

To 1099 Contractor:

Welcome to Project One. We are excited you have chosen to work with us in serving our clients. We have included a 1099 Contractor package that will need to be filled out in its entirety and returned to us so we can complete your onboarding process in our system. This will ensure expediency in receiving orders and will ensure payments to invoices sent in a timely manner.

1099 Contractor package includes:

1099 Contractor Information

- Payment Terms
- Order Completion
- Order Closing process for Starbucks
- Order Closing Process for Panda Express and Noodles (Service Channel)
- Contact Support Numbers

1099 Contractor Forms

- W-9
- Workman's Compensation Self Performer Statement
- NDA
- ACH Electronic Deposit Form
- Payment Terms
- Questionnaire/City Sheet

(Please complete and return in pdf format to info@myproject1.com)

If you have any questions regarding forms, pricing, process and support, please do not hesitate to contact anyone on our team.

Warm Regards,

Keith Horton Vice President <u>info@myproject1.com</u>



Company Overview

Project One is a homegrown business that has been formed by varied industry professionals. We come from humble beginnings through hard work, innovation, and a commitment to operational excellence, Project One is building a trusted service provider for big box retailers, restaurants, and many concepts across the country. Our top priority is our customer service and quality of work. "Your Brand is our Business". Project One is a full-service facility maintenance, operations and services company. Project One undertakes renovation, construction and maintenance projects.

• What makes us unique in the industry?

Single-source responsibility for: • On-Demand Repairs • Scheduled Maintenance • Construction and Fixture Installation • Emergency Service 24/7/365 • Consolidated Billing • Customized, Comprehensive Reporting On-Site and Behind the Scenes, Small or Large Tasks, and even Odd Jobs

• Some of our company's greatest strengths!

Our services include, but are not limited to: • Plumbing • Parking Lot Maintenance • Electrical • Remodels, Upgrades, Conversions • Painting • Store Rollouts and Closings • Flooring • Fixture and Cabinetry Installation • Doors and Locks • Complete Project Management • Handyman Projects

• Our Company's experience!

Project One draws on years of professional industry experience from our Executive Team. Our team consists of Regional Facility Managers, Project Managers, Construction Managers, and Certified CPA's.

• Why should a client choose your company?

Selecting Project One begins an open and honest business relationship that should be mutually beneficial. Our belief is that open communication around project scope and timing is critical to yours and our success. We will not take on more business than our capacity which is often where many service providers fail. When providers over promise, "quality" tends to suffer and while we "Protect your Brand" we also protect our service standards.



Industry associations and certifications

Restaurant Facility Management Association

Provided Trades

- BLINDS & WINDOW COVERINGS
- CONSTRUCTION
- DOORS
- DRYWALL
- ELECTRICAL
- FLOORING
- FURNITURE & FIXTURES
- GENERAL REPAIRS
- GLASS & MIRRORS
- LIGHTING
- MATS
- PAINT & WALLCOVERING
- PAVING
- PLUMBING
- PLUMBING PARTS
- RESTORATION
- ROOFING
- SEATING
- SITE INSPECTIONS
- STOREFRONT
- TILES
- WATER HEATERS

http://fixxbook.servicechannel.com/Public/PublicProfile?eid=126595

"Your Brand is Our Business"



Dear Fellow 1099 Contractor,

Thank you very much for being a part of our national team of 1099 Contractors. My goal is to provide for you the information you need to be successful with every aspect of performing work for Project One.

Below is an outline of the process that will take you from the very beginning, when you receive that email notice of a Work Order Ticket, to the end, when you finally invoice to receive payment for the work completed.

It is very important, that all 1099 Contractors understand, that the fundamentals described below must be met to maintain an approved status with Project One and to continue to receive Work Order Tickets.

If you have questions about the process please call the Account Manager on your Job Card.

- 1. **Dispatching of a Work Order Ticket** You will receive a notice for a New Work Order via email or on your SimPro app. If you are not using the app and wish to learn about that process, please reach out.
- 2. **Responding to the Email** You must respond to the email notice for a new work order ticket as quickly as possible so we know that you have received it. You must respond with either "Accept" or "Reject" and a short note of explanation.

