

CORPORATE PHILOSOPHY

Our Core Values....

Honor God In All We Do + Respect Our Customers + Nurture The Entrepreneur

Our Mission: “Serve our customers as we would want to be served.” Creating lasting relationships is the foundation of our success.

Service Systems Inc was founded to answer the need for professionally managed, comprehensive, cleaning and building maintenance services.

The principles and application of honest and ethical business dealings are fundamental at each level of our organization.

The primary element of our growth lies in the commitment and expertise of our management in supervising our clients' service programs. Service Systems Inc continuously seek, employ and train management personnel who exemplify both our corporate objectives and client needs.

Service Systems Inc consistently invests in method studies, personnel training, motivation techniques and the latest technological advances in product and equipment within the industry.

We attribute our continued success and client satisfaction to:

Genuine concern and personal attention to every client needs

Reliable and conscientious service personnel

Professional and responsive management

Expert and consistent quality control

Service Systems Inc operates with corporate integrity and contributes economically, intellectually and socially within each community in which we operate.

MANAGEMENT SUPPORT

The on-site staff is supported by area, operations, administrative and corporate management. Service Systems Inc has an on-going client communications program to ensure that high levels of performance are maintained, as well as provide immediate response to changing needs or emergencies.

Area Manager

The Area manager works closely with our on-site personnel in conjunction with the Service Manager. The Area Manager conducts inspections that focus on individual and total site performance, ensuring that all service obligations are met.

Service Manager

Every facility is assigned a Service Manager. The Service Manager plans, organizes and directs the specified client requirements, working closely with the client's representative, Area Managers and the General Manager.

General Manager

The General Manager has the administrative and operational decision making responsibility for Service Systems Inc within a geographical area. The General Manager conducts frequent visits to the client's facility to ensure that current requirements are met, as well as plan for future needs.

Quality Control Representative

This person reports directly to the General Manager and is a member of the Performance Evaluation Committee. The Quality Control Representative conducts scheduled visits to the client's facility during business hours to evaluate our performance and solicit comments regarding the quality of service. The information is submitted to the General Manager for review and action as appropriate.

Corporate Staff

Specialists in safety, insurance, labor relations, finance and planning augment this management team.

CLIENT SERVICES

Service Systems Inc is a "Complete Cleaning and Building Maintenance Company," Our diversified range of specialized services include:

- **Complete Janitorial Services**
- **Service Program Consulting Services**
- **Emergency Labor (disaster clean-up, etc.) available 24 hours a day**
- **Concrete Floor Cleaning and Sealing**
- **Construction Clean-up**
- **Building Maintenance and Repair**
- **Wall and Partition cleaning**
- **Floor Stripping and Refinishing (waxing)**
- **Wood Floor Cleaning and Polishing**
- **Venetian Blind Cleaning**
- **Window Cleaning (nothing too tall)**
- **Carpet Cleaning, Static and Stain protector**
- **Upholstery and Drapery Cleaning**
- **Light Fixture Cleaning and Re-lamping**
- **Acoustical Ceiling Cleaning**
- **Porter and Maid services**
- **Full Line of Janitorial Supplies & equipment.**

All services are performed by fully trained and qualified personnel.

Our "commitment to quality" is your guarantee of satisfaction!

SELECTION AND MOTIVATION OF PERSONNEL

An integral part of providing consistent high levels of service to our clients is the management of human resources.

Professional methods of recruiting, screening and training ensure that all personnel will have the capability to meet our client's requirements.

Interviewing and Selection

Service Systems Inc procedures for personnel selection are exemplary in our industry and exceptionally thorough.

- Pre-employment application
- Pre-investigative interview
- Reference check
- Police record check
- Post-investigative interview
- Verification of citizenship
- Post-hire application/applicable forms

Evaluating and Motivating

A positive attitude and "Pride in One's Craft" are essential traits necessary in all employees. To enhance and develop these characteristics:

- "Management by objective" is our supervisory technique.
- Training reviews are conducted for all personnel.
- Personnel evaluations are conducted semi-annually.
- Progressive wage program and promotional opportunities.

Personnel Recognition

- Attendance incentive awards.
- Personnel of the month awards.
- Letters of commendation and mention in the company newsletter.

This commitment to recognition gives our personnel the added incentive to provide an above average degree of service.

