

Quality Control / Quality Assurance Plan

Objective

To ensure consistent delivery of quality service that meets or exceeds contractual requirements through programs, and systems that gauge performance to established customer-specific KPIs.

Programs

Prestige Maintenance USA incorporates the following programs to ensure supervision and service workers are properly trained for safe and effective delivery of contracted services:

- Initial Hire Orientation
 - Prestige Maintenance USA Introductory Guide
Our Introductory Guide provides an overview of Prestige to new employees. It references company policies such as punching in and out via the IVR timekeeping system and access to HR through the Integrity Hotline. Documentation of this guide is maintained by Human Resources as a pre-requisite to hire.
 - Safety Booklet for Prestige Maintenance USA Employees
Our Safety Booklet is comprised of safety best practices specific to our industry including the Globally Harmonized System (GHS). The visual, bilingual format drives easy interaction between the supervisor and employee to focus on safety issues that are most common in the workplace. Documentation of this booklet is maintained by Human Resources as a pre-requisite to hire.
 - Customer Scope of Work
The contracted scope of work is provided to employees broken down to frequency of tasks and expected results. Checklists are utilized to document the completion of daily, weekly, monthly, and project-based tasks.
 - Hands-on Training
Employees learn first through observation of supervisory and other tenured employees. Once the employee understands how to safely and effectively perform a task, they work alongside the senior employee who interacts with them to ensure they achieve a sufficient level of competency to allow them to work independently. Initial training focuses on manual tasks and progresses to the use of powered equipment.
- Ongoing Training
 - Supervisory Job Site Inspection Feedback
Frequency of supervisory inspections is based on each customer account. During these inspections, supervisors provide feedback and training to the employees specific to any issues that are encountered. This ensures the interaction between supervision and employees is effectively addressing identified concerns in a proactive and timely manner.
 - Safety Committee
District Managers, Senior Directors of Operations and Account Managers form the Safety Committee. The Safety Committee reviews recent workers compensation claims for trends and determines the Monthly Safety Focus. This Monthly Safety Focus is sent

directly to all employees and included in each account internal call to the focus with our front-line employees throughout the month. Additional resources are available for employees with safety concerns via the Safety Coordinator.

- Quarterly Safety Training
Safety Training is performed on a quarterly basis. The Safety Coordinator reviews topics based on annual training requirements and identified trends in the OSHA 300 log with Human Resources. Human Resources distributes the training direct to all employees. Documentation of completion of training is maintained by Human Resources.
- Equipment, Supplies, and Chemical Inventory Management
 - Selection
The selection of appropriate equipment, supplies, and chemical is driven by multiple factors – contractual requirements, environmental impact, surfaces to be maintained, size of area, length of shift, etc. To be most cost-effective, these factors are considered in the bidding process to ensure sufficient resources.
 - Inventory and Storage
Equipment is tagged and tracked by Sourcing and Assets Management. Supplies and chemicals are inventoried at determined intervals to limit the potential for overages/shortages. The storage of supplies and chemicals is visually inspected by supervision during each visit to ensure height and quantities are appropriate. Chemical containers are also inspected for damage and replaced as needed.
 - Maintenance
Powered equipment inspections are conducted as part of the monthly audit process. Supervisory inspections include ensuring extension cords and safety equipment (PPE) is available and in good condition. Employees contact their supervisor with any equipment concerns. Supervisors submit repair requests that are tracked by Sourcing and Asset Management to completion.

Systems

Prestige Maintenance USA incorporates the following systems to monitor performance to contracted expectations and ensure progress via continuous improvement plan:

- Software Systems
 - Otuvy (formerly CleanTelligent)
Otuvy is the CMMS tool utilized by Prestige for the completion of inspections, work order management, inventory, surveys, and reporting. Otuvy enhances work order processing by automatically routing work orders from customers to our field management team for response. Reporting on data within Otuvy is highly customizable, allowing for immediate retrieval of performance to KPIs.
 - EPAY
Our timekeeping system which supports IVR Fonen and Mobile App punching allows us to provide alerts to our field management team when employees have not punched in per schedule. This system also serves as contractual evidence service has been provided due to the caller ID function identifying employee presence on site.

