

SECTION: PEST PREVENTION & LAWN
SERVICE PROCEDURES

SUBJECT: Production Control System

SPP No.: 404**Section:** Pest Prevention & Lawn Service Procedures**Subject:** Production Control System**Approved By:** Tony Massey**Effective Date:** November 23, 2005**Last Reviewed Date:** May 6, 2026**Policy Owner:** VP Director of Quality Assurance

The Service Manager is responsible for managing the daily production of assigned services. The process is managed by the review and assessment of several reporting tools that cumulatively report the work every service person does each day throughout the month. These documents collectively are called the Production Control System and consist of the following:

- Service Reports (Invoices)
- Daily Summary Report
- Daily Worksheets (Pest, Baiting, GreenUp)
- Termite Technician Daily Summary Report
- Daily M&S Usage Summary (GreenUp)
- Account Record Change
- Production-To-Do Report
- Daily Production Report
- Production Board

Service Report

This is our primary customer communication device. It should inform and educate our customer about:

- What we saw during our service inspection
- What we did in response to our inspection findings
- What we recommend they do to help
- What to expect as a result of today's service

The Service Manager should review these reports daily to evaluate the level of service being provided. Pay particular attention to neatness and accuracy. This document should paint a word picture for the customer so that they clearly understand and can ascertain the value of our service.

Daily Summary Report

This cover sheet recaps the day's activities for each service person. It documents the following information:

- assigned services
- completed services

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- hours worked
- collections
- vehicle mileage
- material usage

This report is used by the Service Manager to evaluate the service persons daily performance in terms of both Quality and Quantity and becomes the governing legal document for wage and hour compliance. It is to be completed everyday and turned in with the service reports. It must be signed by the service person and reviewed and approved by a Manager during the check-in process. The Office Manager signs this report after all work is posted.

Daily Worksheets (Pest, Baiting, GreenUP)

This worksheet is a detailed summary of all services completed during the day. It includes pertinent customer information such as name address and phone numbers. The service person documents:

- The time in and out and total time on the property
- Any monies collected during the service

Termite Technician Daily Summary Report

This report is completed by Termite Technicians on days when they perform termite related work other than baiting or on days when baiting is performed in conjunction with other termite related services. It includes pertinent information needed by the service person to adequately document their daily activity.

Daily M&S Usage Summary (GreenUp only)

This form is the primary document for evaluating the daily usage of materials. It is a complete record of the vehicle inventory at the beginning and end of the day. Each day the Specialist fills out this form listing the beginning inventory from yesterdays ending inventory then adds to it all products issued for that days productions. At the end of the day the ending inventory amounts are subtracted to calculate the total cost of the day's usage. This total number is then transferred to the Daily Production Summary. This form can be used by both the Specialist and Manager to ascertain a Specialist's compliance with the agronomic program. The Specialist signs the summary and the Manager signs it during the check-in process.

Account Record Change

Any time there is a change made to the customer's account it must be documented via an account record change form. Phone number changes, price changes, special instruction changes, etc., should be documented and filed in the customer's permanent file.

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Production-To-Do-Report

During the month-end closing process a Production-To-Do Report is printed for the entire upcoming month. This information becomes a record of the work that must be completed for the month. This report can be printed at any time to identify unserviced accounts. Any service person that has the equivalent of ½ days production unserviced at the end of the week will be required to work Saturday to catch it up.

Daily Production Report

This document is a monthly summary that shows at a glance the activity for the entire month by day for each route within the Service Center. It is updated daily by the Customer Service Specialist or Office Manager from the service person's Daily Summary Report. The General Manager should review this document on a frequent basis to keep abreast of the overall status of the Service Center production activity.

