



The Grounds Control USA Difference

- ❖ Verizon has been a client since October 2012, and here is a snapshot of what our Verizon customers think of our service:

“Over the past several years, Grounds Control USA has EARNED our business. Starting with only a handful of stores, they now cover three (3) States. Picking up the phone and calling Grounds Control is always a pleasure because there is never a “story,”.... I always hear, “we are on it,” or “thank you for your business.” I wish everyone of our vendors had their work ethic and professionalism”

- David Ask, Sr. Analyst, Verizon

“Grounds Control USA has been a great help to me since day one. They even helped out before they officially took over operations in the Eastern NC Region, when a contractor quit with no notice. Then during recent snow events, they bailed me out when our landlords did not hold up to their end of the commitment. I am VERY pleased with all that Grounds Control USA has done!”

- Tommy Murray, Sr. Analyst, Verizon

“Don, you and your organization have done a great job for us. You are always very responsive and address any issues in a timely manner. Our landscaping looks better since you took over, than it has in the several years prior to you having this market. Your team always works tirelessly when we have a snow event. You have helped us out so much and we appreciate you.”

- Emily White, Sr. Analyst, Verizon

- ❖ With our business model of providing standardized services over a large geographic region, we rely on partner relationships in each market we service. While these partners are technically Subcontractors, we treat them as true, vested partners...that are paid fairly, paid on time and treated with respect, so that the client is serviced with a local touch, but the ease of one point of contact on a regional and national scale. Please see what our partners say about doing business with Grounds Control USA:

“My name is Chad Grindstaff and I own and operate Grindstaff Lawn Care located in Greeneville, TN. I have been working with Grounds Control USA for year’s now and have been nothing but happy to be a partner with them. They are a very professional company and take a lot of pride in seeing that we, the contractors, stay on top of things and make sure our properties always look their best. I personally like dealing with Don, as he has been so easy to work with, and honestly it feels like he has been a friend of mine for years. All in all, I am glad I get to be associated with Don, and Grounds Control USA, and would highly recommend them to anyone!”

- Chad Grindstaff, Owner, Grindstaff Lawn Care, Greeneville, TN

“Having worked with national and regional maintenance companies over the past 20 years I have found that Grounds Control USA is one of the best. Their systems, communication and overall willingness to serve their clients and vendors is exceptional. The notification and follow up on snow events and client needs outside of the contract is always communicated well and they do a great job of monitoring the entire process. I would recommend Grounds Control USA to anyone.”

- Greg McGhee, VP of Operations, Supreme Maintenance Organization, Greensboro, NC

“As the owner of Toth Landscaping, I have had the privilege of working with Grounds Control USA to service their clients in Charlotte, NC.. The management and organization at Grounds Control USA makes it easy for my company to provide quality services to their clients. The professional manner in which they communicate and respond quickly to questions makes the whole process work. I have enjoyed working with Grounds Control, and hope to continue working with them in the future.”

- Chris Toth, Owner, Toth Landscaping, Charlotte, NC

Experience:

❖ About our CEO:

Don Pottieger, Jr., 45, CBSE, CEO, Grounds Control USA, has been in the Facilities Services business his entire professional career. Starting at the age of sixteen (16) working in his parents Janitorial business (and even while attending College), Pottieger learned the ropes of labor management, quality assurance, client retention, accounting and human resources.

Over the span of 20 years, the family business grew to one of the largest facilities services firms on the East Coast, with Pottieger taking over the helm as CEO in 2004. Pottieger led the company through approximately 30 acquisitions (Janitorial, Landscape, Handyman, Lighting and Security firms were added to the portfolio of services) and led the charge in selling the Interior Services portion of the family business (the company retained its interests in Landscape Management) in 2007 to St. Moritz Building Services, headquartered in Pittsburgh, PA.

In 2007, Pottieger desired to venture on his own and acquired the Georgia landscape operations of FMI Services Group and founded Grounds Control USA. From there the business expanded throughout the Southeast and stands today as a regional landscape management company that works with strategic clients who share the same vision of consolidated services and ease of operations. Pottieger is now in his 30th year of providing Facility Services to the commercial market place.

❖ Extensive Emergency Services Experience (very pertinent to the TN and NC markets of Verizon):

From exterior water/storm damage, porter services and Snow/Ice Remediation. With a vast network of providers, we can cater to clients within hours...not days. We have back up providers for all our key partners and have the ability to pull from other account partners in times of emergency.

“Grounds Control USA has been brought in countless times to handle emergency situations on the Verizon account when landlord managed properties do not provide the resources for basic landscape needs, snow and ice remediation, high pressure cleaning.....” We have done this on a

number of occasions with no notice and were able to keep stores open, when the landlord didn't produce (this all on top of our contracted sites).

- ❖ Vast experience in Janitorial and Handyman (Maintenance) Services, which will be added to our portfolio of services by Fall of 2016. This is important in the fact that clients such as Verizon can call on us to provide professional solutions if, and when a current vendor cannot provide the service in a timely manner, even if we do not provide a primary service at that location.

Additional Components to Success:

- ❖ Use of VEKTR quality assurance/project management software (see cut sheet attached)
- ❖ **Guaranteed visual/documented inspection by Grounds Control USA staff member on a monthly basis** of contract landscape management. This is in addition to Partner inspections, which are done weekly in the growing season.
- ❖ Standardized Partner agreements that protect Verizon (hold harmless) and require the proper insurance coverage as well as protect against illegal undocumented workers and the use of subcontractors for subcontractors.