

Welcome!

WE'RE **READY**™ TO
WORK WITH YOU.

Dear Benchmark Resort & Hotels

We're honored you've selected Cintas to help you get **Ready for the Workday**® — and we look forward to helping you streamline your day and stay focused on your property.

You'll enjoy saving time with these products and services included in your program:

- **Apparel Rental.** With professional laundering and weekly delivery, your team members will feel at their best wearing apparel they can count on. Plus, you'll have assurance knowing that your team won't be taking garments home to launder, which can lead to contamination as they travel to and from work.
- **Facility Services.** We'll help keep your entire property **ready** — by restocking your restroom supplies and cleaning chemicals, delivering fresh mats, mops and towels every week, and deep cleaning your restrooms.
- **First Aid and Safety.** Be more prepared to respond to injury or illness with our scheduled onsite service — including professional stocking of your first aid cabinets, safety training, emergency eyewash service, AED servicing and more.
- **Fire Protection.** Have confidence with leading fire protection services that help you stay prepared. Trained technicians, detailed documentation and a consistent service process help keep your people and property protected.

We're happy to provide more detail on all the solutions we offer. To meet with your local Cintas representative, contact us at **800.795.7368** or at **NationalServiceTeam@cintas.com**.

Sincerely,
Cintas National Service Team

Welcome!

TO YOUR
CINTAS PROGRAM

CINTAS[®]

Ready™ TO PROVIDE SUPPORT

We're always here if you have questions or requests. Please follow these communication steps:

SERVICE SALES REPRESENTATIVE



STEP 1

Your Service Sales Representative (SSR or Driver) who comes to your location every week is a great place to start with a question or request.

CUSTOMER SERVICE REPRESENTATIVE



STEP 2

Need additional support? On your invoice, you'll find contact information for your Customer Service Representative at your local Cintas. Contact them, and they'll work to address your request quickly.

NATIONAL SERVICE TEAM



STEP 3

Contact our National Service Team at **800.795.7368** or at **NationalServiceTeam@cintas.com**. Serving our National Accounts exclusively, this team is dedicated to helping you.

GETTING THE MOST OUT OF YOUR *apparel program*

Having your team members turn in their apparel every week is crucial, because it allows us to professionally launder, inspect, repair and proactively upgrade apparel as needed — and helps keep their apparel well-maintained.

PROGRAM START

At the beginning of your program, each of your team members will be issued 11 pants and 11 shirts, including any combination of short and long-sleeve. For best results, your team members should turn in their ready-to-be-laundered apparel the night before your scheduled Cintas pick-up day.



WEEKLY SERVICE

Your team members will simply turn in their ready-to-be-laundered apparel every week — so your Cintas Services Sales Representative (SSR) can scan them, pick them up and return their cleaned apparel from the previous week.



WHAT TO AVOID

Important reminder for your team members: if they turn in more than 5 sets of ready-to-be-laundered apparel in one week, they may not have enough clean apparel to wear the following week.



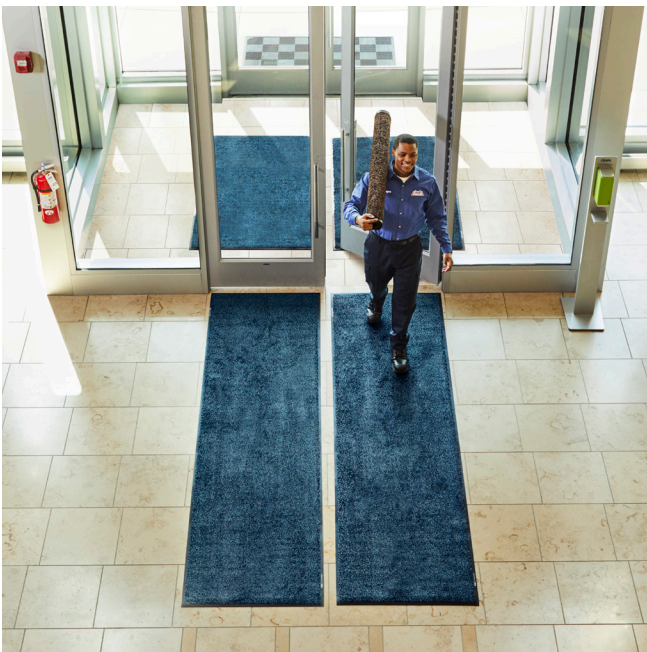
The scenarios above are based on an inventory of 11 uniforms per team member, but you can adjust this according to how many uniforms your team members receive — which depends on their number of workdays each week.