Production Board

This dry-erase board is used as a peer incentive to foster a competitive environment among specialists/technicians. Each day they post this board to publicly display their accomplishments. The board will be filled out as follows:

- The morning of the first of the month the service manager will post the header and each route's information using a black dry erase marker.
 - Header (Figure 1.)
 - The total production from the Production to Do report
 - The current month
 - Route Details (Figure 2.)
 - Route number
 - Technician/Specialist's name
 - The Route value in stops and dollars
 - The daily assignment from the *Production to Do* report
 - Pest/termite routes will list the number of stops
 - Lawn/irrigation routes will list the number of stops over the dollars.
- Each day the technician/specialist will post their performance.
 - Pest/termite technicians will post their completed stops using the following colors:
 - Blue- used when the completed work equals or exceeds the assigned value.
 - Red- when the completed work is less than the assigned value
 - Lawn/irrigation specialist will post their completed stops using the following colors:
 - Green- used when the completed work equals or exceeds the assigned value.
 - Red- when the completed work is less than the assigned value

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Figure 1. Example of Production Board Header

BEG. REV.: <u>\$215,247</u>
MONTH: <u>March</u>

Figure 2. Example of correctly filled-out Production Board

RT.	TECH.	RT. VALUE		1	2	3	4	5
3	Pest Technician Name	271	A	12	11	10	12	11
		15645	S	12	10	11	12	10
21	Lawn Specialist Name	474	A	23	27	20	24	30
		36277	S	1593	1769	1354	1844	1983
				23	27	18	25	29
				1593	1769	1204	1924	1987


When evaluated as a whole, this production control system will give the Manager a clear and detailed picture of the Service Operations. Utilize the information to focus your management efforts in the right direction.

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APPENDICES
Appendix A: Service Report

 **LANDSCAPE SERVICE REPORT**

TODAY'S SERVICE INCLUDED:

Installation Services Performed:

Maintenance Services Performed:

Repair/Warranty Work Performed:

"Enhancing the Beauty of Nature"
GreenUP is committed to the health and safety of our customers and Team Members. All materials selected for use on your landscape have been registered by the United States Environmental Protection Agency and have satisfied our own test evaluations. To further promote safety, please comply with all instructions and recommendations.

Care of New Sod

1. Water for 5 minutes every day for the first 30 days in the absence of rain.
2. Ensure that new sod is in a well drained location.
3. Avoid the application of herbicides and fertilizers until the plant is established.
4. Mow to the height recommended for the grass type.

Care of New Shrub

1. Water once a day for 5 minutes until plant is established
2. Do not apply fertilizers or pesticides to the plant until established.
3. Mulch the plant bed but ensure that you do not have the mulch touching the base of the shrub. Four to six inches of bare soil should be located around the base of the plant.

Additional Comments & Recommendations

Material	Unit	Target	Site	Material	Unit	Target	Site

Date: _____ TECHNICIAN: _____ PCID # _____ CUSTOMER SIGNATURE: _____

Payment Coupon

VISA MASTERCARD DISCOVER

CARD ACCOUNT #: _____

AMOUNT PAID: _____

EXPIRATION DATE: _____

SIGNATURE: _____

WHEN PAYING BY MAIL,
Please return this portion to
Massey Services, Inc.
P.O. Box 547668
Orlando FL 32854-7668

MS-418 9/03

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Appendix B: Technician Daily Summary Report

