

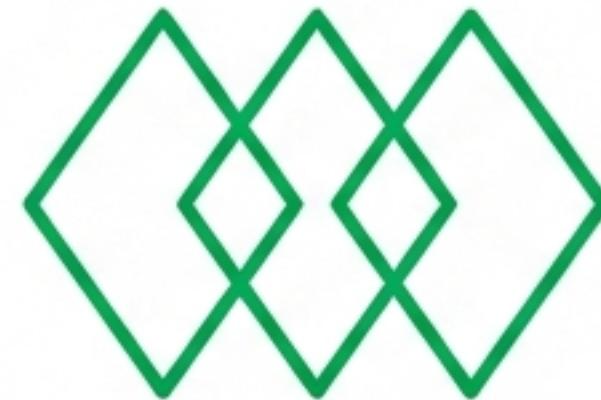


# From Subjective Cleaning to Objective Intelligence.

How the SGHG Inspection & Quality Intelligence Report (IQIR™) delivers **consistency, transparency, and risk awareness** for your facility.

# We Operate on an Evidence-Based Quality Model.

The IQIR™ system exists to ensure that our janitorial services are:



## Consistent

Delivered to the same high standard across all locations and visits.



## Documented

Recorded in a neutral, professional, and fact-based manner.



## Always Improving

Guided by measurable data rather than assumptions.

*The goal is clarity—not blame.*

# The IQIR™ is More Than a Checklist; It's a Structured Intelligence Framework.

The Inspection & Quality Intelligence Report (IQIR) is SGHG's standardized system used during every service visit. It is designed to:

- 1. Verify** services performed within the contracted scope.
- 2. Document** site conditions at the time of service.
- 3. Distinguish** between cleaning-related issues and occupant-created conditions.
- 4. Support** quality, transparency, and risk awareness.



# Our Scoring System Delivers Objective Quality Measurement.

Key areas like Offices, Restrooms, and Common Areas are evaluated on a simple 0-5 scale, reflecting conditions observed at the time of inspection.



# We Document Our Own Performance to Maintain Full Accountability.



## Internal Issues Found (SGHG Responsibility)

This section documents only conditions directly caused by SGHG. It allows us to correct issues quickly and improve our processes.

- ✓ Trash not emptied / Liners not replaced
- ✓ Soap/towels not restocked
- ✓ Door left open / Entry not secured



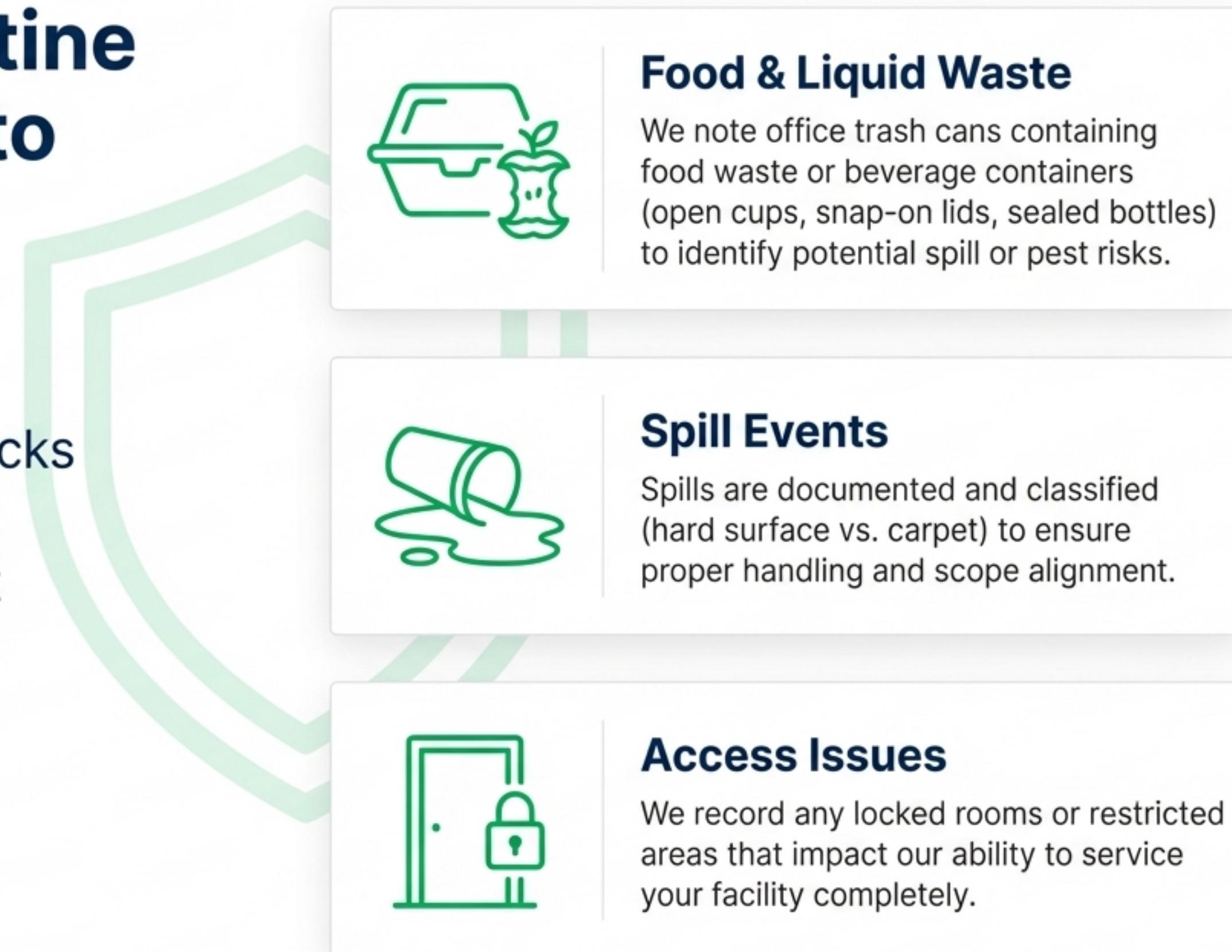
## Client-Created Conditions (Not SGHG Responsibility)