Facility Services

HOW THE SERVICE WORKS

A sparkling clean property always makes a great impression — and your Cintas Service Sales Representative (SSR) is here to help you achieve that through scheduled service visits.

Depending on your needs, your service can be weekly, every other week or monthly. And your program is flexible too, allowing you to make adjustments by simply notifying your SSR or local Cintas location.



HERE'S A LOOK AT A TYPICAL SERVICE VISIT:

1. Cintas Representative arrives at your property and checks in with you.



2. Ready-to-be-laundered items are removed.



3. Clean items are delivered and replaced.



4. Inventory Management

- Soap and paper products are restocked as needed.
- Dispensers are checked to make sure they're functioning properly.



5. SSR checks in with management to ensure satisfaction.



6. Items are brought back to our facility to be professionally laundered and inspected.



First Aid & Safety Cabinets

HOW THE SERVICE WORKS

Take steps to make bandages, over-the-counter medication and other first aid supplies readily available to your team — so they can treat their minor injuries and stay productive. By relying on our van-delivered service, you'll have peace of mind that your selected supplies will be in stock.



HERE'S A LOOK AT A TYPICAL SERVICE VISIT:

1. Cintas Representative arrives at your property and checks in with you.



2. Unique barcode on each cabinet is scanned.



3. Cintas Representative takes inventory of your first aid products.



4. Used and expired products are replenished.



5. Cabinet is organized and cleaned, and inspection sticker is signed.



6. Cintas Representative checks in with management to ensure satisfaction.



WaterBreak®

HOW THE SERVICE WORKS

Keep team members and guests hydrated with WaterBreak®, an all-in-one service providing consistent, affordable and better-tasting filtered drinking water — without the expense and waste of bottles or heavy plastic jugs.



HERE'S A LOOK AT A TYPICAL SERVICE VISIT:

1. Cintas Representative arrives at your property and checks in with you.



2. Functional check is performed and internal drain bottle is emptied.



3. Cooler is cleaned, cups are restocked and filter is changed as needed (at least annually).



4. Cintas Representative checks in with management to ensure satisfaction.



Emergency Eyewash Service

HOW THE SERVICE WORKS

Leave your routine eyewash servicing to professionals, and help make sure your stations are clean and **ready™** for an emergency. Your quarterly service includes draining, cleaning, disinfecting and refilling with an antimicrobial additive and fresh water.



**This process is for gravity fed eyewash units. Service will be different for plumbed units.*

HERE'S A LOOK AT A TYPICAL SERVICE VISIT:

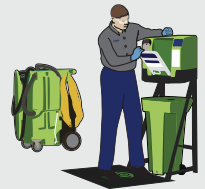
1. Cintas Representative arrives at your property and checks in with you.



2. Unique barcode on your eyewash station is scanned.



3. Each station is vacuum drained, rinsed and filled with clean water and an antibacterial additive concentrate.



4. Station exteriors are wiped down and cleaned.



5. A functional check and inspection are completed, and a tamper-evident tag is applied.



6. Cintas Representative checks in with management to ensure satisfaction.



Safety Supplies and Personal Protective Equipment

HOW THE SERVICE WORKS

Help prevent workplace injuries with convenient on-site service keeping your selected safety supplies and personal protective equipment (PPE) in stock.

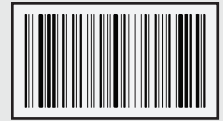


HERE'S A LOOK AT A TYPICAL SERVICE VISIT:

1. Cintas Representative arrives at your property and checks in with you.



2. Unique barcode is scanned to retrieve your custom-selected fill list.



3. Representative organizes and inventories your PPE and safety products.



4. Supplies and equipment are re-stocked back to pre-determined inventory levels.



5. Cintas Representative checks in with management to ensure satisfaction.



Automated External Defibrillator (AED)

HOW THE SERVICE WORKS

Be prepared for sudden cardiac arrest (SCA), the number one killer in the workplace, with an AED from Cintas. Your service agreement includes professional installation, training and ongoing support — as well as on-site monthly service.



