

September 29, 2026

Board of Supervisors
Kern County Administrative Center
1115 Truxtun Avenue
Bakersfield, CA 93301

**REQUEST TO APPROVE AGREEMENT CONTAINING NON-STANDARD TERMS AND CONDITIONS WITH
PEGASUS FOR PURCHASE OF DECONTAMINATION SERVICES
(Fiscal Impact: \$2,500 Each; General Fund; Budgeted; Discretionary)**

The purpose of this letter is to request your Board's approval of the Agreement containing non-standard terms and conditions with Pegasus for the purchase of decontamination services for the Public Health Laboratory, in an amount of \$2,500 each time the services are required.

Public Health Laboratory staff regularly works with high-risk pathogens in small, sequestered rooms with negative pressure. The proposal for decontamination services with Pegasus is being brought to your Board in the event that there is contamination or spill within the laboratory. If needed, this cleaning will use vaporized disinfectants to clean contaminated surfaces within the laboratory so that staff is not subjected to laboratory acquired infections and our normal testing specimens are not contaminated. This purchase will be made using a purchasing card if and when these services are rendered.

The Agreement has been reviewed by County Counsel and cannot be approved as to form. Specifically, the sections concerning mandatory arbitration, limitation of liability, waiver of warranties and late fees have been deemed non-standard. County Counsel has advised that while these terms are non-standard, the risk to the County is low and this item can remain on consent.

Therefore, IT IS RECOMMENDED your Board approve the Agreement containing non-standard terms and conditions with Pegasus for the purchase of decontamination services for the Public Health Laboratory, in an amount of \$2,500 each time the services are required, and authorize the Chairman to sign.

Respectfully submitted,

for 

Brynn Carrigan
Director of Public Health Services

BNC:mm
Attachment
C: County Administrative Office

Grounded in Health

1800 Mt. Vernon Ave., Bakersfield, CA. 93306 | 661.321.3000 | www.kernpublichealth.com



ELEVATING THE STANDARD

Superior clean,
down to a science.

PREPARED FOR

Kern County Public Health
Laboratory

Beatriz Gonzalez
Office Services Specialist

April 17, 2026

Beatriz Gonzalez

Office Services Specialist

Kern County Public Health Laboratory

Dear Beatriz,

Thank you for the opportunity to present Pegasus' approach to supporting the cleanroom and controlled environment operations at Kern County Public Health Laboratory. We appreciate the time and consideration you and your team have invested in this process and welcome the opportunity to demonstrate how our operating model protects the integrity of highly sensitive production environments.

Cleanroom and GMP environments demand disciplined procedures designed to control contamination and protect product integrity. In these environments, every procedure, movement, and material interaction has the potential to introduce contamination risk. Maintaining these spaces requires precise execution, specialized training, and a structured system designed to support contamination control and operational reliability.

Pegasus approaches cleanroom cleaning through a system — not simply through service. Our proprietary Operating System eliminates variability by defining roles, standardizing workflows, reinforcing training, and verifying performance through structured quality control. This disciplined approach ensures that procedures are executed consistently and that the environments we support remain stable, controlled, and audit-ready.

A key differentiator of the Pegasus approach is our commitment to preparation. Cleanroom specialists are trained in dedicated facilities that replicate real cleanroom environments before they ever enter a production space. This ensures that employees arrive fully prepared to execute established protocols with precision, supporting contamination control, regulatory compliance, and the pursuit of zero defects.

The following proposal outlines how Pegasus integrates specialized training, contamination control procedures, structured quality verification, and disciplined operational oversight to deliver consistent performance and peace of mind in controlled environments.

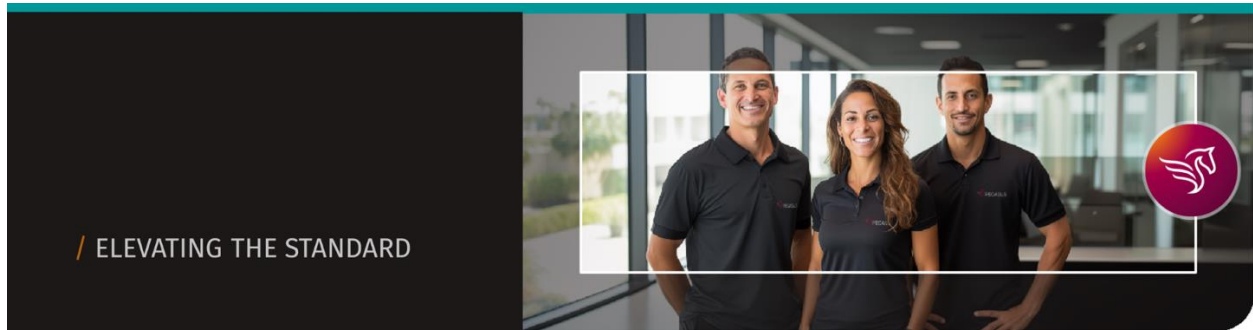
We appreciate the opportunity to present our approach and look forward to the possibility of supporting Kern County Public Health Laboratory.