Example – "Accept -- Will be there tomorrow at 8:00 AM" or "Reject – Not able to complete by due date"

- 3. **Managing the Work Order Ticket** This is very important. Once a ticket is accepted, It is the contractor's responsibility to own the process all the way to completion and close out.
 - a. We expect our 1099 Contractors to call the store when accepting a Work Order Ticket, to let them know when you will be on site to complete the work.
 - b. Materials procurement It is your responsibility to determine who is going to be providing material for the work you need to complete. The general rule is to procure the materials and complete the ticket as quickly as possible. If you need a specialty item, then you need



to communicate with your Account Manager and follow up on it daily until materials arrive. If you are not sure, "ask".

- c. 1099 Contractors are expected to comply with OSHA standard safety procedures.
- 4. **Communication while performing the work** It is the 1099 Contractor's responsibility to continuously communicate with Project One on the status of the work.
- 5. Understanding the NTE \$300 It is imperative that 1099 Contractors understand any work up to \$300 can be performed and invoiced with no approval. Any work that will exceed \$300 needs to be approved. If possible, we suggest that the workers on site call, while on site, to obtain approval assuming they have the materials with them to complete the work. Work in Excess of \$1000 will need to be submitted in writing for approval, preferably in a formal manner, on letterhead, with estimated labor and materials separated.
- 6. **Completing the work** All work must be completed before the due date. Understand that you and Project One are graded on two specific metrics.
 - 1. Completing the job on time
 - 2. Invoicing the job within 5 days
- 7. *Closing the Work Order Ticket* 1099 Contractors are required to close out a Work Order Ticker that is complete by calling in to the automated phone system.
 - a. Starbucks Tickets can be closed out <u>from your own phone</u>, once the work is complete.
 - b. Panda Express Tickets The contractor is required to <u>use the store phone</u>, to call the automated phone system, to check in before you start and to check out when you are leaving.
 - c. Einstein's Bagel Tickets The 1099 Contractor is required to <u>use the store phone</u>, to call the automated phone system to check in before you start and to check out when you are leaving.

NOTE: IF you can't use the phone system at Panda or Einstein's, for whatever reason, you MUST notify Project One dispatch, immediately, once the work is complete.



- 8. **Invoicing for work completed** Completed work should be invoiced within 5 days of completing the work unless other arrangements are discussed and approved. Invoices received after 5 days are considered late.
- 9. *Getting paid* We love to pay our 1099 Contractors. Project One prefers to pay you electronically via ACH transaction. You will be paid in 14 days or bi-weekly if your invoice is correct.
- 10. Have fun at what you are doing and be safe at all times.

The upper management team is here to support you at all times.

If you are in the field or in the office and have a question on a procedure, please feel free to call, text or email your Client Account Manager at any time.

Payroll Liaison	Jeremy Carlson	623-203-8753	jeremyc@myproject1.com
Junior Accountant	Joe Huskey	623-203-8753	joeh@myproject1.com
Communication Spec/Payroll Liaison	Kristin Simpson	623-203-8753	kriss@myproject1.com
Vice President of Construction	Dan Simpson	623-262-2239	dans@myproject1.com
Construction Manager	Andreas Pluntke	623-262-2239	andreasp@myproject1.com
Client Account Associate	Krystn Brayton	864-448-9000	krystynb@myproject1.com
Client Account Associate	Kyle Frey	248-321-0887	kylef@myproject1.com
Client Account Associate	Kevin Uffleman	602-904-0242	kevinu@myproject1.com
Client Account Associate	Justin Yoder	602-904-0242	justiny@myproject1.com



1099 Contractor Profile Information Questionnaire

Please complete the questions below to help us better understand what services you perform. This will ensure we send you Work Order Tickets that are relevant to the territory and the services you provide.

1099 Contractor Name

Address _____

Phone_____

What hours will someone answer this Phone #?_____

Email Address (Where we will send Work Order Tickets)

Dispatch Email Address if different

Dispatch Phone if different

What hours will someone answer this Phone #?_____

Do you provide 24 Hour response service?

What is your preferred phone number for 24 Hour response?_____

Do you provide service after 5 PM?_____

Phone # used _____

Do you provide service Saturday, Sunday or both Saturday & Sunday ______

What is your preferred Phone # for Saturday/Sunday?



