Marshals or Health Department Inspectors challenge when the backflow preventer was last serviced. In some cases we had to replace these units had a very high cost due to lack of maintenance. We may want to consider having the Facility/Construction Managers establish local contracts that may be the most efficient way to go. We could go to a National Contract but we feel we could obtain better pricing and service on a local level. Secondly most municipalities normally advise when they want the preventer tested.

**Lift Pump/Sewage Ejector Maintenance**

Several years ago we had local contracts (on a store by store basis) for Lift Pump/Sewage Ejector Maintenance. We may want to consider having the Facility/Construction Managers establish local contracts as this may be the most efficient way to go. We could be a National Contract but we feel we could obtain better pricing and service on a local level.