



SCOPE OF WORK

Shop survey will reflect the specifics of the parking operation of each facility. All shoppers are trained in parking operations.

A. Report Delivery Timeline

Reports will be delivered within 48 hours for non-video shops and 72 hours for video shops in the form of email with attached PDF file and link to the report on-line. Videos will be streamed right from the reports. All the reports will be validated by Servimer's manager before they are forwarded to the clients. Servimer will use Shopmetrics reporting software which will provide great flexibility to adjust report questions and manage shops at any time from any device.

B. Length of Stay

Shoppers' stay will be at least 31 minutes or as requested in the pre-approved scenario. Servimer reserves the right to amend the length of stay to generate better results as long as the length of stay does not fall into the grace period.

C. Service Hours

Servimer shall provide services 24/7.

D. Feedback

Servimer management would like to receive feedback on the shops on a weekly basis and work closely with the parking management to ensure a proactive approach. Once in 6 months Servimer will send out surveys to all the managers asking for feedback on the provided service and recommendations. Results of such surveys will be shared with SP+.

E. Incomplete Video Shop

For the shops requiring video, if video is not complete, has a wrong date or time, or half done, the shop will be redone at no charge to SP+. SP+ will not be invoiced for any charges of the incomplete shop. Such report will not be available for SP+ use.

F. Incorrect Location Visit

- a) SP+ manager is responsible for entering a correct street address when ordering a shop. It is understood that the physical address of the building and parking facility may be different. It is also understood that photo of the facility on the SP+ website may be incorrect. Thus, the

SP+ manager must enter a correct physical address of the parking facility entrance that exists on the street. If a shopper visits an incorrect facility due to improper address, SP+ will be charged a full rate for the shop.

- b) A shop will be re-done at no charge if a shopper visits an incorrect location while the address is correct in the shopper's request form

G. Closed or Full location

- a) If a location is full or closed to daily parkers during its regular hours of operations, Servimer
 - i. Will photograph the location entrance with the sign and document the time;
 - ii. Will attempt to conduct the survey as the "full" or "closed" sign does not exist;
 - iii. Will engage the parking attendant to conduct customer service observation through asking questions not excluding bribing or complaining;
 - iv. If such interaction with parking attendant was possible,
 - (a) Shopper will report the observations;
 - (b) Shopper will attempt to conduct the shop the following month during the specified hours;
 - (d) Servimer will notify SP+ about the Full or Closed location and request the best times to enter the locations during the next round of shops;
 - v. If such interaction with parking attendant was NOT possible, the shopper will attempt to reach out someone based on the available contact information posted at the location: parking office, manager contact, security, etc; and report exact times of such calls and conversations.
 - vi. SP+ will be charged with 30% of the service fee for such report
- b) SP+ managers will update Servimer on the times when locations have the highest probability to accept transient parkers or closed location due to holidays or road closer. If a location is closed to the above reasons, the shopper will adhere to the protocol in paragraph (a) of this section.
- c) SP+ managers will promptly update Servimer on what locations are not to be shopped for any reason including but not limited to loss of business. Shoppers will exercise a necessary caution visiting parking facilities such as entrance signs or tickets which could belong to a different parking management company, and try to exit such a facility as soon as the identification deemed possible; however, if for any reason shoppers could not identify the entering a location which does not belong to SP+, the shop report will be posted and full Service Fee will be charged.
- d) In case of a targeted shop when dates and hours of the visit are strictly specified for the shopper, if the targeted employee is not present or cannot be engaged by the shopper, Servimer will complete survey, submit report, and charge the full planned Service Fee for this shop.

H. Shopper Recommendations

Shoppers will not provide recommendations in their mystery shop reports. Reports may contain a section with the shoppers' Subjective Opinion such as "What do you like the most and least about your experience?" where the shoppers are permitted to express their opinions. This opinion does not constitute advice or recommendation as shoppers do not know contractual obligations between the parking company and property management, and the liability arising from following such advice is a responsibility of the client. Vendor will apply a different Service Fee for the Consulting services.

I. Prompt Notification

Servimer will notify SP+ responsible managers by text or phone about any egregious conduct or severe integrity violation as soon as such a violation is discovered or as soon as it is reasonably possible.

J. Shop Control Review

Each survey will have alert questions identified in this section below "Shopper Alert." SP+ manager will have to answer control review questions for each ordered survey "Manager Alert."

1. All manager Alert questions must be answered for the report to close out
2. The answers to Manager Alert questions (YES or NO) could only be answered by SP+ manager ordering the shop
3. Once the answers are selected and saved, they cannot be modified
4. If SP+ Manager answers any Manager Alert questions "no," and / or has any Shopper Alert question answered "no," SP+ manager must make comments about the integrity finding in the comment section. After completing the comment section, SP+ manager cannot alter any comments; only add comments when necessary
5. If alert is triggered and there is no explanation in the Comment follow up section the report is not considered as closed and the manager will continue to receive notifications
6. All reports can be closed out only by LPM
7. If there are no issues, the comment section could be left blank

K. Shopper Alert Questions

1. Was a ticket issued?
2. Were the date and time accurate on the ticket (+/- 5 minutes OK)?
3. Was the license plate correctly written on the ticket?
4. Was transaction fee correct and properly displayed?
5. Was correct change given?
6. Was the charge calculated correctly?
7. Was the content of the vehicle left undisturbed?

L. Manager Alert Questions

1. Was the ticket returned AND recorded in the shift sale?

2. Were entry and exit times properly recorded on the ticket?
3. Were last three license plate digits properly recorded on the ticket?
4. Was the amount paid by the shopper correctly recorded on the ticket?
5. Was the method of payment correct?
6. Was the report free of any existent or potential issues of theft and policy violation?

M. Incomplete Report Reminder

- 3-day reminder to manager only
- 6-days reminder to manager only
- 15-day reminder to manager and LPM
- After the 15th day SP+ manager will receive reminders every 3 days until all questions and / or comments complete
- 30-day reminder to manager and LPM. LPM will receive a weekly report showing any shop aged greater than 30 days with unanswered Manager Alert

N. Integrity Alerts

- If any Manager Control Review Alert question is answered “no,” LPM receives Alert showing the negative answer/question
- If any Shopper Alert questions is answered “no,” LPM gets an alert showing the negative answer/question