Sincerely,
Mike Mendoza
VP of Sales



The Pegasus Difference

Controlled Environments
Require Controlled Systems



Disciplined facility performance since 1969

Pegasus has delivered specialized cleaning solutions for more than five decades through a structured, system-driven operating model built for performance-critical environments.

Cleanroom and GMP-regulated spaces require disciplined execution, controlled procedures, and absolute consistency. Pegasus approaches these environments through a proprietary operating system designed to standardize workflows, define accountability, and eliminate variability in execution.

Through this system, Pegasus delivers contamination-controlled cleaning programs that support regulatory compliance, product integrity, and operational stability across cleanrooms, advanced manufacturing facilities, and other controlled environments.

Pegasus is built to execute with precision...Not simply oversee services.



The Pegasus Advantage:

Disciplined systems designed for controlled environments

Contamination Control by Design ---->

Cleanroom environments require precise, controlled procedures designed to maintain contamination control and product integrity. Pegasus engineers the work before it begins through defined workflows, controlled task sequencing, and specialist roles. This structured approach ensures that every task supports regulatory compliance and maintains stable, controlled environments.

Disciplined Execution & Protocol Adherence ---->

In controlled environments, consistency is critical. Pegasus reinforces disciplined execution through clearly defined procedures, documented protocols, and structured supervision. Specialists are trained to perform tasks exactly as designed, ensuring contamination control standards are maintained shift after shift.

Performance Visibility Through Structured Technology ---->

Pegasus applies technology to strengthen operational visibility and accountability. Our PegDesk platform integrates workforce data, inspection results, compliance documentation, and performance metrics into a single operating structure. This enables real-time visibility into execution while maintaining clear documentation for quality assurance and regulatory readiness.

Proven Performance in Controlled Environments ---->

Pegasus supports some of the most demanding production environments in advanced manufacturing, biotechnology, life sciences, and semiconductor facilities. These environments require precision, discipline, and strict adherence to contamination control procedures. Our teams are trained to operate within these environments while protecting both product integrity and operational continuity.

The Pegasus Operating System ---->

Pegasus operates through a proprietary system designed to standardize execution across complex environments. The Pegasus Operating System defines specialist roles, training standards, workflow design, and performance verification processes that ensure procedures are performed consistently and documented appropriately. This structured approach eliminates variability and supports stable, audit-ready operations in controlled environments.



Unrivalled
process.
Superior
service.

Purpose Driven Performance

Since 1969, Pegasus has understood that facility services are ultimately about people — the individuals who work within the spaces we maintain, and the teams who care for them every day. Our purpose is reflected in how we lead, how we support our workforce, and how we uphold the responsibility entrusted to us by our clients. Through structured systems and accountable leadership, we ensure that the environments we serve operate reliably, safely, and with professionalism.

Our Mission, Vision Shared Values

Mission: We are dedicated to creating healthier, safer environments for our customers, investing in the growth and dignity of our people, and strengthening the communities we are part of

Vision: To set the standard for facility services by protecting health, ensuring safety, and enhancing well-being in every space we serve — one square foot at a time.

Shared Values: Pegasus operates according to four guiding principles that shape our leadership, culture, and daily execution:

The Pegasus Core 4

Operating principles designed with **you** in mind.



Geographic Reach and Multi-Site Capability

Pegasus combines strong regional leadership with structured national capability. Headquartered in San Diego and supported by regional offices across the western United States, we maintain close operational oversight while delivering consistent performance across geographically diverse portfolios.

Our model is intentionally designed to scale without sacrificing accountability. Standardized operating procedures, defined performance expectations, and centralized reporting ensure consistency across every site — while local leadership provides responsive, on-the-ground support tailored to each facility's needs.