HERE'S A LOOK AT A TYPICAL SERVICE VISIT:

1. Cintas Representative arrives at your property and checks in with you.



2. Unique barcode on your AED is scanned, to maintain an electronic service record.



3. Visual inspection is performed, and pads and batteries are checked for expiration dates.



4. If pads or batteries are expired or in need of replacement, they're replaced on the spot.



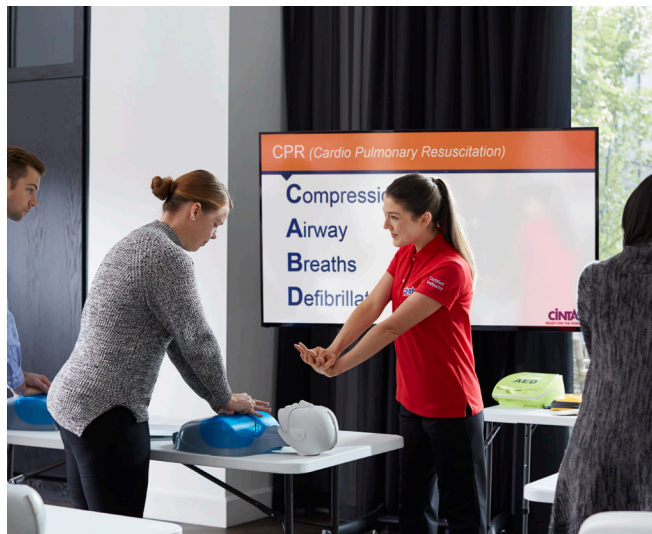
5. Cintas Representative follows up with you to review the service provided.



Safety Training

HOW THE SERVICE WORKS

Empower your team members and keep them up-to-date with our training and compliance courses. Flexible options include on-site classroom instruction, online training, digital videos and an online safety management tool.

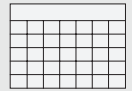


HERE'S HOW OUR ON-SITE CLASSROOM INSTRUCTION WORKS:

1. Contact your Cintas Account Manager to request an on-site first aid or safety training course.



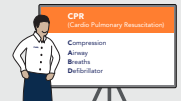
2. A Cintas training specialist contacts you to schedule the class.



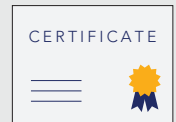
3. Instructor reaches out a few days before the scheduled training to verify date, time and class details.



4. Your requested class is taught.



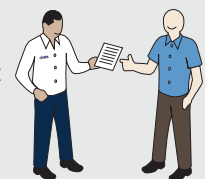
5. Certification cards are handed out immediately upon class completion.



6. Roster is provided to you.



7. You receive a consolidated invoice and monthly roster report — which can be uploaded into your HR reporting system.



Fire Protection

HOW THE SERVICE WORKS

By performing routine inspection and maintenance of your fire protection equipment,* Cintas Fire Protection is here to help you keep your property prepared and your equipment **ready™**.



HERE'S A LOOK AT A TYPICAL SERVICE VISIT:

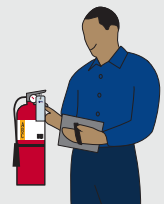
1. Your Fire Protection Service Technician arrives on site and reviews services to be performed.



2. All agreed-upon systems and devices are inspected — making sure that applicable requirements are met.



3. Documentation and inspection reports provide proof of service, confirming that no contracted services were missed.



4. Your service technician notes any identified deficiencies for review and repair proposal.



5. Your technician provides a detailed inspection report and any noted deficiencies for your records after service is complete.



HELPFUL REMINDERS

- **During the implementation of your Fire Protection service**, you'll receive additional communication, as well as information on your main point of contact.
- **Before your first service appointment**, check to see if your fire equipment is accessible and unobstructed — to help make sure equipment doesn't get missed.

* Services offered may vary depending on service location. Services provided are limited to those explicitly contracted for by customer.



A NEW WAY TO MANAGE YOUR CINTAS ACCOUNT

Providing support for your program is our priority, and we're here to help whenever you need us. You can be assured that your Service Sales Representative (SSR) is dedicated to providing you with world-class service on their regular visits. However, we also know that urgent needs might arise before your next service visit, and you can count on **myCintas** to assist you.

myCINTAS ALLOWS YOU TO ACCESS YOUR ACCOUNT ANYTIME, FROM ANYWHERE — INCLUDING ON A TABLET OR MOBILE DEVICE.

View and pay invoices and statements

Manage your apparel and facility service programs

Manage your Cintas accounts

View your **TruCount™** Service Summary reports

Send us a message

Learn more about the products and services Cintas has to offer

Easily access quick links, taking you to the pages you use most

Pay now



VISIT [CINTAS.COM/MYACCOUNT](https://www.cintas.com/myaccount) TO GET STARTED

If you have any questions, simply click on the **Send Us a Message** icon to connect with your local Cintas team.