- Customer-provided/required CMMS platforms
Prestige interfaces with customer systems such as Ariba, FM Pilot, Maximo, and Service Channel. Data flow from these systems to our field partners is managed through Otuvy to allow for immediate notification to Supervisors, Area Managers and District Managers and improved internal tracking.
- Human Resources
 - Field Operations Team
The Field Operations Team works under a multi-layer structure to support the delivery of all contracted services. The Director of Operations has a team of District Managers supported by Area Managers and Supervisors. The Area Managers and Supervisors are responsible for recruiting, hiring, training, and managing appropriate staff at each job site to meet the scope of work. Administrative support is provided for recruiting and onboarding.
 - Customer Excellence
Customer Excellence is organized by account with Account Managers and supporting Specialists. The Customer Excellence team drives the relationship between our customers, field management team, and vendor partners.
 - Senior Leadership
Senior Directors of Operations, company executives, and ownership oversee the process of turning KPIs into actionable and measurable improvement plans. Account Managers provide KPI reporting to the Field Operations team, Senior Leadership and Ownership to track and measure performance objectives.
- Metrics
 - Dashboard Reporting
Metrics are established for each customer account in the following areas. Reporting is provided to ownership and the field operations team on an established schedule and no less than once per month t
 - Inspections (Completion)
 - Custodians are provided a daily checklist to ensure all tasks are completed. Area Managers and Supervisors complete routine inspections during their visits to the job site. District Managers conduct unannounced inspections.
 - Frequencies for Area Manager and Supervisor inspections are determined by account. Frequencies of unannounced inspections are determined by account and may be increased as part of a continuous improvement plan.
 - Reported service Issues / deficiencies (Days to Close and Type)
 - All reported service deficiencies are maintained in Otuvy. All work orders are pushed into Otuvy via email that generates a service issue work order. Customer Excellence updates the tracking within each work order to allow for reporting by type.
 - Visibility to service deficiencies is based upon our company hierarchy from Supervisor to ownership. All management employees with direct or indirect alignment to the job site have visibility to the work order. In addition, alerts automatically transmit to all positions below Director of

Operations when a work order is received or a comment is added to the work order.

- Supervisors, Area Managers and District Managers contact the customer to resolve any service issues. They document the resolution in the work order in Otuvy and place the work order into a Repaired status upon completion.
 - Work Orders for Service (Completion)
 - Customer-specific SLAs are monitored within Otuvy to ensure we meet contracted expectations. Supervisors, Area Managers and District Managers add schedule dates, completion dates, notes, and statuses to these work orders to provide visibility into their progress.

Customer Excellence reviews and contacts the field management team as necessary to support them in their efforts to maintain work orders in a current status.

- Escalation and Continuous Improvement Plan
 - Escalation Plan

Internal escalations are based on maximum days to close. As work orders approach the maximum days to close, the issue is reviewed by the Customer Excellence team. The Specialist will attempt to resolve the work order by contacting the field management team closest to the job site. If unable to receive resolution, the work order is escalated to the Director of Operations. External escalations are received via email or phone contact. Our toll free number is available 24/7/365 for escalated customer inquiries. Follow up is conducted by the Customer Excellence team and documented in Otuvy.
 - Continuous Improvement Plan

Prestige incorporates the following methods internally to improve service levels over time.

 - Callout of negative trends in the monthly dashboard reporting
 - Increased Days to Close of service deficiency work orders
 - Increased Types of service deficiency work orders
 - Increased Days to Close of Work Orders for Billable Service
 - Decreased completion of Inspections
 - Decreased Customer Satisfaction
 - Increased quantity of service deficiency work orders
 - Feedback from customer
 - Corrective action plans are developed with input from the Senior Director of Operations, Account Managers and CXO.
 - Account Managers monitor action plans providing feedback to involved parties at pre-determined intervals.
 - Process is monitored by the Account Managers until such time as the issue has been successfully sustained for 90 days.

In addition to internal management of improvement processes, Prestige uses a feedback cycle to provide transparency to the customer.

- Response to Customer Inquiries

Each customer is provided a customized Prestige email address as a means of communicating to the team assigned to their account (appropriate field management, Point Of Contact, Accounting, Customer Excellence). Customer concerns or inquiries are managed by the Customer Excellence team through Otuvy work orders providing responses to customers via appropriate channel (email, phone, customer CMMS). Escalation processes are followed if timely response is not obtained.

- **Conference Calls**
Prestige initiates conference calls during times of transition, high volume of project work, or at the customer's peak seasons to maintain open dialogue and address issues proactively during the process. The frequency of these calls is dictated by customer need.
- **Self-Reporting**
Established KPIs are reported to the customer at an agreed-upon frequency. This may be based on contractual requirements, part of a Continuous Improvement Plan, or to create goodwill with the customer.
- **Vendor Business Reviews**
Per account, quarterly or semi-annual business reviews are conducted. Both positive and negative trends are shared with the customer along with corrective action plans that have been implemented or concluded during the period of review. Prestige also maximizes this interaction by not only reviewing our past performance but also by discussing our plans for upcoming scheduled processes and exploring the customer's needs for today and into the future.