

QUALITY ASSURANCE PROGRAM



Our company implements a number of software tools to better serve our clients! For our timekeeping needs, we use ExpressTime Online. This impressive tool allows us to input employee work schedules for each building. We then receive text and email notifications if the cleaner for your facility is late or does not show up for work. Because of these notifications, we can then take action to ensure your facility is cleaned regardless of the employee absence. We immediately send a supervisor to guarantee your facility gets serviced. Our supervisors and management team also use mobile applications through ExpressTime to constantly monitor our employees and verify they are on the job. ExpressTime uses caller ID and GPS tracking to verify employees are where they're supposed to be when clocking in or out. We take pride in our ability to offer you peace of mind!

Two screenshots of the ExpressTime KeyTime Mobile application running on an iPhone. The top screenshot shows the main menu with options for Home, Hours, Schedules, and Logout. The bottom screenshot shows a detailed view of a schedule for an employee named Donna Hopkins, listing scheduled buildings and their details. Both screens show the device's status bar with signal strength, battery level (87% and 86%), and the time (1:51 PM).

The screenshots illustrate the ExpressTime KeyTime Mobile application interface. The left screenshot shows the main menu with options: Home, Hours, Schedules, and Logout. The right screenshot shows a detailed view of a schedule for an employee named Donna Hopkins. The schedule lists "Today's Schedule for Donna Hopkins" and includes a "Scheduled Building List". The list shows three categories: "Building: *DriveTime", "Building: A & B Express Products", and "Building: Unscheduled Service". Each category has specific details such as building numbers, names, and times. At the bottom of the right screenshot, there are fields for Company # (1014), PIN (0090), and Building # (0000), along with a "Clock In" button.

Above: Our employees have access to clock in via ExpressTime KeyTime Mobile. This application allows us to verify their location via GPS coordinates to ensure they are onsite.

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Because our relationship with you is our top priority, we use the ExpressTime Communication Manager to enhance our communication with you. You will receive your own individual online portal that gives you direct access to our management team. Through this portal, you can submit concerns, request, comments, etc. and we immediately get an email alerting us so that we can take action to complete the request. As we work to resolve an issue you can monitor our progress through your client portal as well. The Communication Manager ensures quicker response times and more business wide awareness of all actions taking place. It's our desire to serve you to the best of our ability and using these tools aides us in doing that.

NORMAL CONCERN

Follow-up to an issue has been entered via the ExpressTime Customer Management System.

| | | | |
|-------------------------|---|---------------|----------------|
| Company Information: | 0 - ServiceMaster Cleaning Alternatives | Date: | 4/13/2016 |
| Building Information: | Enbridge | Urgency Level | NORMAL CONCERN |
| | | Status | IN PROGRESS |
| | | Issue Type | Request |
| Assigned To: | Jodie Brickson | Complete By: | TODAY |
| Manager Name: | Anthony Lee | Performed By: | Jodie Brickson |
| Supervisor Name: | Matt Mathis | Entered By: | Jodie Brickson |
| Reported By: | Michael Payne | | |
| Created By: | Michael Payne | | |
| Issue Description: | Large Trash Bags | | |
| Action Needed: | Gloria said that Enbridge was out of large trash bags | | |
| Performed Action Notes: | I called and let Tammie know. She said she will get them ordered. No other issues. - Jodie Brickson | | |
| Email To: | Anthony Lee, Matt Mathis, Michael Payne, Jodie Brickson | | |

Above: CRM email notifications keep everyone up-to-date on what's going on. Each time an action is taken related to the issue, and email notification is sent to all parties involved.

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Our supervisors inspect all buildings using a web-based inspection software called ExpressInspections to ensure the best cleaning possible. This tool allows us to customize our inspection points to match your facility. A member of our team then performs the inspection on their tablet or smartphone. The results of the inspection are immediately emailed to our management staff so that we can take any necessary actions in correcting any issues that may have been discovered. Inspections results also come together in various reports to show a detailed breakdown of the inspection score. Our management ability is greatly improved by using this tool and gives us insight to make staff changes as necessary.

A screenshot of the Express Inspections mobile application. The top navigation bar includes links for HOME, SCHEDULES, REPORTS, and LOGOUT. The main content area displays inspection results for 'First National Bank' located at '55 Study Lane'. The results are categorized into sections: 'Halls - Floors', 'Halls - Baseboards', 'Break Room - Trash', and 'Break Room - Microwave'. Each section has a progress bar with colored dots (red, yellow, green) indicating the status of each item. Below the progress bars, there are comments from the supervisor: 'More attention needs to be given to sweeping out corners and behind doors.' for Halls - Floors, and 'This trash can was not emptied by the cleaner tonight. I did empty it and changed the liner.' for Break Room - Trash.

Details for Inspection of Boardwalk on 2/23/2016

| Rank | Score | Item Description | Inspection Type | Notes |
|------|-------|------------------|-----------------|---|
| 5 | 100 | Lobby/Entrance | Dusting | |
| 3 | 60 | Lobby/Entrance | Floors | Dirt build-up in corners and behind doors |
| 5 | 100 | Lobby/Entrance | Glass | |
| 5 | 100 | Lobby/Entrance | Trash | |
| 3 | 60 | Common Area | Dusting | Tops of bookshelves and file cabinets |
| 3 | 60 | Common Area | Floors | Dirt build-up in corners and behind doors |
| 5 | 100 | Common Area | Trash | |
| 5 | 100 | Offices | Dusting | |
| 5 | 100 | Offices | Floors | |
| 5 | 100 | Offices | Glass | |
| 5 | 100 | Offices | Trash | |
| 5 | 100 | Conference Room | Flat Surfaces | |
| 5 | 100 | Conference Room | Floors | |
| 5 | 100 | Conference Room | Mats | |
| 5 | 100 | Conference Room | Sink | |
| 5 | 100 | Conference Room | Trash | |

Above: Supervisors grade each item on a 5 point scale and add comments to explain a low score.

Inspection results are then converted into a report that is emailed to our management staff for review.