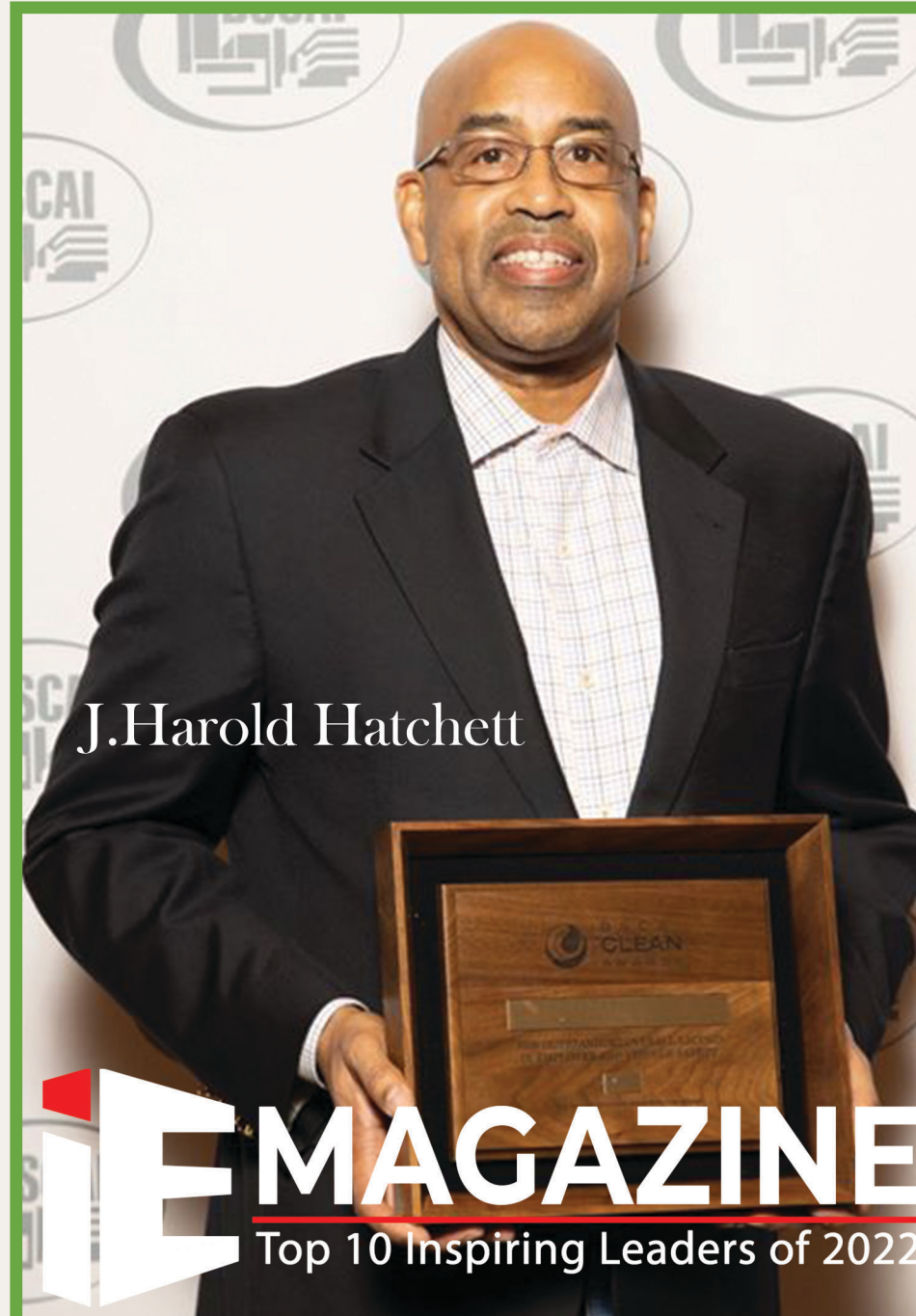


J. Harold Hatchett, III is an accomplished senior executive and entrepreneur. He is currently the President and Chief Executive Officer of Tier One Property Services, L.L.C. Tier One Property Services, L.L.C. is a national facility services provider of commercial janitorial, building maintenance, and specialty property services. Tier One has won an award for industry safety from BSCAI, one of the largest trade associations for the building service industry.



J. Harold Hatchett



Harold is committed to fostering a diverse and inclusive workplace where employees are recognized and valued. In his view, one should change the company's culture to focus on finding appropriate, long-term growth possibilities and ensure that processes are improved and that suitable internal controls are in place. For Harold, customer satisfaction is extremely important and he has assembled an executive team that is capable of winning every day and works closely together. He is continuously looking for opportunities and projects that promote win-win scenarios and keeps an eye on providing tools and training to help the staff be more effective.

Harold manages a company where ownership is open to risk-controlled investment in order to expand it and assist in risk management and mitigation while remaining fiscally reasonable. At the same time, he is a firm believer in making sound and timely decisions and strives to be a hands-on coach and mentor. Concurrently, he has always taken part in seminars to offer his experiences and assist others in managing financial data and how to interact successfully with both potential clients and employees.

He believes that if we treat people with respect, you stand a good chance of being respected for the set of core values that you live by on a daily basis.

It is important to establish mutual relationships that you can leverage as sounding boards to get constructive feedback. Instead of climbing alone, invite people to join you and share your experiences to help them advance in their jobs. In particular, Harold says, I won't ask my staff to do something I wouldn't do myself and recommends being a good listener and encouraging input, participation, and transparency.

Harold is taking a proactive approach to cyber security defensive technology, improving work order tracking technology, and making use of the right sales tracking software, which will help to track usage and predict peak hours, improving operational efficiency. The future of Tier-One lies in various initiatives that may involve robotics, which will improve the efficiency of our daily operations. He believes in hiring and retaining great talent and being a visible leader, he advises on knowing who your competitors are and what their strengths and weaknesses are, as well as remaining innovative to improve.

Harold's primary differentiating characteristics are safety and operational efficiency, which he promotes through training and case management, allowing him to substantially minimize the number of incidents that have the potential to become Occupational Safety and Health Administration (OSHA) recordables. He has placed safety coordinators at all of their locations around the country. This has drastically reduced the number of occurrences and has been enormously successful; in one instance, for the last three years, we saw no recordable incidents at that manufacturing location in the 2021 operational year, despite working over 300,000 hours over a 12-month period, says Harold. Mr. Hatchett also mentions that Tish Williams, Tier One's National Director of Health, Safety, and Environment (HSE), has done an excellent job overseeing safety.

Our organization's single largest expense is labour. With Tier One's VP of Operations, Claudia Buchanan, we devised a strategic plan to drastically reduce labour expenses. While gaining our site managers' buy-in, we improved systems, trained, and coached our staff to embrace our labour blueprint. As a result of this strategy, over the course of three years, it resulted in a 20% reduction in labour costs and the savings are flowing to net income, generating exceptional cash flow, says Harold.

The pandemic has really highlighted the importance of our industry and the criticality of our customer facing employees. Now they have been receiving major appreciation for keeping customer work areas clean and sanitized. Tier-One has been successful in maintaining a core employee base during this pandemic to allow us to continue to deliver high-quality service to our customers, says Mr. Hatchett.

Tier-One is committed to fostering a culture of collaboration, diversity, and inclusion. Our organization is very team-oriented and prioritizes our customers. This notion enables our employees to seek training in order to improve their personal skill sets, thus providing more value to the company, concludes Harold.

**To achieve positive results,
believe in yourself and
persevere in the face of adversity.**