

Exhibit 7
Work Orders

Reactive Work Order Priority Codes are as follows and must be adhered to in-order to meet the requirements of this EFM contract. The “Response” time notes the allowable time limit to acknowledge that you have received the Work Order requesting the services. The “Completion” time notes the allowable time to complete the services. Based on the service that may be requested and understanding there could be extenuating circumstances these timelines may not be attainable but must be discussed and agreed upon by the Facility Manager, at which point the initial work order will be canceled and a new work order with the new priority code will be issued.

EMERGENCY RESPONSE

“In the event of an Emergency, notification from EFM or a client representative via phone, email, work order or text will constitute approval to commence emergency repairs in accordance with previously established SLA response and completion times. EFM guarantees work order issuance within 24 hours of the initial emergency call. In an Emergency situation vendor response and action shall not be impeded by receipt of an Emergency Work Order. EFM and the vendor acknowledge that all aforementioned forms of Emergency work order notification are sufficient to support immediate dispatch to commence repairs and return equipment to normal operation.”

| REACTIVE WORK ORDER PRIORITY CODES | | | |
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| Name | Description | Office/Admin Service Level | Retail Service Level |
| Emergency | Cause or threaten to business disruption, threatens assets or impacts life safety. | Response: 1 Hour Completion: 4 Hours | Response: 2 Hour Completion: 1 Day |
| Urgent | Request of a non-emergency nature that will be investigated within one business day. | Response: 4 Hour Completion: 8 Hours | Response: 1 Day Completion: 4 Day |
| Normal | Standard for non-emergency requests. | Response: 1 Day Completion: 3 Day | Response: 5 Day Completion: 7 Day |
| Routine | Items that fall out of a standard scope / inquiry for work. | Response: 2 Day Completion: 7 Day | Response: 5 Day Completion: 30 Day |
| Scheduled | Work Order beyond a routine time frame, related to being scheduled. | Response: 30 Day Completion: 30 Day | Response: 30 Day Completion: 30 Day |