

## MEMORANDUM

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ServiceMaster Ltd

**Date:** 15<sup>th</sup> February 2011  
**To:** SM Clean SAS, Residential & Commercial Franchise Owners  
**From:** Stewart Booth Franchise Operations Director  
**cc.** Steve Emmerson  
**SUBJECT:** Clarification of Services

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Dear all

From recent enquiries there appears to be some confusion when clarifying work for fee paying purposes, particularly between Disaster Restoration and Commercial.

The services that the different networks are allowed to perform is clearly stated in the first schedule of the Franchise Agreement for the specific service line:

- a) **Commercial Services** – The business of the provision of ServiceMaster Commercial Cleaning Services comprises carpet, rug, drapery, furniture, floor cleaning and maintenance services, odour removal services, carpet, rug and drapery repairs, soil and static proofing services and project cleaning services for:

***commercial customers (which for the avoidance of doubt excludes the provision of any goods or services to or on behalf of insurers, loss adjusters, insurance brokers or anyone for the provision of restoration or cleaning work arisen from fire, smoke, water egress or ingress, leaks, burst pipes, floods or other related reasons. Or services of any kind at a residential property).***

- b) **Residential Services** - The business of the provision of ServiceMaster Residential Cleaning Services comprises carpet, rug, drapery, furniture and floor cleaning services, odour removal services, carpet, rug and drapery repairs, soil and static proofing services and the periodic carpet cleaning services known as the Spotlight Programme for:

***residential and commercial customers (which for the avoidance of doubt excludes the provision of any goods or services to or on behalf of insurers, loss adjusters, insurance brokers or anyone for the provision of restoration or cleaning work arisen from fire, smoke, water egress or ingress, leaks, burst pipes, floods or other related reasons).***

- c) **ServiceMaster Accredited Services** - The business of the provision of ServiceMaster Accredited Services comprises repair, restoration and report writing services arising from fire, smoke, water egress or ingress, leaks, burst pipes, floods or other related reasons, and odour removal services (Disaster Restoration Services) for:

***business and non business customers, insurers, loss adjusters, individual and companies.***

If you have any further queries please consult your Regional Business Development Manager.