Route: 01-70 Date: 12/13/2004	Signature: _____ Manager: _____ OM/CSR: _____	<h3>TECHNICIAN DAILY SUMMARY REPORT</h3>																																																																																																																																														
<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th rowspan="2"></th> <th colspan="3">ASSIGNED</th> <th rowspan="2">SERVICE TYPE</th> <th colspan="3">COMPLETED</th> </tr> <tr> <th>#</th> <th>\$</th> <th>SF/LF</th> <th>#</th> <th>\$</th> <th>SF/LF</th> </tr> </thead> <tbody> <tr> <td>Regular Services</td> <td>1</td> <td>\$29.50</td> <td>0</td> <td>Pest</td> <td>_____</td> <td>_____</td> <td>_____</td> </tr> <tr> <td></td> <td>0</td> <td>\$0.00</td> <td>0</td> <td>Landscape</td> <td>_____</td> <td>_____</td> <td>_____</td> </tr> <tr> <td></td> <td>0</td> <td>\$0.00</td> <td>0</td> <td>Lawn Care</td> <td>_____</td> <td>_____</td> <td>_____</td> </tr> <tr> <td></td> <td>0</td> <td>\$0.00</td> <td>0</td> <td>Tree/Shrub</td> <td>_____</td> <td>_____</td> <td>_____</td> </tr> <tr> <td></td> <td>0</td> <td>\$0.00</td> <td>0</td> <td>Aeration</td> <td>_____</td> <td>_____</td> <td>_____</td> </tr> <tr> <td></td> <td>0</td> <td>\$0.00</td> <td>0</td> <td>Bait / Monitoring</td> <td>_____</td> <td>_____</td> <td>_____</td> </tr> <tr> <td>Initial Services</td> <td>0</td> <td>\$0.00</td> <td>0</td> <td>Pest</td> <td>_____</td> <td>_____</td> <td>_____</td> </tr> <tr> <td></td> <td>0</td> <td>\$0.00</td> <td>0</td> <td>Landscape</td> <td>_____</td> <td>_____</td> <td>_____</td> </tr> <tr> <td></td> <td>0</td> <td>\$0.00</td> <td>0</td> <td>Lawn</td> <td>_____</td> <td>_____</td> <td>_____</td> </tr> <tr> <td></td> <td>0</td> <td>\$0.00</td> <td>0</td> <td>Tree/Shrub</td> <td>_____</td> <td>_____</td> <td>_____</td> </tr> <tr> <td></td> <td>0</td> <td>\$0.00</td> <td>0</td> <td>Bait Installation</td> <td>_____</td> <td>_____</td> <td>_____</td> </tr> <tr> <td>One Time Services</td> <td>0</td> <td>\$0.00</td> <td>0</td> <td>Pest</td> <td>_____</td> <td>_____</td> <td>_____</td> </tr> <tr> <td></td> <td>0</td> <td>\$0.00</td> <td>0</td> <td>Lawn</td> <td>_____</td> <td>_____</td> <td>_____</td> </tr> <tr> <td>No Charge Requests</td> <td>0</td> <td>\$0.00</td> <td>0</td> <td>Pest</td> <td>_____</td> <td>_____</td> <td>_____</td> </tr> <tr> <td></td> <td>0</td> <td>\$0.00</td> <td>0</td> <td>Lawn</td> <td>_____</td> <td>_____</td> <td>_____</td> </tr> <tr> <td></td> <td>0</td> <td>\$0.00</td> <td>0</td> <td>Bait</td> <td>_____</td> <td>_____</td> <td>_____</td> </tr> </tbody> </table>				ASSIGNED			SERVICE TYPE	COMPLETED			#	\$	SF/LF	#	\$	SF/LF	Regular Services	1	\$29.50	0	Pest	_____	_____	_____		0	\$0.00	0	Landscape	_____	_____	_____		0	\$0.00	0	Lawn Care	_____	_____	_____		0	\$0.00	0	Tree/Shrub	_____	_____	_____		0	\$0.00	0	Aeration	_____	_____	_____		0	\$0.00	0	Bait / Monitoring	_____	_____	_____	Initial Services	0	\$0.00	0	Pest	_____	_____	_____		0	\$0.00	0	Landscape	_____	_____	_____		0	\$0.00	0	Lawn	_____	_____	_____		0	\$0.00	0	Tree/Shrub	_____	_____	_____		0	\$0.00	0	Bait Installation	_____	_____	_____	One Time Services	0	\$0.00	0	Pest	_____	_____	_____		0	\$0.00	0	Lawn	_____	_____	_____	No Charge Requests	0	\$0.00	0	Pest	_____	_____	_____		0	\$0.00	0	Lawn	_____	_____	_____		0	\$0.00	0	Bait	_____	_____	_____
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<p>I certify the above to be a true and accurate record of my time and my operation for the period shown. I understand it is my responsibility to record all hours worked accurately and correctly, without exception. I understand that Massey Services is relying on my record of hours worked for compliance with the Fair Labor Standards Act.</p>																																																																																																																																																

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Appendix C: Daily Worksheet

Service Center _____
Technician _____
Date _____ Veh # _____

**TERMITE TECHNICIAN
DAILY SUMMARY REPORT**

Code	Location	Time		Re-Insp. \$ Compl	Conventional Treatments (Post and Pre-construction)			Bait		Total Coverage		Bore-Care		
		Time In	Time Out		Slab Type	Sq. Feet	Linear Feet	Flow Meter Began	Flow Meter End	Gal Used	Gal Used	Linear Feet	Conc Used	
TOTALS														

I certify the information entered on this report to be a true and accurate record of my time and operation for the period shown. I understand it is my responsibility to record all hours worked accurately and correctly, without exception. I understand that Massey Services is relying on my record of hours worked for compliance with the Fair Labor Standards Act.

