



QUALITY ASSURANCE PROGRAM



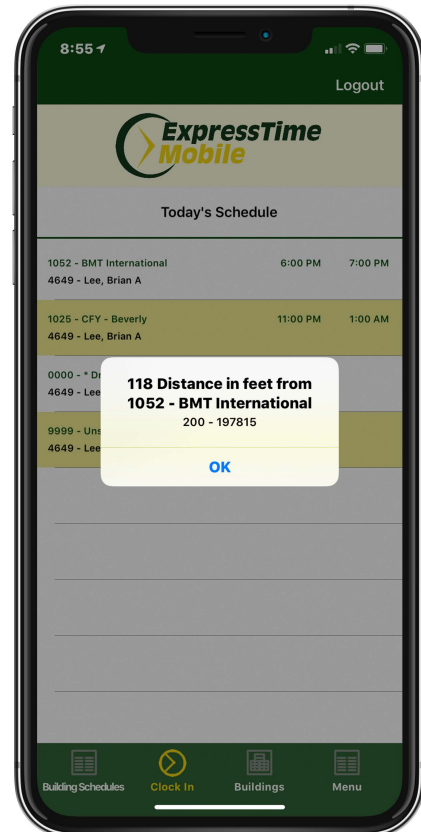
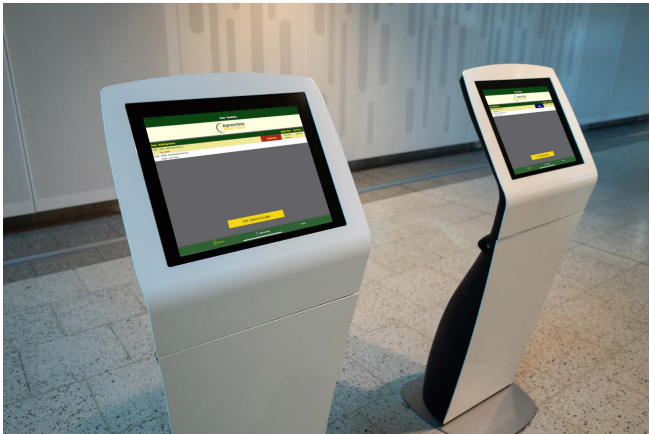
Turning Productivity in to Profitability

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Our company implements a number of software tools to better serve our clients! For our timekeeping needs, we use ExpressTime Online which provides:

- Input employee work schedules for each building
- Receive notifications if employee is late, leaves early or does not show
- Assures cleaning assignments are not missed
- Mobile capability for supervisors to monitor employees and activities
- Caller ID, Kiosk and/or GPS verification to insure employees are on the proper site
- We take pride in offering our clients peace of mind



***Above:** Our employees have access to clock in via ExpressTime Mobile. This mobile 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, the epicenter of client contact, to enhance our communication with you. ExpressTime Communication Manager offers:

- Each client receives a personal online portal giving direct access to our management team
- Customers submit concerns, request, and comments
- Our management team takes immediate action to address the requests
- Clients can monitor the progress as we work to resolve the issue
- The Communication Manager ensures quicker response times and reduced misunderstandings



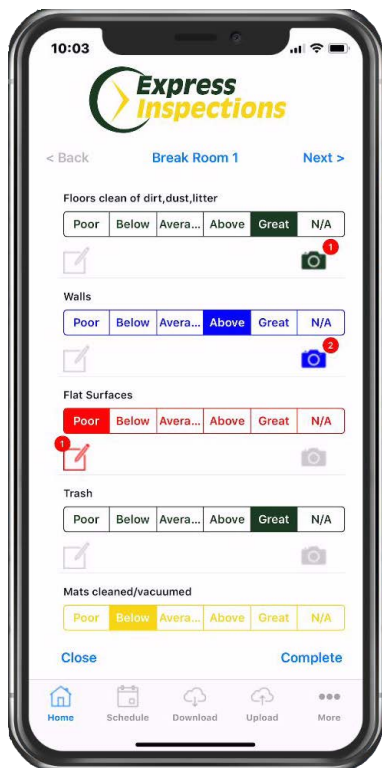
Above: Client Communication allows everyone to be up-to-date on any ticket at anytime. All actions made on a ticket can result in a notification to all parties.

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ExpressInspections, Apple and Android native app, is used to ensure the best cleaning possible. This tool allows:

- Inspectors & Supervisors to perform inspections on each building
- Customizable inspection points
- Multiple grading scales
- Inspections to be performed with or without Internet connection
- Trending reports
- Notes and Photos to be attached to each inspection point



Above: Inspectors grade each item, take photos 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.