This section documents observed conditions for risk awareness only and does not assign responsibility or fault.

- Cardboard left beside trash cans
- Office clutter blocking cleaning
- Spills not cleaned by staff

# We Convert Routine Observations into Actionable Risk Intelligence.

The IQIR systematically tracks conditions that can impact safety, sanitation, and pest control, providing you with valuable facility insights.

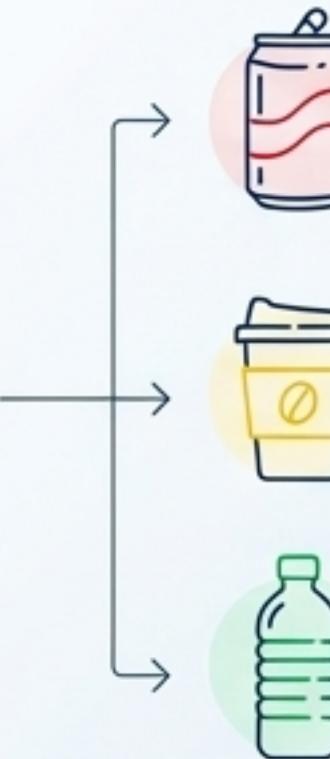


# A Closer Look: How We Track Spill & Waste Risk

Our report includes specific fields to classify risk from liquid waste, helping to prevent property damage and pest issues.

## SECTION 4 - SPILL & WASTE RISK

### Office trash cans containing beverage containers



### Spill Encountered During Service

- Yes – hard surface only (cleaned within scope)
- Yes – carpeted surface (out of scope)
- No

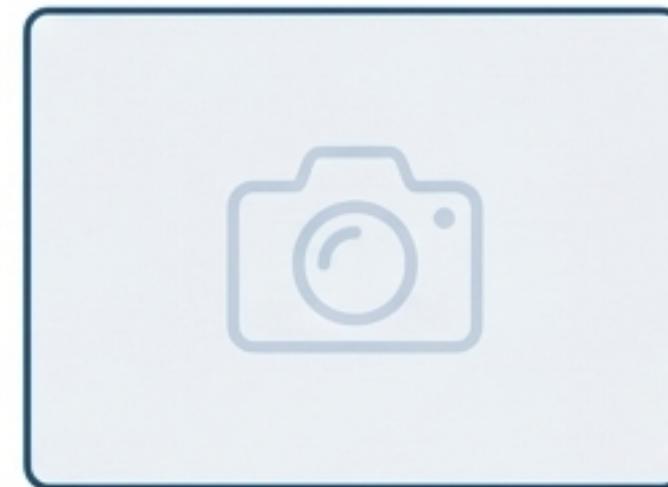
*"This data supports internal Six Sigma trend analysis and risk prioritization for your facility."*