Technician's Signature _____ Rev. 03/06

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Appendix D: Daily M&S Usage Summary



Lawn Care Daily M & S Usage Summary - Oct & Nov 2004

Specialist's Name: _____

Month/Year: _____

MATERIAL AND SUPPLIES	A Truck Beginning Inv.	B Materials Issued	C Truck Ending Inv.	A + B - C Total Daily Usage	Cost per Unit	Extended Cost
FERTILIZERS						
28-0-14 70%SCU + Atrazine					\$0.23	
17-0-17 100%SCU + Atrazine					\$0.23	
19-0-7 30%SCU+ Stonewall (lb)					\$0.34	
18-0-7 w/ Sprint 330 (g)					\$2.76	
0-0-82 (lb)					\$0.11	
5-0-30 (lb)					\$0.10	
21-0-0 (lb)					\$0.11	
Limestone					\$0.08	
HERBICIDES						
Atrazine 4L (not until 10/15/04)					\$0.12	
Lontrel (oz)					\$3.90	
RoundUp Pro (oz)					\$0.36	
Quicksilver Premix (oz)					\$0.22	
Manage (scoop)					\$2.16	
INSECTICIDES						
Talstar One (oz)					\$1.06	
Talstar PL Granule (Fire Ant) (lb)					\$0.74	
Talstar Slury (oz)					\$0.10	
FUNGICIDES						
Mancozeb (oz)					\$0.12	
Subdue (oz)					\$3.89	
Heritage (oz)					\$23.25	
MISCELLANEOUS						
Liberate (oz)					\$0.20	
					Sub Total	
					Tax	
					Total Cost	

Manager Signature _____ Date _____

Specialist Signature _____ Date _____

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Appendix E: Account Record Change

MASSEY
SERVICES INC.

ACCOUNT RECORD CHANGE

Customer Name _____

Service Address _____

Billing Address _____

Account # _____ Route # _____

Date Changes are to occur: _____

Name (Service) _____ Route # _____

Service Address _____ Grid # _____

Telephone # _____ Service Day _____

Billing Address _____

Service Charge _____

Other Change(s) _____

Reason for Change(s) _____

Please initial your acknowledgment of these changes.

Service Technician _____ Administration _____

Service Manager _____ General Manager _____

MS-002 8/98

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Appendix F: Production to Do Report