TRAINING

Management Training

Service programs are only as good as the supervision provided. Our programs include both formal classroom and on-the-job training. The Management Training Program addresses the following areas:

- The role of the manager, motivation and communication
- Contract administration and compliance
- Customer relations and communications
- Personnel procedures (interviewing, hiring, training, EEOC requirements, record keeping and wage administration)
- Cleaning technology and methods
- Productivity, scheduling and planning
- Risk management and safety
- Equipment use and application
- Supply use and management

Our training is continuous for all levels of management.

Work Force Training

All personnel are provided with training to ensure that they have the knowledge and ability to perform their assignments. Training is on-going, with all personnel instructed in each step of the cleaning process. Our basic procedure is:

- Explanation and demonstration of equipment and materials
- Verbal and written instruction
- Demonstration of proper method is given by the supervisor
- Supervisor observes personnel performing duties
- Supervisor instructs personnel to correct deficiencies

Additional instruction is given in security requirements, safety, reporting requirements and specifics to their assignments.

PROGRAM ASSESSMENT AND DEVELOPMENT

The development of the service program involves the expertise of many departments within the Service Systems Inc. Our exacting process of developing the service program utilizes many sources including:

- Personal interviews
- Facility blueprints or floor plans when available
- Physical survey of the facility
- Specifications and task schedules
- Our experience from servicing similar locations

Facility Survey

The survey consists of the following:

- A physical tour of the facility
- Measurement of the gross square footage
- Determination of net cleanable square footage
- The square footage is then categorized by area:
 - Entrances, lobbies and reception areas
 - Corridors and stairs
 - Executive and general offices
 - Elevators and escalators
 - Cafeterias, lunch rooms and break areas
 - Special areas (computer rooms, etc.)

Accommodations are made for carpeted and hard surface floors.

Consideration is given to traffic conditions and patterns.

Density of population and furniture configuration is factored.

Our staff applies the appropriate rates of productivity based on the various cleanable areas, tasks to be performed and frequency of service.

Absenteeism, holiday schedule, vacations and seasonal adjustments are factored into the program development to ensure adequate planning of labor allocations.

STAFFING AND METHODOLOGY

General Cleaning

Our cleaners are trained and cross-trained to perform various cleaning tasks including, but not limited to: trash pick-up; vacuuming; dusting; glass cleaning; sweeping & mopping; restroom cleaning and sanitizing and special cleaning projects.

Specialty Services

- Stripping and Waxing Floors - This service will be performed by our carpet and floor care techs.
- Steam Clean Carpets - These services will be performed by our carpet and floor care techs.
- Window Cleaning - Window cleaning of interior partitions, door glass and interior windows will be cleaned by trained staff cleaners. Exterior glass is cleaned by our window cleaning division.

The onsite staff is supported by these corporate individuals:

Service Manager -Your contract will be assigned a Service Manager. The Service Manager plans, organizes and directs the specified client requirements, working closely with the client's representative and the General Manager.

General Manager - The General Manager has the administrative and operational decision making responsibility for Service Systems Inc within a geographical area. The General Manager conducts frequent visits to the client's facility to ensure that current requirements are met, as well as plan for future needs.

Quality Control Representative -This person reports directly to the General Manager and is a member of the Performance Evaluation Committee. The Quality Control Representative conducts scheduled visits to the client's facility during business hours to evaluate our performance and solicit comments regarding the quality of service. The information is submitted to the General Manager for review and action as appropriate

Absence and Reporting - The Area Manager responds immediately to any absence. We have trained staff available to cover all planned and emergency absence that may come up. Your building will always be cleaned, guaranteed!

TRANSITION PLANNING

The effective management of services at any facility is the key to a successful operation. The need for careful planning and additional management staffing during the start-up phase is especially critical.

Realizing this need Service Systems Inc forms a transition team from appropriate line, operational and administrative departments to augment the permanent on-site personnel.

A thirty-day plan is developed and Service Systems Inc management will:

- Review with the client's representative the procedure for intercompany Communications' work documentation, operational specifics, billing security, etc.
- Determine all supply, equipment, and storage needs.
- Develop an initial quality control rating and improvement plan of action.
- Conduct supervisory and work force training.

The additional support personnel will remain with the new operation until appropriate levels of service are achieved.

Service Systems Inc makes this additional investment to ensure complete client satisfaction and confidence from the onset of the service program.

QUALITY CONTROL PROGRAM

Quality control begins with employing the latest training and manpower techniques, equipment, chemicals and communication tools available.