/ The Pegasus Difference →

For multi-location environments, this means:

- **Regional Accountability** – Dedicated leadership responsible for performance within defined territories.
- **Standardized Execution** – Consistent workflows and measurable service expectations implemented across all locations.
- **Centralized Visibility** – PegDesk provides shared reporting, quality tracking, and portfolio-level performance oversight.
- **Workforce Continuity** – Structured hiring and training programs ensure stable, qualified teams across regions.

Regional Responsiveness, National Capability

While our operational roots are in the West, Pegasus supports more than 300 facilities nationwide. Our proprietary Operating System is actively deployed across millions of square feet of complex campuses throughout the country.

Our disciplined systems and leadership structure allow us to deliver consistent results across multi-site portfolios without the complexity of layered corporate bureaucracy.



ISO 9001:2015 Registered Quality Management System

Pegasus operates under an ISO 9001:2015 registered Quality Management System, reinforcing our commitment to disciplined processes, documented procedures, and continuous improvement across the organization.

This certification ensures that training programs, operating procedures, inspection protocols, and corrective action processes are managed within a structured quality framework. The system establishes clear accountability, measurable performance standards, and consistent documentation practices that support operational reliability and audit readiness.

For organizations operating in highly controlled environments, this framework provides an additional level of confidence that the services supporting their operations are managed through defined processes designed to deliver consistent, verifiable results.



CECC Certified



ISO 9001:2015



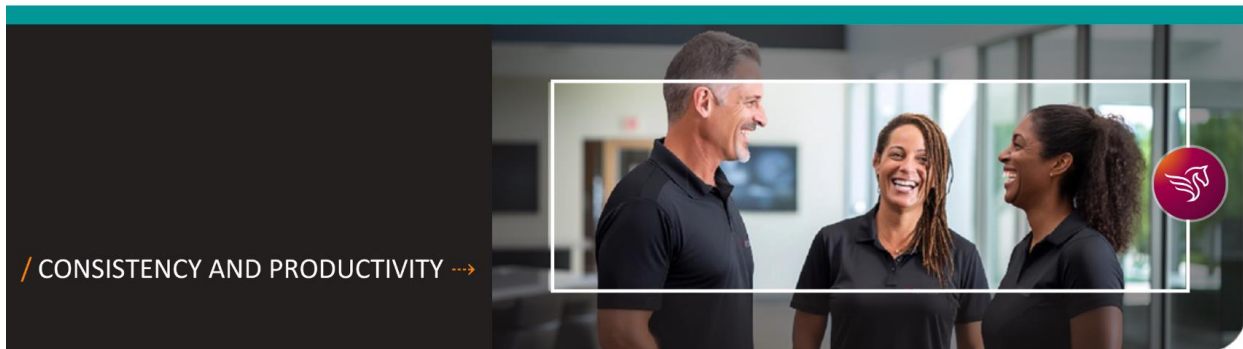
**Minority Woman
Owned Business**



Advancing **Beyond** Compliance

Our People

Our Team Sets Us Apart



People **Power** Success

High-performance cleanroom and controlled-environment programs begin with stable, accountable teams. In contamination-sensitive environments, the individuals responsible for maintaining the space play a critical role in protecting product integrity, supporting regulatory compliance, and ensuring operational stability.

Pegasus has built a structured people strategy designed to attract, prepare, and retain professionals who understand the discipline required to operate inside controlled environments. Through structured recruitment, intensive preparation programs, and ongoing professional development, Pegasus develops specialists who take ownership of contamination control and execute procedures with consistency, precision, and accountability.



Talent Acquisition **Strategy**

Pegasus approaches talent acquisition as a disciplined operational function — not a reactive hiring process. Our recruitment strategy is structured around defined workforce requirements, measurable selection standards, and leadership accountability to ensure each role is filled with qualified professionals aligned to our Core 4 principles: consistency, accountability, safety, and professionalism.

Talent acquisition for Kern County Public Health Laboratory will be led by Kanausha Thompson, ensuring focused sourcing and hiring aligned with portfolio-specific operational needs and the expectations of controlled environment programs.

Candidates are selected not only for reliability and professionalism, but also for their ability to perform within structured procedures and maintain the discipline required in contamination-controlled environments.

By aligning recruitment standards with production expectations and contamination-control requirements from day one, Pegasus ensures that new hires are prepared to succeed within our defined performance model.