Date	Time/Service	Account Name	Address	Type	Map	Home	Mins	Meas	T/S	Equis	Charge	PV	Balance	
3/3/2005	12:00 AM/LawnCare Application	1501292 Stateside Mgmt Corp	2993 Stillwater Dr	R	DB15	(407) 348-8094	60	2,100	0	2,100	40.00	40.00		
3/3/2005	12:00 AM/LawnCare Application	1535699 Stanley Maulow	10141 Fairtree Ln	R	CE10	(407) 356-3240	60	7,210	0	7,210	70.00	70.00		
3/3/2005	12:00 AM/LawnCare Application	1535781 Dorothy Adcox	10913 Girardin Ln	R	CD10	(407) 355-9205	60	2,000	0	2,000	44.00	44.00		
3/3/2005	12:00 AM/LawnCare Application	2640023 Norma Shivamangal	367 Blue Bayou Dr	R	DB15	(407) 348-2785	0	5,393	0	5,393	70.00	70.00	140.00	
3/3/2005	12:00 AM/LawnCare Application	2640417 Phyllis Sizem	164 Guadalajara Dr	R	DB16	(407) 348-2826	0	4,877	0	4,877	54.00	54.00		
3/3/2005	12:00 AM/LawnCare Application	2640779 Debra Chase	347 Blue Bayou Dr	R	DB15	(407) 348-8960	0	3,648	0	3,648	44.00	44.00		
3/3/2005	12:00 AM/LawnCare Application	2640784 Bill Dixon	5541 Westbeek Dr	R	CE10	(407) 484-3123	0	5,238	0	5,238	62.00	62.00	62.00	
3/3/2005	12:00 AM/LawnCare Application	2641051 Joa L Little	293 Gardens Rd	R	DB15	(407) 348-6368	0	5,286	0	5,286	55.00	55.00		
3/3/2005	12:00 AM/LawnCare Application	2641144 Jeff Heavner	2309 Woodlark Ct	R	CE10	(407) 656-2791	0	5,005	0	5,005	59.00	59.00		
3/3/2005	12:00 AM/LawnCare Application	2641354 Nellie Henderson	10138 Blurred Tree Ct	R	CD10	(407) 352-0992	0	3,018	0	3,018	47.00	47.00		
3/3/2005	12:00 AM/LawnCare Application	2641397 Ray Dardone	10630 Watersona Ct	R	CE10	(407) 392-0637	0	3,823	0	3,823	55.00	55.00		
3/3/2005	12:00 AM/LawnCare Application	2641674 Mary Pail	11520 Durlington Dr	R	CE11	(407) 890-8246	0	4,297	0	4,297	46.00	46.00		
3/3/2005	12:00 AM/LawnCare Application	2642394 Jerry Bennett	175 Gardens Rd	R	DB15	(407) 348-6799	0	5,000	0	5,000	34.00	34.00	34.00	
3/3/2005	12:00 AM/LawnCare Application	2682052 Isabelle Darocher	300 Winesand Ct	R	DB15	(407) 344-3317	60	4,589	0	4,589	57.00	57.00		
3/3/2005	12:00 AM/LawnCare Application	4786327 William Colon	104 Warm Springs Ct	R	DB15	(407) 344-1853	60	3,500	300	4,700	60.00	60.00		
3/3/2005	12:00 AM/LawnCare Application	4787103 Miriam Gutierrez	101 Warm Springs Ct	R	DB15	(407) 344-0772	60	750	0	750	32.00	32.00		
3/3/2005	12:00 AM/LawnCare Application	4790371 Epifania Pagan	101 Soapdragon Ct	R	DB16	(407) 344-8522	60	1,200	0	1,200	44.00	44.00		
3/3/2005	12:00 AM/LawnCare Application	5257365 Alex Maldonado	2604 Whisper Lakes Ct	R	CE11	(407) 825-9838	60	2,059	0	2,059	35.00	35.00		
3/3/2005	8:00 AM/LawnCare Application	5257365 Alex Maldonado	3230 Hunters Chase Ln	R	DC15	(407) 348-7903	60	4,344	250	5,344	73.00	73.00		
3/3/2005	8:00 AM/LawnCare Application	5257933 Rick Shaffer	657 Eldersand Ct	R	DA16	(407) 348-9472	60	3,920	0	3,920	51.00	51.00		
Totals for Thursday, March 03, 2005							22	82.0	0	11,669	550	83,369	1,312.00	51,112.00
3/4/2005	12:00 AM/LawnCare Application	1500147 Barbara Watson	601 Robert St	R	CD18	(407) 847-2134	0	7,000	0	7,000	56.00	56.00		