# We Use Photos for Clarity and Accurate Communication.

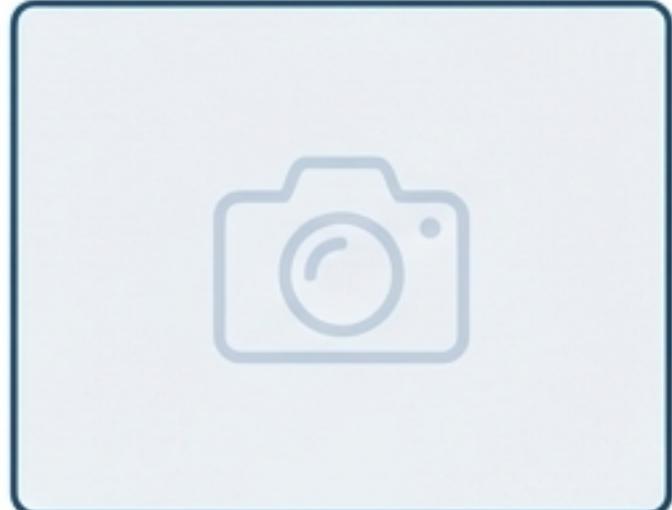
Photographs are included in a report only when relevant to support accurate communication and reduce misunderstandings.

## When Photos Are Used\*\*:

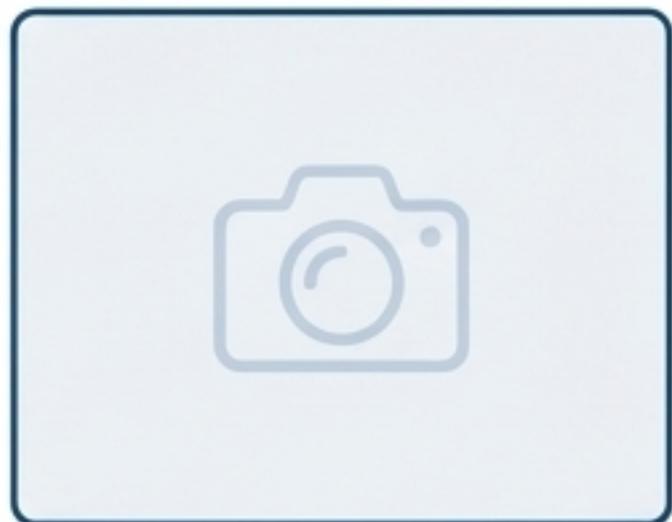
- To document significant spills or property damage.
- To highlight safety concerns (e.g., blocked fire exits).
- To show access issues (e.g., a locked door).
- To record unusual or recurring conditions.



Example: Fire exit blocked by boxes



Example: Spill on carpeted surface



Example: Locked door to restricted area

**Photos are not used for surveillance or discipline. Their sole purpose is to provide a clear, factual record.**

# The IQIR is an Intelligence Tool, Not an Enforcement Mechanism.

To ensure its effectiveness, it's important to understand the report's function and boundaries.



## The IQIR IS...

- An inspection & quality intelligence report.
- A tool for documentation and consistency.
- Fact-based and neutral in tone.



## The IQIR IS NOT...

- A complaint or violation notice.
- A tenant enforcement mechanism.
- A replacement for the service agreement.
- A guarantee or warranty.

# Our Report Documents All Conditions, While Clarifying Service Scope

SGHG provides routine janitorial services as defined in your service agreement. The IQIR may note conditions that require specialized attention, but it does not obligate SGHG to perform services outside our agreed-upon scope.

## Common Out-of-Scope Items Noted for Awareness:



Carpet extraction or restoration.



Spill remediation caused by occupant disposal practices.



Facilities maintenance or repairs.

**Benefit:** When such conditions are observed, the IQIR clearly labels them as out of scope to prevent confusion and help you coordinate the right solution.

# IQIR Data Drives Our Continuous Improvement Cycle

The information gathered in each report is aggregated and analyzed internally. This allows us to move from reactive cleaning to proactive quality management.

## **\*\*How We Use the Data\*\*:**

- Identify trends across locations and over time.
- Improve service consistency and training.
- Optimize staffing, scheduling, and supply management.
- Strengthen safety and risk controls for your property.



# The SGHG Partnership: Cleaner, Safer, and Better-Managed Environments.



The IQIR™ system is our commitment to delivering professional janitorial services with:



## Clear Documentation

Factual records that reduce misunderstandings.



## Consistent Quality

An evidence-based standard applied on every visit.



## Proactive Risk Awareness

Insights that help you protect your facility.



## Strong Accountability

Clear distinction of responsibilities for all parties.