

Ranger,

Happy New Year. I figured I'd reach out because I do a lot of work for this company. And of course I read all the bad stuff. I have a great working relationship with the owner as well as their staff. When I first started working for them, things weren't always on the same page because there is a certain way that things have to be done and done by the book the right way all the time. Took me a while, but we figured it out.

Unfortunately, it's not their fault because if my guys screw up as far as signing and not getting the pictures or doing it at the wrong time or app problems they don't get paid as well. I have to say it is a process, but in the long run everything worked out for the best. It's all about the documentation and communication. That's why we had install iPads in all the trucks. Also, I remember when another company I was doing work for was getting beat up from different sweeping vendors, and I had nothing but good luck from them for eight years. There's not much more I could say, but they're not behind on anything. I mean in a perfect world if we all got paid early life would be easy. But it's not.

Some of the stuff these big box stores are worried about have really nothing to do with a cleanliness's and service of the parking lots it has to do with whether we can prove the service or not. And that seems like that's what it's all about with these as far as big box stores. We never get complaints about the trash or the service. It's always about the photos and the app. Nelts gets, charged back if they don't receive the right stuff from me.

We've been at this for about 25 years and everything just keeps changing for the worst. These big box stores don't want to deal with thousands of individual sweeping co. They would rather put the pressure on one company alone. A lot of companies will not work for national companies but we've had nothing but good luck. We've had a few bad eggs, but we seem to be able to turn them around as well or they lose the service... good luck. I hope this helps. I don't want my name dragged into this. I want to remain anonymous. I just figured I'd reach out and set the record straight on my end. I know everyone know everyone has a different situation, but this one is mine. Happy New Year!

Thanks,
(Name Redacted as Requested)