Workload Programming

A schedule is developed which denotes responsibility for nightly and periodic cleaning. All personnel are then assigned to accomplish each task. A schedule is developed to determine the time necessary to complete all assignments. This comprehensive program of assignments and accountability maximizes productivity and quality.

Client Communication

The documentation and implementation of all service requests are managed through Email. Accounts where Service Systems Inc has an on-site Facility Manager, there will be personal communication daily with the client representative.

Inspection/Q.C. Site Visits

A key feature of our Quality Control Program is the Quality Control Representative. The Quality Control Representative conducts visits to your facility during normal business hours. Our performance is evaluated and comments solicited regarding our services. This information is reviewed with the General Manager and acted upon as needed. It is the Contractor's responsibility to ensure this requirement is met; Contractor shall be proactive with communication and in making sure visits happen as required by these specifications

Technology Approach to Quality Control – State of the Art

“Swept” software/app will be integral to our program.

Time Tracking

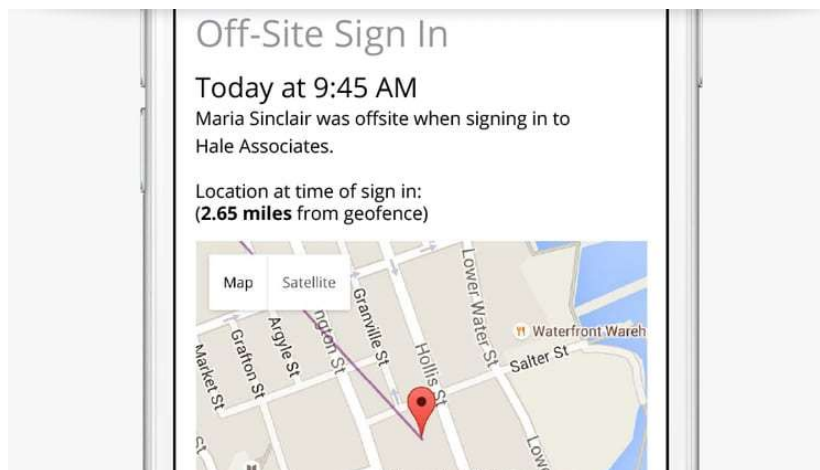
Recording accurate timekeeping ensures our customers are getting what they are paying for. Swept allows our team to sign in and out with ease.

Our cleaners will have sign-in access through the mobile app, SMS, or landline (IVR) to check into any shift. It is GPS-enabled. Employee time clock and time tracking with Swept Janitorial software couldn't be simpler.



LOCATION AWARE (GPS)

When cleaners use the mobile app or landline to sign-in we know whether or not they are physically on-site.



Scheduling Made for Commercial Cleaning Companies

Swept makes shift planning easy! We can schedule our cleaners efficiently and faster, increase productivity, reduce scheduling errors, and keep everyone in the loop with better communication.

Reality of Today

Imagine
how much easier
your day would be if...

Your Future with Swept

Measure Performance and Ensure Customer Trust

Swept provides an automated, easy-to-use inspection tool. Take quality assurance to a new level with mobile inspections.

Reality of Today

Imagine
how much easier
your day would be if...

Your Future with Swept

We Support our Cleaners... From Anywhere

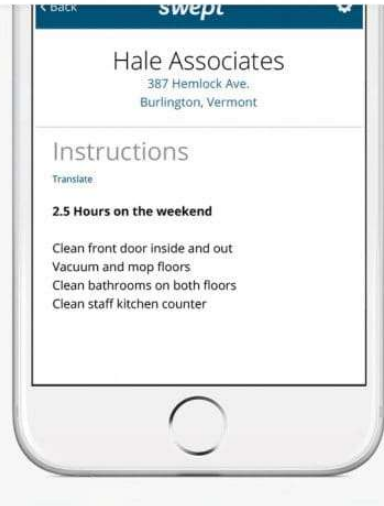
With Swept we can send cleaning instructions to our team anytime, from anywhere.

Reality of Today



Imagine how much easier your day would be if...

