

CHECK EVERY THREE MONTHS

MARCH

(Check list to be completed and signed by 28th March)

- Faucets** - Check for leaking faucets. Replace washers if necessary.
- Bathtub drain assembly** – Clean out debris; inspect rubber seal; replace if necessary.
- Shower drain assembly** – Clean out debris and scrub strainer.
- Range hood fan** – Clean grease filter.
- Dishwasher** - Run the unit with a quart of white vinegar added to the tank. This removes any deposits left behind in the tub and helps keep the drain clear.
- Hinges and locks** – Lubricate as needed.
- Awnings** – Lower and clean. Check motor.

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CHECK EVERY SIX MONTHS

APRIL

(Check list to be completed and signed by 28th April)

- Toilets** – Check for leaks in flushing mechanism; repair if necessary.
- Interior caulking** – Inspect caulking around bathtubs, showers and sinks; replace if deteriorating.
- Washing machines** – Clean water inlet filters; check hoses for leaks and replace if necessary.
- Clothes dryers** – Vacuum lint from ducts and surrounding areas.
- Refrigerator** – Wash and check door gasket; clean condenser coils with a gentle brush.
- Range hood fan** – Wash fan blades and housing.
- Hot water heating system** – Lubricate circulating pump and motor.
- Wiring** – Check for frayed cords and wires; repair if necessary.
- Foundation** – Check for cracks and moisture, repair if necessary.
- Roof** – Inspect roof surface; repair if necessary.
- Gutters and downspout** – Clean out, inspect and repair weaknesses; check for proper drainage and adjust if necessary.
- Exterior caulking** – Inspect caulking and replace if deteriorating.
- Window sills, door sills and thresholds** - Fill cracks, caulk edges and repaint; replace if necessary
- Drain-waste and vent system** – Flush out system.
- Irrigation system** – Check, drain and repair if necessary.
- Fences** – Inspect and repair if necessary.
- Garage doors** – Clean and lubricate hinges, rollers and tracks; tighten screws.

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JUNE

(Check list to be completed and signed by 28th June)

- Faucets** - Check for leaking faucets. Replace washers if necessary.
- Bathtub drain assembly** - Clean out debris; inspect rubber seal; replace if necessary.
- Shower drain assembly** - Clean out debris and scrub strainer.
- Range hood fan** - Clean grease filter.
- Dishwasher** - Run the unit with a quart of white vinegar added to the tank. This removes any deposits left behind in the tub and helps keep the drain clear.
- Hinges and locks** - Lubricate as needed.
- Awnings** - Lower and clean. Check motor.

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SEPTEMBER

(Check list to be completed and signed by 28th September)

- Faucets** - Check for leaking faucets. Replace washers if necessary.
- Bathtub drain assembly** – Clean out debris; inspect rubber seal; replace if necessary.
- Shower drain assembly** – Clean out debris and scrub strainer.
- Range hood fan** – Clean grease filter.
- Dishwasher** - Run the unit with a quart of white vinegar added to the tank. This removes any deposits left behind in the tub and helps keep the drain clear.
- Hinges and locks** – Lubricate as needed.
- Awnings** – Lower and clean. Check motor.

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OCTOBER

(Check list to be completed and signed by 28th October)

- Toilets** – Check for leaks in flushing mechanism; repair if necessary.
- Interior caulking** – Inspect caulking around bathtubs, showers and sinks; replace if deteriorating.
- Washing machines** – Clean water inlet filters; check hoses for leaks and replace if necessary.
- Clothes dryers** – Vacuum lint from ducts and surrounding areas.
- Refrigerator** – Wash and check door gasket; clean condenser coils with a gentle brush.
- Range hood fan** – Wash fan blades and housing.
- Hot water heating system** – Lubricate circulating pump and motor.
- Wiring** – Check for frayed cords and wires; repair if necessary.
- Foundation** – Check for cracks and moisture, repair if necessary.
- Roof** – Inspect roof surface; repair if necessary.
- Gutters and downspout** – Clean out, inspect and repair weaknesses; check for proper drainage and adjust if necessary.
- Exterior caulking** – Inspect caulking and replace if deteriorating.
- Window sills, door sills and thresholds** - Fill cracks, caulk edges and repaint; replace if necessary
- Drain-waste and vent system** – Flush out system.
- Irrigation system** – Check, drain and repair if necessary.
- Fences** – Inspect and repair if necessary.
- Garage doors** – Clean and lubricate hinges, rollers and tracks; tighten screws.

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DECEMBER

(Check list to be completed and signed by 28th December)

- Faucets** - Check for leaking faucets. Replace washers if necessary.
- Bathtub drain assembly** – Clean out debris; inspect rubber seal; replace if necessary.
- Shower drain assembly** – Clean out debris and scrub strainer.
- Range hood fan** – Clean grease filter.
- Dishwasher** - Run the unit with a quart of white vinegar added to the tank. This removes any deposits left behind in the tub and helps keep the drain clear.
- Hinges and locks** – Lubricate as needed.
- Awnings** – Lower and clean. Check motor.

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OFFICE SUPPLIES

The following supplies should be in inventory at all times:

- Copy / printer paper.
- Toner and ink cartridges for printers and fax machine – a minimum of 2 per unit.
- Pens and pencils.
- Red and green markers.
- Black markers.
- Rulers.
- Pair of scissors.
- Scotch tape.
- Shipping tape.
- Photographic print paper.
- Personalized notepads, cards, envelopes (Call [REDACTED] to order).
- FedEx and parcel slips.
- Disposable cameras.
- Film for cameras.