Please check the following services you provide:

- o Handyman
- o Install Cabinetry
- Dropped Ceiling Installation or Repair
- Flooring Carpet
- Flooring Tile
- Flooring Sheet Vinyl
- o Acoustic Ceiling
- Door Closer Replacement or Repair
- Commercial Entry Door Repair
- Commercial Glass Replacement
- Countertop Installation
- o Drywall Repair
- o Painting
- $\circ \quad \text{Roofing} \quad$
- Plumbing/Plumbing Fixture Repair
- Drain Clog Service
- o Grease Trap
- o Electrical Service
- o Electrical Electrician
- o Water Treatment
- o Heating & Air

- \circ Refrigeration
- o Restaurant Equipment
- o FRP Installation
- o Stainless Steel Wall Panel
- o Replacement Welding Services
- o Metal Fabrication
- o Upholstery
- o Awning
- o Locksmith
- o Cleaning & Restoration
- Environmental Health/Safety
- o Pressure Washing
- o Movers
- Excavators
- o Concrete
- o Paving
- o Parking Lot Repair & Striping
- o Landscaping
- o Fencing
- o Sign



How would you describe the services your company provides? Please be specific.

Please List other skills here:

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What is your territory?

What is your default territory?

Invoicing



Emergency Contact:

ame	
elationship	
ork Phone	
ell Phone	
t Phone	
ddress	

Work Order Process

Project One Work Orders will be emailed to your business email on file. The Work Order will contain the following:

- Store #
- Store Address
- Store Phone #
- Person that reported the work or problem
- Work to be done
- Location or area of work

Please respond with an accept or a reject after you review the Project One Work Order. When you choose to accept this Work Order, please respond to the email with an accept and put a date that you plan on attending the site for repair.

The 1099 Contractor will need to contact the store after acceptance to confirm work needed and attempt a phone fix, if applicable. If possible, have them send pictures if work order is not clear, as this helps confirm you will have necessary tools and materials to repair. Finally, let the store know your anticipated time of arrival to repair.



When you receive the Project One email, determine if the work can be done during business hours. The typical items that will need to be completed after the store closes are things such as:

- Tile
- Silicone
- Repairing counter tops

When you arrive at the clients store after hours, you will have a master key and an alarm code issued for that specific client and area. Instructions for entering the premises will be client specific and will be emailed to you based on area.

Pull up the Work Order that was emailed to you and perform the work that is labeled under Request Summary. The following Priority guideline needs to be adhered to:

- a. P1 4-Hour Response time to store manager, 24-Hour Resolution
- b. P2 24-Hour Response time to store manager, 48-Hour Resolution
- c. P3 5-Day Resolution

Date of visit When the work is partially complete or complete prior to leaving the clients store, please respond to the email with the following:

- Time on site
- 1099 Contractor Name
- Work Performed partial or complete
- If partial, note below what was performed and the items that still need to be purchased or completed

Order tickets will be reassigned to the technician that performed the original site visit unless there is an availability for someone else who is in the area to perform the designated tasks.

Tickets that will exceed \$300.00 in cost will need to be approved prior to proceeding. This is non-negotiable, and a Project One Requirement.



Work Order Payment Terms

Thank you for working with Project One. Our Work Order Payment Terms are as follows:

- Project One Payment Terms are 14 days or Bi-Weekly from the date our office receives your invoice.
- Invoices must be emailed to invoices@myproject1.com for facilities & construction services work.
- All invoices for work performed for Project One will **must be submitted within 5 days of completion of all work** to ensure timely and expeditious payment.

*If legal paperwork (Workman's Compensation Self Performer Statement, W9, and NDA) is not received within 180 days from the date of your submitted invoice, Project One will consider your submitted invoice null and void.

• In order to receive payments for work performed, Project One requires, at all times, a W-9 on file, a Workman's Compensation Self Performer Statement, and an NDA on file.

-All invoices must have the following information before submitting for payment:

- 4-digit Job Number that is shown on the Job Card
- The site address and store # where the services were performed
- Your own 1099 Contractor Invoice Number
- Date the services were complete
- Description of the work performed
- Copy of any paper sign off by the customer
- Invoices must provide a breakdown showing total materials and total labor hours
- Before and After photos
- Bill To: Project One LLC, 582 E Boise Ave #1004, Boise, ID 83706

*NOTE: All incorrect invoices will no longer be back dated to the date of receipt per Bi-Weekly Pay Period. Invoices must be correct to initiate the Bi-Weekly Pay Period. * All payment requests and questions regarding invoices should be directed to <u>invoices@myproject1.com</u>

1099 Contractor:		(Signature)
1099 Contractor:	(Typed or Pri	inted Name)
Title:	Date:	



Starbucks Coffee Company IVR Closing Procedure

Only Completed Work Orders and Preventative Maintenance Work Orders MUST BE closed in the IVR system prior to leaving the job site:

Directions:

- Call 877-728-9349
- Option 1 for English
- Option 2 to close Work Orders
- Option 2 to close Work Orders
- Enter the Work Order number #
- Press #1 if Item was repaired; Press #2 if no problem was found
- Enter date Work Order was completed 03-05-2019 (Format of date) #
- Press #1 if the date is correct
- Enter time Work Order was completed (approximately) #
- Press #1 if the time is AM; Press #2 if the time is PM
- Wait for the automated response that the ticket has been completed
- If you have multiple Work Orders to complete, you can press #1 and start with the next Work Order. If you do not have any additional Work Order to close, just hang up.

