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# QUALITY ASSURANCE PROGRAM

Full Circle is committed to the highest level of quality possible. We have a Quality Assurance Plan put in place to meet the highest of client expectations. The highlights of our quality control plan include:

## 1. Hire the right people
- Full Circle strives to attract and retain top-notch employees
- Full Circle only employs and retains employees who enjoy their work
- We coach and mentor our employees on a "client-first" value system

## 2. Provide Outstanding Communication
- Good communication is a hallmark of Full Circle's quality process and culture
- Timely feedback will be practiced and drives quality performance.
- Work from the beginning to build and maintain strong relationships with our clients and maintain open communication with our employees.

## 3. Maintain Staff Skill and Fluency
- Conduct semi-annual 'continuing education' sessions with staff members
- Maintain regularly scheduled calls between "all staff" and Full Circle's corporate office where Full Circle management discusses best practice, shared learnings and training insights across its clients.
- Provide hands on recommendations for self-study, personal development and self-guided-learning as presented to each staff member by the Contractor Program Manager (CPM) or Senior staff member.

## 4. Maintain Quality Processes
- The CPM will handle incoming issues and take corrective action if necessary.
- Full Circle will provide customer service contact information at the beginning of each project.
- To ensure high quality, all staff will be required to submit real-time feedback on any issues allowing Full Circle to make adjustments as needed.

## 5. A Quality Compensation Plan
- Full Circle team members are recruited and retained in accordance with Full Circle's high quality compensation plan. Full Circle offers competitive benefits and excellent compensation packages, which help us attract some of the best talent available. This has provided stability and helped us to attract and retain superior talent.