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MM02-JANUSZ BANASIAK RECORDS-000057

SDNY_GM_02743127

EFTA_00229774

EFTA01325281

MAIL AND DELIVERIES

When Mr Epstein and Ms Maxwell are in residence:

- Personal cards, notes and invitations are to be placed on the pantry countertop.
- Correspondence for Ms Maxwell is to be placed on her desk.

When Mr Epstein and Ms Maxwell are not in residence:

- Mr Epstein or Ms Maxwell's assistant must be notified if any packages are delivered.
- General mail, including invoices and bank statements, are to be sent via FedEx to Eric Gany in New York, twice a week.
- Include all personal mail in a separate envelope addressed to either Mr Epstein or Ms Maxwell.

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MM02-JANUSZ BANASIAK RECORDS-000058

SDNY_GM_02743128

EFTA_00229775

EFTA01325282

RESETTING THE TELEPHONE

Assure that the telephones are always set to the proper date and time. The household phones may be reset by performing the following:

- Without picking up the receiver, dial 692 on the kitchen phone.
- Follow by dialing 2 digits for the year, 2 digits for the day, 2 digits for the month and finally, dial 4 digits for the military time.
- The phone should display the new date and time as well as make a noise to indicate that it has been reset.
- Pick up the receiver and then hang-up. This will return the phone to its normal mode.

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MM02-JANUSZ BANASIAK RECORDS-000059

SDNY_GM_02743129

EFTA_00229776

EFTA01325283

SERVING BREAKFAST

Mr Epstein's breakfast preferences:

- Glass of water
- Coffee
- 1 Sweet and Low or Equal
- Creamer filled with Half & Half, warmed in the microwave for 25 seconds.
- Mr Epstein will indicate what food he would like to eat.

Ms Maxwell's breakfast preferences:

- Maxwell House coffee served with milk
- Freshly squeezed orange juice
- Glass of water
- 1 Weetabix with sliced banana. Milk and sugar on the side.

When service breakfast to guests:

- Pre-set table or breakfast trays for the number of guests present.
- As guests arrive, inquire whether they would like coffee, tea, or fruit juice.
- Always make sure that coffee is fresh.
- Reconfirm that guests have no allergic reaction to any specific foods.
- Take the breakfast order. Inquire whether they would like to wait for any remaining guests (if applicable), before you begin preparation.
- Always serve from the left, and clear from the right if possible.
- Clean breakfast area as soon as guests have departed.

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STANDBY DUTIES

When necessary, you will be required to be on "standby" duty. During this time, you are to make yourself available for any duties that need to be carried out, or respond to an emergency that may arise.

In order for you to be able to respond promptly, you should not travel more than one hour from your home base. This means that if you are called, the maximum time it will take you to return, is one hour.

To properly perform this duty, you should know the following:

- You could be called upon at any time, day or night.
- Have the necessary contact details for Mr Epstein, Ms Maxwell, the Estate Manager and other relevant staff members.
- Call the Estate Manager and other relevant staff members and advise them of an emergency. This should be done immediately.
- When speaking to the Estate Manager or other relevant staff members, provide accurate and detailed information.
- The security of the house, Mr Epstein, Ms Maxwell and their guests are your first consideration. Always handle a crisis in a calm and professional manner.

EMERGENCY PROCEDURES

In the event of an emergency, you may be required to decide on a course of action to protect Mr Epstein, Ms Maxwell, their guests, other staff members and yourself.

REMEMBER TO STAY CALM AND DO NOT PANIC

FIRE

Call the Fire Department or 911 as soon as possible. Tell them the exact location and nature of the fire.

Ask all guests to leave their rooms.

Never use the elevator. It could stop between floors.

When you exit the building during a fire, close all doors as you exit to confine the fire.

Make sure that everyone leaves with you.

Heat, smoke and gases emitted by burning materials can quickly choke you. If you are caught in heavy smoke, get down on the floor and crawl. Take short breaths, breathing through your nose.

If your clothes catch fire, don't run. Stop where you are, drop to the ground, cover your face with your hands to protect your face and lungs and roll over to smother the flames.

Do not overestimate your ability to put out a fire. Most fires cannot be easily or safely extinguished. Do not attempt to put the fire out once it begins to quickly spread.

HURRICANE SEASON

The season generally runs from June through November with the peak period being in August and September.

During this time, it is necessary to monitor all weather systems on a daily basis, either via the television, internet or radio. Guests must be advised of the situation.

All outdoor furniture and loose items must be stored inside. Potted plants are moved into areas with the least wind or placed indoors.

All shutters are closed.

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MEDICAL EMERGENCY

Call 911 as soon as possible. Give them as much information as you can. Tell them what happened and the current condition of the patient.

If you are unable to get help, drive the patient to the Good Samaritan Hospital, 1309 North Flagler Drive, West Palm Beach. Call the hospital on route and tell them that you are on your way.

EMERGENCY CONTACT INFORMATION

GUEST NAME: _____

ALLERGIES: _____

CONTACT NAME: _____

CONTACT TELEPHONE:

HOME _____

WORK _____

PORTABLE _____

THANK YOU!