The Work Order has been closed. If it gives you a problem, speak to a customer service representative or try calling later.

Once the Work Order is closed, communicate to Project One via email that the Work Order is complete and has been closed successfully using the Call In System.



Service Channel IVR Accepting and Closing Procedure for:

- Panda Express
- Einstein Bagels
- Caribou Coffee
- Raising Canes
- Sportsman Warehouse

All work orders are issued a Job Card for the above clients. Subcontractors will need to follow the instructions below to check in and out when onsite.

Please call into the Service Channel using the Store Phone or check in on your apple or android device with the Service Channel app to check in upon arrival at the location and to check out before the technician leaves the location.

Use the phone based automated response system (IVR) by dialing form the store phone the following phone numbers for each client listed. This process is to check you in upon arrival to the location and to check you out upon completion of your visit.

- Panda Express 844 332-3130
- Raising Canes 516 500-7776
- Einstein bagels 516 500-7776
- Caribou Coffee 516 500-7776
- Sportsman Warehouse 516 500-7776

Each 1099 Contractor must use their own unique PIN when calling in. Please Call Project One to get your Pin #______ to access the Service Channel Provider mobile app and automated response system.

All Work Orders MUST BE noted partially complete or closed in the IVR system prior to leaving the job site.

Project One encourages each 1099 Contractor to download the Service Channel App which is available at the apple store or google play.

Click on the link below to download the app to your apple or android device.

Facilities Management Technology for Service Providers | ServiceChannel



Dear Starbucks Facilities Service Company,

As you know, decisions are rapidly being made in support of national and local requirements. We have committed to communicating supplier updates as quickly as possible as we navigate the COVID-19 together.

We have implemented procedural changes in our stores to ensure we can operate in the safest way possible, building upon guidance from national authorities. These procedures include some modified operating channels and hours, requirements for use of a facial covering for all partners and service agents, increased handwashing and sanitization requirements, and a health pre-check before each shift for every Starbucks partner.

We ask that you continue to support and cascade requirements within your organization and ensure direction to service agents by following the guidelines below:

Maintaining health and hygiene, reduced contact, and social distancing per guidance from national authorities:

• **Do not enter our stores if ill.** Ensure you are maintaining company protocols and guidance from the Centers for Disease Control and Public Health Agencies of Canada to ensure you are healthy to work.

Partners may request forehead temperature health checks from service agents. We ask for your support to accommodate these requests.
Wash your hands thoroughly with soap and water for at least 20 seconds immediately upon entering the store and prior to starting any work. Continue to wash hands at least every 30 minutes while onsite.

• **Reflect social distancing.** Advise store partners which areas you will be working, limit conversations and non-business-related interactions, and avoid any direct contact, such as requiring service ticket signatures.

• Service agents must wear an intact, well-fitting facial covering at any time of day when entering Starbucks stores. If non-medical facial coverings are not readily available, the CDC and PHAC have offered some do-it-yourself alternatives.

• Ensure you are cleaning and sanitizing any contacted surfaces using Starbucks-approved sanitizer.

• **Remove any residual debris,** once work is complete, and leave the work area in clean condition.

Supporting Open and Closed Store Service:

• Both open and closed stores may require service. Please continue to accept all Corrective and Preventive Service Requests as you would during normal circumstances.



• Contact the store in advance of arrival to help them prepare for service partner entry.

• Short Term closures should be avoided unless you are dispatched for store cleaning.

• If you need further clarity on operation status or if store accessibility is needed, reach out to your FSM directly.

Review daily attachments to support store operations and for direct points of contact for questions:

> Covid 19- Facilities Supplier View reflects store operational status, now including long-term and short-term closures:

• If a store appears on this list, it is closed.

• Short-term closures: identified as "Reset (Temp Closure)" within the Level of Operation column reflect stores that are closed for a short period of time and planning to reopen soon. Services should not take place during short term closures.

• Long-term closures: reflect Starbucks stores yet to reopen. Service companies should refer to the Supporting Open and Closed Store Service section for the approach to closures.

