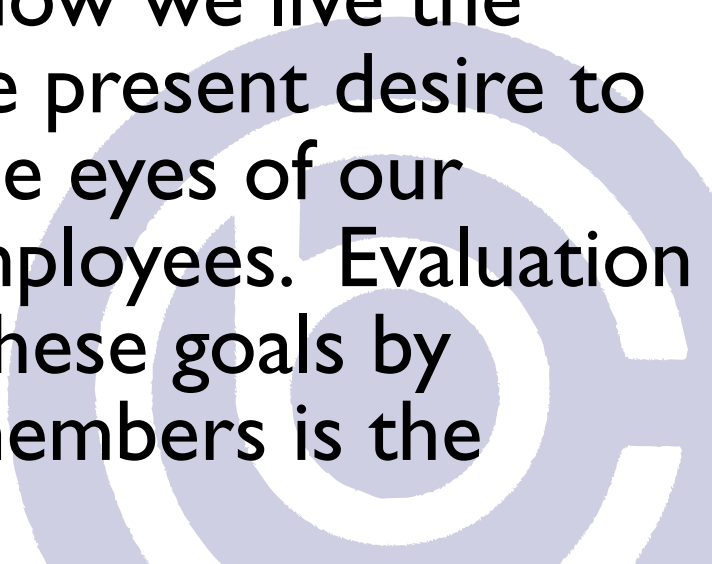


# Tom Pizzo

As stated in Mr. Bissell's document:

- The top 5% is represented by our performance as it relates to each of our individual job responsibilities as well as in how we live the franchise player traits and the present desire to do and be the very best in the eyes of our customers and our fellow employees. Evaluation of our performance against these goals by ourselves and by our team members is the measure of the day.
- 

# Tom Pizzo

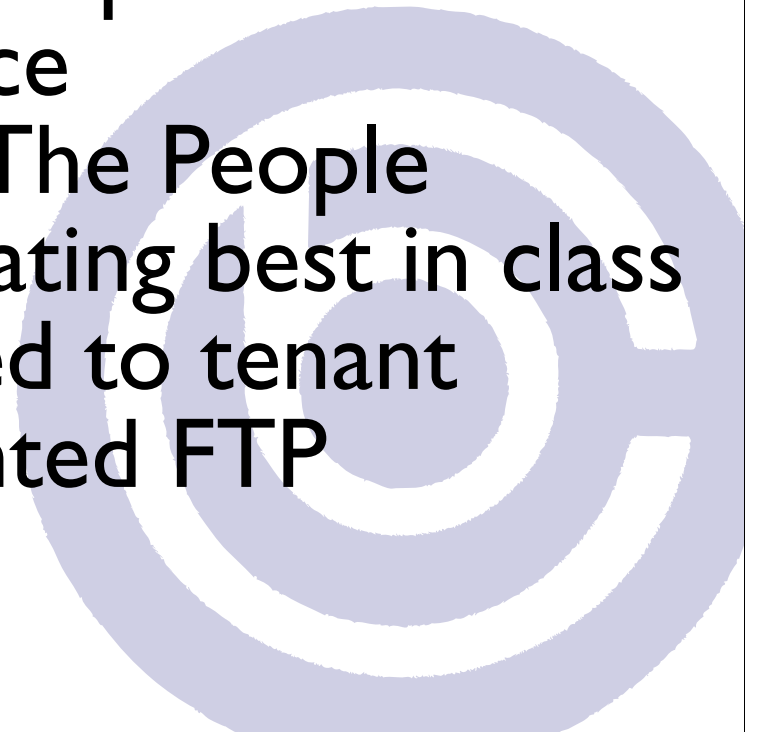
## Talent / Integrity:

- Hire, train and retain the highest caliber team members. Conduct extensive interview and on boarding process insuring proper training. Conduct timely annual and quarterly performance reviews with direct reports. Insure all other managers have their direct reports quarterly performance reviews and annual reviews completed on time. Measured by probationary period success, performance review documentation and input on time in ADP, annual turnover rate comparisons, and 360 surveys of direct reports.

# Tom Pizzo

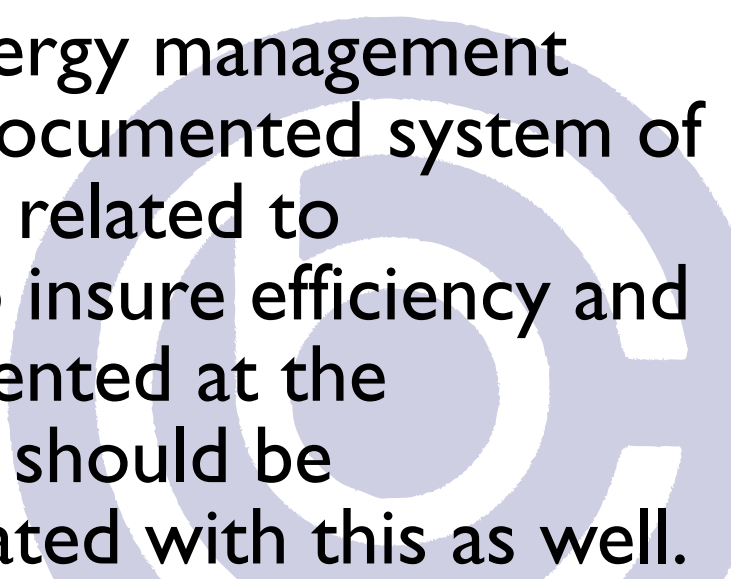
Service Oriented / Creative:

- Insure the tenant experience is best in class related to their work environment, building operation, and Corporate Park setting. Drive best practice implementation and For The People initiatives. Measured by rating best in class in the CEL surveys related to tenant satisfaction and documented FTP initiatives completed.



# Tom Pizzo

## Team Player / Best Practices

- Focus on the sharing of services, knowledge, and ideas related to the operational aspects of the BFOC portfolio this should include but not be limited to, sustainability and energy management efforts. Measured by having a documented system of standard operating procedures related to operations and maintenance to insure efficiency and quality and that can be implemented at the individual property level. There should be measurable cost savings associated with this as well.
- 

# Tom Pizzo

Buys Into BFOC Story / Service Oriented:

- Strive to differentiate our buildings, our services, and the BCP and BFOC from the competition by continuing efforts to increase community and client touches thru technology. Drive to increase go-ballantyne exposure in and around the Corporate Park to drive visitor/ hit levels over the 15,000 mark monthly. Work with others to make building information screens a best in class amenity.