Your Future with Swept



Replenishing Supplies a Breeze

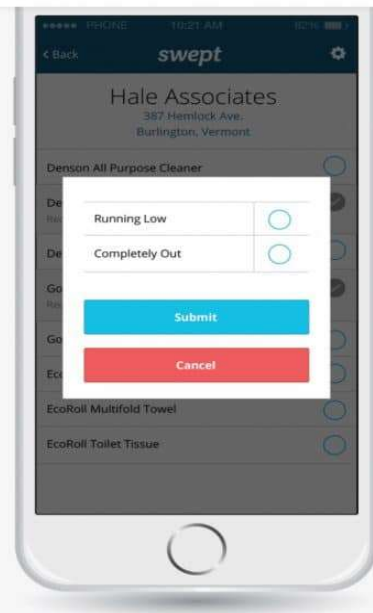
Swept's supply tracking feature allows us to track and order any supplies our cleaners need on site. No more phone calls or spreadsheets!

Reality of Today



Imagine how much easier your day would be if...

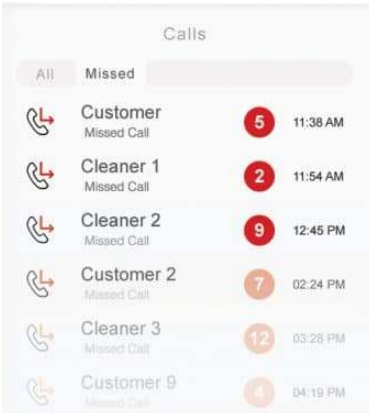
Your Future with Swept



Better Communication with our Staff and Customers


We keep our team connected. We make messaging between our cleaners, managers and customers easy so that everyone is connected on one platform.

Reality of Today



| Contact | Count | Time |
|------------|-------|----------|
| Customer | 5 | 11:38 AM |
| Cleaner 1 | 2 | 11:54 AM |
| Cleaner 2 | 9 | 12:45 PM |
| Customer 2 | 7 | 02:24 PM |
| Cleaner 3 | 12 | 03:28 PM |
| Customer 9 | 4 | 04:19 PM |

Your Future with Swept

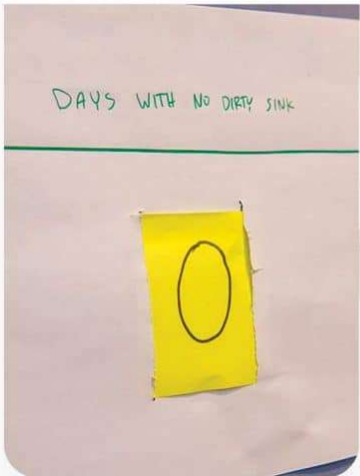


Imagine how much easier your day would be if...

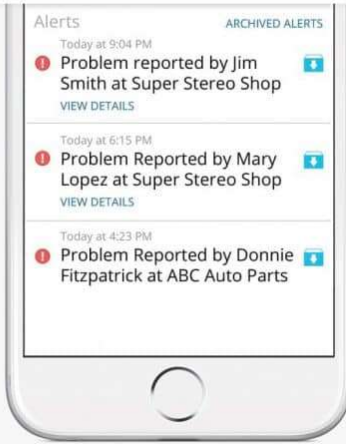
Better Information Means Better Business

Swept's problem reporting feature helps us address on site issues proactively, rather than hearing about it from our clients. Swept makes it easy to manage, track, and resolve problems. When problems are reported, our managers will know immediately.

Reality of Today



Your Future with Swept



Imagine how much easier your day would be if...

| Time | Reporter | Location |
|------------------|--------------------|-------------------|
| Today at 9:04 PM | Jim Smith | Super Stereo Shop |
| Today at 6:15 PM | Mary Lopez | Super Stereo Shop |
| Today at 4:23 PM | Donnie Fitzpatrick | ABC Auto Parts |

PERFORMANCE EVALUATION

Service Systems Inc has a unique program that assures our service program performance is of optimal quality and efficiency. This evaluation of service proficiency is conducted independently of on-site operations and keeps all levels of Service Systems Inc management and our clients, apprised of our on-site proficiency.

The performance evaluation is periodically conducted by a committee of members with expertise in these areas:

- Productivity/Assignments
- Training
- Methods and Techniques
- Equipment
- Communications
- Reporting
- Quality Control

These evaluations are summarized and recommendations are presented to improve or enhance our service program efficiency. The subsequent report and recommendations are then reviewed with the client.

The performance evaluation ensures that the latest state-of-the-art techniques and technologically advanced equipment and materials are utilized to maximize performance and quality of the service program.