> Facilities Contacts Report provides the contact information for stores and key facilities points-of-contact:

• Please continue to keep your Starbucks teams aware of capacity or other issues. If you have questions, please contact your Starbucks point-of-contact directly.

We appreciate your continued support of Starbucks stores throughout this dynamic environment.



Electronic Direct Deposit (ACH Payment) Authorization Form

***Please Include Voided Check* ***Electronic payments will be delayed if voided check is not included* The checking account number and bank routing number on associated bank's letterhead will also be

accepted.

Please type or write legibly

**Before completing this form, call the ACH contact at your financial institution to clarify if there are any fees related to this service.

- Once ACH payments are effective, remittance information will be sent to you via email.
- Each entry will be for the amount of invoice(s) presented to Project One LLC for payment and will be transmitted to your financial institution based on the payment terms that you have already agreed upon with Project One LLC.
- <u>Unless otherwise indicated, payments under the Taxpayer ID number below will be paid via ACH with the banking information provided.</u>

[ALL FIELDS IN THIS SECTION ARE REQUIRED]

- ABA ROUTING NUMBER
- CHECKING ACCOUNT NUMBER_
- REMITTANCE EMAIL ADVICE ADDRESS_

• *Return completed form by emailing form as an attachment to <i>info@myproject1.com* with *Electronic Payment* <u>Authorization</u> in the subject line.

Attach Voided Check Here

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Workman's Compensation Self Performer Statement

For the purpose of working for and with Project One LLC, I declare I do not have Workman's Compensation Insurance.

I, as the 1099 Contractor, have declined Workman's Compensation Insurance. I currently do not have Workman's Compensation Insurance and I do not see getting Workman's Compensation Insurance in the future.

While working with Project One LLC, I will not exceed \$200,000.00 in annual revenue before acquiring Workman's Compensation Insurance.

I allow this document to stand as my statement that I am working as the Sole Performer and 1099 Contractor for Project One LLC.

Name	
Address	
Email	
Contact Information	
Name	
Signature	<u>.</u>
Date	-



INDEPENDENT 1099 CONTRACTOR NON-DISCLOSURE AGREEMENT

This Independent 1099 Contractor Non-Disclosure Agreement (the "Agreement") is made between Project One LLC and ______ (the "1099 Contractor") and is effective . The parties agree as follows:

1. Subcontractor Services

Project One LLC has engaged 1099 Contractor to perform the following services: Facilities maintenance/handyman services. During the performance of 1099 Contractor Services, 1099 Contractor may be exposed to Confidential Information (as defined below). The Agreement is intended to prevent the unauthorized disclosure of Confidential Information.

2. Confidential Information

"Confidential Information" is proprietary information relating to Project One LLC'S business including but not limited to: business and financial records, intellectual property, proprietary data, security measures, or any other financial information that, if disclosed, could affect the business of Project One LLC. Confidential information, if written, will be labeled as confidential.

3. Non-Disclosure

Without Project One LLC prior written consent, 1099 Contractor will not: (a) disclose Confidential Information to any third party; (b) make or permit to be made copies or other reproductions of Confidential Information; or (c) make any commercial use of Confidential Information. The 1099 Contractor will carefully restrict access to Confidential Information to those of its officers, directors, and employees who are subject to non-disclosure restrictions at least as protective as those set forth in this Agreement and who clearly need such access to participate on 1099 Contractor's behalf to perform1099 Ccontractor Services.

1099 Contractors are only to discuss issues regarding the work they are performing and/or topics related to future issues with Project One LLC, discussions regarding current or future repairs are not to occur with our clients, period, no exceptions.



4. Return of Confidential Materials

Upon the request of Project One LLC, 1099 Contractor shall immediately return all original materials provided by Project One LLC and any copies, notes or other documents in Subcontractor's possession pertaining to Confidential Information.

5. Exclusions

This agreement does not apply to any information that: (a) was in 1099 Contractor's possession or was known to 1099 Contractor, without an obligation to keep it confidential, before such information was disclosed to 1099 Contractor by Project One LLC; (b) is or becomes public knowledge through a source other than 1099 Contractor and through no fault of 1099 Contractor; (c) is or becomes lawfully available to 1099 Contractor from a source other than Project One LLC; or (d) is disclosed by 1099 Contractor with Project One, LLC prior written approval.