Date	Time/Service	Account Name	Address	Type	Map	Home	Mins	Meas	T/S	Equis	Charge	PV	Balance	
1/3/2005	12:00 AM/LawnCare Application	2640613 Evra Aitor	13125 S John Young Pl	R	CB13	(407) 240-3099	0	62,440	0	62,440	310.00	310.00		
1/3/2005	12:00 AM/LawnCare Application	2640749 Scott & Lisa Buzak	13410 Falcon Point Dr	R	CE13	(407) 248-1353	0	2,302	0	2,302	31.00	31.00		
1/3/2005	12:00 AM/LawnCare Application	2640982 Susan Chater	2615 Heron Lodge	R	CE13	()	0	4,488	0	4,488	52.00	52.00	56.00	
1/3/2005	12:00 AM/LawnCare Application	2641233 Thomas Anderson	13407 Mallard Ct	R	CE13	(407) 291-6723	0	4,450	0	4,450	65.00	65.00		
1/3/2005	12:00 AM/Comm LawnCare Appl	2641838 Palm Casual	11701 N Orlando Hesse	C	CB11	(407) 438-2333	0	12,727	0	12,727	86.00	86.00		
1/3/2005	12:00 AM/LawnCare Application	4783564 Eric Proctor	1113 Bush Ct	R	CE17	(321) 934-1159	60	3,555	700	6,255	70.00	70.00		
1/3/2005	12:00 AM/LawnCare Application	4788501 Maria Cruz	2067 Doby Glen Dr	R	CB14	(407) 438-2127	60	4,140	200	4,940	65.00	65.00		
Totals for Wednesday, January 05, 2005							16	4.0	0	131,230	1,228	136,110	1,204.00	51,204.00
3/6/2005	12:00 AM/LawnCare Application	1501276 Stateside Mgmt Corp	107 Blue Indigo Ct	R	DB15	(407) 348-8084	60	7,000	0	7,000	40.00	40.00		
3/6/2005	12:00 AM/LawnCare Application	1501276 Stateside Mgmt Corp	119 Blue Indigo Ct	R	DB15	(407) 348-8084	60	2,412	0	2,412	40.00	40.00		
3/6/2005	12:00 AM/LawnCare Application	1501292 Stateside Mgmt Corp	2993 Stillwater Dr	R	DB15	(407) 348-8084	60	2,100	0	2,100	40.00	40.00		
3/6/2005	12:00 AM/LawnCare Application	2640023 Norma Shivamangal	367 Blue Bayou Dr	R	DB15	(407) 344-2785	0	5,393	0	5,393	70.00	70.00	140.00	
3/6/2005	12:00 AM/LawnCare Application	2640417 Phyllis Sizem	164 Guadalajara Dr	R	DB16	(407) 348-2826	0	4,877	0	4,877	54.00	54.00		
3/6/2005	12:00 AM/LawnCare Application	2640779 Debra Chase	347 Blue Bayou Dr	R	DB15	(407) 348-8960	0	3,648	0	3,648	44.00	44.00		
3/6/2005	12:00 AM/LawnCare Application	2641051 Joa L Little	293 Gardens Rd	R	DB15	(407) 348-6368	0	5,286	0	5,286	55.00	55.00		
3/6/2005	12:00 AM/LawnCare Application	2642394 Jerry Bennett	175 Gardens Rd	R	DB15	(407) 348-6799	0	5,000	0	5,000	34.00	34.00	34.00	
3/6/2005	12:00 AM/LawnCare Application	2642052 Isabelle Darocher	300 Winesand Ct	R	DB15	(407) 344-3317	60	4,589	0	4,589	57.00	57.00		
3/6/2005	12:00 AM/LawnCare Application	4786327 William Colon	104 Warm Springs Ct	R	DB15	(407) 344-1853	60	3,500	300	4,700	60.00	60.00		
3/6/2005	12:00 AM/LawnCare Application	4787103 Miriam Gutierrez	101 Warm Springs Ct	R	DB15	(407) 344-0772	60	750	0	750	32.00	32.00		
3/6/2005	12:00 AM/LawnCare Application	4790371 Epifania Pagan	101 Soapdragon Ct	R	DB16	(407) 344-8522	60	1,200	0	1,200	44.00	44.00		
3/6/2005	12:00 AM/LawnCare Application	5257365 Alex Maldonado	2604 Whisper Lakes Ln	R	DC15	(407) 348-7903	60	4,344	250	5,344	73.00	73.00		
3/6/2005	12:00 AM/LawnCare Application	5257933 Rick Shaffer	657 Eldersand Ct	R	DA16	(407) 348-9472	60	3,920	0	3,920	51.00	51.00		
Totals for Thursday, January 06, 2005							14	9.0	0	49,099	550	51,219	694.00	50,640.00
1/7/2005	12:00 AM/LawnCare Application	1500147 Barbara Watson	601 Robert St	R	CD18	(407) 847-2134	0	7,000	0	7,000	56.00	56.00		

APPROVED BY:
Tony Massey

EFFECTIVE DATE:
May 6, 2026

SECTION: PEST PREVENTION & LAWN
SERVICE PROCEDURES

SUBJECT: Production Control System

Appendix H: Production Board

GreenUP lawn, tree & shrub care

DAYS 20 28 0 11 24 / 11000
SATS 11
CHEMICAL COSTS - LAWN - 11.00 REPAIRS - 1.00

PRODUCTION BOARD

BEG. REV. 1,100 84,177
MONTH FEB 2005

RT	TECH.	RT VALUE	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30
28	JOSH	10.00																														
30	BOYAN	10.00																														
34	JOSH	10.00																														
36	MATT	10.00																														
40	JOSH	10.00																														

APPROVED BY:
Tony Massey

EFFECTIVE DATE:
May 6, 2026