

- Training. We achieve 100% SLA through thorough orientation, training, and phase-in of the project with the supervisor and project staff. Schedule and tasks will be identified and assigned at this point for all sites, and any special conditions.
- Information exchange. ATM gathers its resources under one umbrella in order to assist with networking needs and information exchange amongst staff. We have access to a vast source of information using new and traditional technology.
- ATM operates under a work order system. All work orders can be submitted via email, phone call, and fax. We also have a 24-hour emergency call number to respond to all urgent requests.
- ATM has a home on the internet at <http://www.atminfor.com> and all correspondence can be made through [atm@atminfor.com](mailto:atm@atminfor.com).
- With our Cloud Access for our employees and clients, we can easily share reporting information or any other information exchange as required via a web portal.

**2.1.2. Inspection**

The project manager will ensure that all areas in all covered facilities are inspected each month, and that the work of each custodian and custodial crew/team is also inspected. This inspection approach will prevent deterioration at infrequently serviced areas and will enable an optimum allocation of resources.

The project manager will develop monthly schedules of all surveillance activities. Planned inspections include random inspection of high frequency and continuous tasks (routine tasks) and 100 percent inspection of project (periodic) cleaning services, emergency cleanups, and other special services. The schedule will show the date, time, service, location for each inspection, and inspector assigned. The inspection schedule is adjusted to accommodate holidays and client requests, and to ensure that all areas, services, and work shifts are inspected at least once each month. The client will be notified of inspection schedule changes associated with changes in work schedules, weather, emergencies, and special requests.

**2.1.3. Inspection Items**

The daily selection of areas to be inspected will depend on factors such as building density and performance history determined from previous inspections. Areas and services where deficiencies have been noted will receive additional inspections until project performance standards have been demonstrated. Table below indicates common inspection areas and purpose.

**Table 1. Performance Parameters for Trend Analysis**

<i>Parameter</i>	<i>Trend</i>
Custodial hours worked	Reflects reliability of staffing
Lost day injuries	Reflects adequacy of safety program

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Supplies consumption	Reflects on training and procedures
Service call and work response time	Reflects on service call processing and availability of personnel to respond
Special event hours worked and performance schedule	Indicates accuracy of labor estimates and ability to manage labor resources
Quality deficiencies	Correlates directly to performance quality of areas as indicated by the specs; May indicate the need to enhance the QC inspection system
Daily cleaning	Quality and efficiency of typical client SOW
Schedule performance	Degree to which teams/custodians perform tasks consistent with schedule - indicates need for schedule changes, additional resources, training
Time to perform	Indicates proficiency of staff, adequacy of training
Periodic cleaning	As needed
Emergency assistance	ATM staff is trained and ready to respond immediately to handle any building emergencies. ATM also stocks your building with emergency supplies and equipment.
Disaster assistance	

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2.1.4. Duties and Responsibilities of Quality Control Inspectors

Formal QC inspections are performed by the supervisor and project manager. The project manager prepares a monthly QC inspection schedule and inspection assignments consistent with the QC Plan. The project manager, supervisor, and custodians perform various levels of informal inspections in the course of their daily work.

The QC inspectors (typically site supervisors) perform formal inspections using general and tailored QC checklists to record their observations. The inspectors are expected to perform their inspections within the dates and times identified on the QC inspection schedule. This will allow client inspectors to perform co-inspections if they choose to do so. QC inspectors are required to report immediately any unsafe or unusual condition that they may encounter during their inspections. They also have the responsibility to notify the project manager of any issue that requires immediate attention, including reperformance of services to eliminate observed deficiencies. The inspectors submit their completed inspection checklists to the project manager for review and follow-up action, as required. Checklists are submitted to the project manager within 1 working day of performance of the inspection.

The general areas of responsibility for the QC inspectors is as follows:

- **Corporate staff members** monitor implementation of the QC Plan, conducts monthly reviews of QC and other project office records, and performs periodic on-site inspections of project operations.
- **Project manager** and/or **supervisor** conduct formal inspections of all project work areas and shifts so that the work of all project personnel is inspected, along with all areas included in the project, each month.

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