6. Term

This Agreement and 1099 Contractor's duty to hold Confidential Information in confidence shall remain in effect until ______ or until whichever of the following occurs first: (a) Project One LLC sends 1099 Contractor written notice releasing it from this Agreement, or (b) Confidential Information disclosed under this Agreement ceases to be confidential.

7. Notice of Immunity from Liability.

An individual shall not be held criminally or civilly liable under any federal or state trade secret law for the disclosure of a trade secret that is made (i) in confidence to a federal, state, or local government official, either directly or indirectly, or to an attorney; and (ii) solely for the purpose of reporting or investigating a suspected violation of law; or is made in a complaint or other document filed in a lawsuit or other proceeding, if such filing is made under seal. An individual who files a lawsuit for retaliation by an employer for reporting a suspected violation of law may disclose the trade secret to the attorney of the individual and use the trade secret information in the court proceeding, if the individual (i) files any document containing the trade secret under seal; and (ii) does not disclose the trade secret, except pursuant to court order.

8. General Provisions

(a) Relationships. Nothing contained in this Agreement shall be deemed to constitute either party a partner, joint venture or employee of the other party for any purpose.



- (b) Severability. If a court finds any provision of this Agreement invalid or unenforceable, the remainder of this Agreement shall be interpreted so as best to affect the intent of the parties.23
- (c) Integration. This Agreement expresses the complete understanding of the parties with respect to the subject matter and supersedes all prior proposals, agreements, representations, and understandings. This Agreement may not be amended except in a writing signed by both parties.
- (d) Waiver. The failure to exercise any right provided in this Agreement shall not be a waiver of prior or subsequent rights.
- (e) Injunctive Relief. Any misappropriation of Confidential Information in violation of this Agreement may cause Project One LLC irreparable harm, the amount of which may be difficult to ascertain, and therefore 1099 Contractor agrees that Project One LLC shall have the right to apply to a court of competent jurisdiction for an order enjoining any such further misappropriation and for such other relief as Project One LLC deems appropriate. This right of Project One LLC is to be in addition to the remedies otherwise available to Project One LLC.
- (f) Governing Law. This Agreement shall be governed in accordance with the laws of the State of
- (g) Jurisdiction. The parties consent to the exclusive jurisdiction and venue of the federal and state courts located in ______ in any action arising out of or relating to this Agreement. The parties waive any other venue to which either party might be entitled by domicile or otherwise.
- (h) Successors & Assigns. This Agreement shall bind each party's heirs, successors, and assigns. The 1099 Contractor may not assign or transfer its rights or obligations under this Agreement without the prior written consent of Project One LLC. However, no consent is required for an assignment or transfer that occurs: (a) to an entity in which 1099 Contractor owns more than fifty percent of the assets; or (b) as part of a transfer of all or substantially all the assets of 1099 Contractor to any party. Any assignment or transfer in violation of this section shall be void.



Project One LLC:	
(Signature)	
	(Typed or Printed Name)
Title:	
Date:	
1099 Contractor:	
(Signature)	
	(Typed or Printed Name)
Title:	
Date:	



Subcontractor FAQ

- What do I do if I am on site and someone at the location asks me to do additional work?
 Answer: Do not perform additional work that will require an additional charge above and beyond what you are on site to complete. Tell that person that they need to call in a new Service Ticket to Project One through their automated system.
- 2. What do I do if I get to a job site and determine I need materials or equipment to complete the job?

Answer: Go get the materials and or equipment. If there is a delay in completing the job on time you must notify Project One dispatch of the delay and the expected completion date.

3. What should I do when I receive a Work Order Ticket and do not clearly understand the service request?

Answer: Reach out to your Project One contact and/or reach out to the contact listed on the Work Order Ticket at the restaurant location.

- 4. How will I determine the best time to schedule the work to be performed? Answer: When you receive a Work Order Ticket you should call the location to speak with a store manager or the person listed on the ticket to clarify the Scope of Work and Clarify the best time to arrive to do the work. Ideally, we prefer to schedule work that is in line with your regular time rate.
- 5. What do I do if I am on site and determine that the work needed to complete the Work Order Ticket will exceed \$300?

Answer: Call the contact name on the Work Order Ticket for Project One to discuss the Scope of Work and obtain approval before doing any work that requires an NTE increase.

6. What do I need to provide for a job that has been asked to be quoted? Answer: You will need to provide a formal quote on company letterhead that clearly describes your interpretation of the Scope of Work. Proposals should define what is included in your proposal and what is excluded. Cost for labor and cost for materials should be separated and defined. Intended scheduled start date and the intended completion date should be listed.