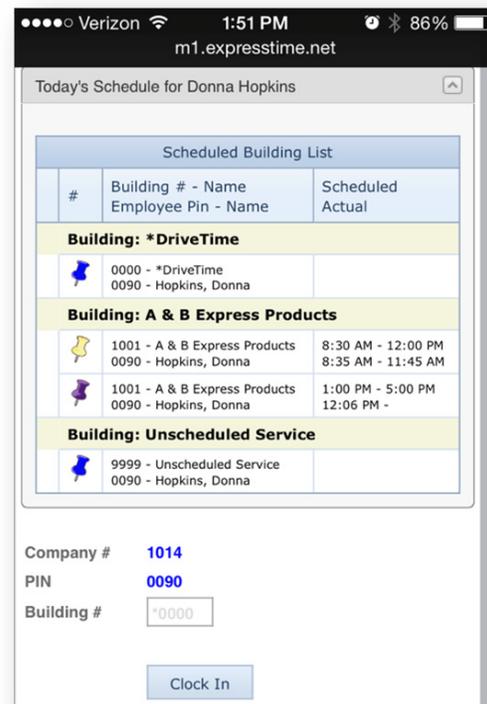
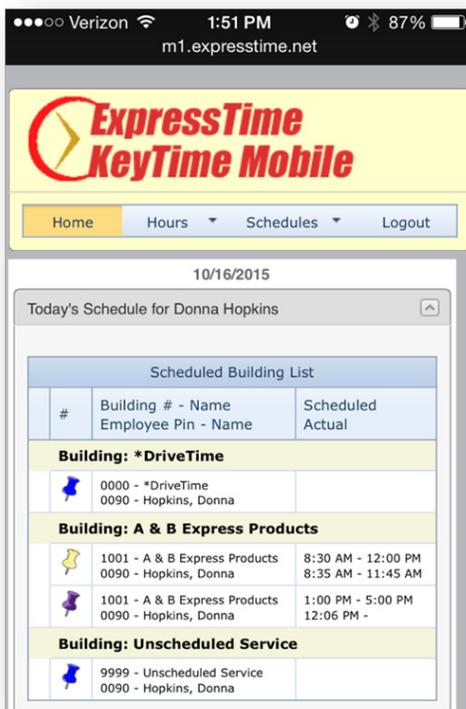


# QUALITY ASSURANCE PROGRAM



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!



**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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# QUALITY ASSURANCE PROGRAM

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

# QUALITY ASSURANCE PROGRAM



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.



**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.*