Strategic Recruiting

Pegasus recruits with intention. We seek individuals who demonstrate the reliability, discipline, and attention to detail required to work in structured operational environments.

Our recruiting approach combines **targeted online outreach, partnerships with local workforce programs** and trade schools, and strong employee referral networks. By maintaining clear expectations from the start, we attract candidates who understand the professional standards required to support cleanroom and controlled-environment operations. Employee referrals are particularly valuable in this process. When team members recommend individuals to join Pegasus, they introduce candidates who already understand the expectations of procedural discipline and accountability that define our operating culture.



Our recruiting approach combines targeted online outreach, partnerships with local workforce programs and trade schools, and engagement with biotechnology programs at community colleges and universities. By maintaining clear expectations from the start, we attract candidates who understand the professional standards required to support cleanroom and controlled-environment operations

Expanding the Labor Pool Through **Structured Simplicity**

A key advantage of the Pegasus Operating System is clarity. Defined workflows, visual task standards, and measurable expectations reduce complexity and shorten the learning curve for new specialists.

This structured approach allows employees to perform confidently and consistently while following the procedural discipline required in contamination-controlled environments.

By removing ambiguity and clearly defining responsibilities, Pegasus creates an environment where individuals can succeed without relying on trial-and-error learning inside critical facilities. The result is a larger qualified talent pool, stronger retention, and improved workforce stability across every facility we support.

Onboarding Excellence

The first days of employment are critical to long-term performance. In cleanroom and GMP environments, employees cannot learn procedures through observation or experimentation inside active production spaces.

Pegasus eliminates this risk through structured preparation.

Before entering a controlled environment, specialists complete our Boot Camp for Critical Environments, an intensive preparation program designed to teach the procedures, behaviors, and contamination-control disciplines required to work safely inside cleanrooms.

Boot Camp is conducted in Pegasus training facilities designed to replicate real controlled environments. These simulated spaces allow employees to practice gowning procedures, controlled cleaning methodologies, solution preparation, equipment handling, personnel flow discipline, and documentation protocols before stepping into a production facility.

In addition to hands-on preparation, Pegasus provides structured learning resources that reinforce procedural discipline. Specialists review Pegasus Standard Operating Procedures (SOPs), complete GMP training videos, and participate in proficiency assessments designed to verify comprehension and retention of critical procedures. Many SOP modules include short knowledge checks to confirm that employees understand the requirements before performing tasks in controlled environments. This layered training approach ensures employees not only practice procedures but also understand the regulatory and operational standards behind them.

Workforce Stability and Retention

Workforce stability is one of the most significant challenges in the facility services industry. High turnover disrupts service continuity, increases safety risk, and introduces inconsistency in procedural execution.

In controlled environments where contamination control and operational discipline are essential, stability within the workforce is particularly important.

Through structured hiring, defined onboarding programs, leadership accountability, and ongoing professional development, Pegasus maintains turnover rates significantly below industry averages.

It's **More** Than Compensation

While competitive wages and benefits are essential, retention requires more than pay. Employees remain committed when expectations are clear, leadership is present, and their contributions are recognized.

Pegasus reinforces engagement through structured recognition programs, professional development opportunities, and consistent communication between leadership and frontline teams.

The Perfect 10

Pegasus' Perfect 10 Program celebrates verified client excellence. When a customer awards Pegasus a 10 out of 10 on a formal satisfaction survey, that feedback is shared directly with the frontline team responsible for delivering the service.

Executive leadership personally visits the site to thank the staff, host a celebratory lunch, and acknowledge the impact of their work. Team members receive Perfect 10 shirts as a visible symbol of their achievement, demonstrating to both the team and the customer that their effort was seen, valued, and appreciated.

A simple act of gratitude goes a long way. By celebrating success openly and sincerely, Pegasus reinforces pride in workmanship, strengthens team connection, and builds a culture where positive client feedback is both earned and celebrated.

Pegasus **Possibilities** Program

While Perfect 10 celebrates moments of excellence, Pegasus Possibilities is focused on long-term impact. The vision of Possibilities is to create life changing impact by helping see what is really possible in life. Through dedicated one-on-one coaching and mentorship, employees are encouraged to define personal and professional goals, and to take practical steps toward achieving them.

This program is rooted in the belief that work should create opportunities. By investing in the growth and dignity of our people, Pegasus strengthens engagement, builds loyalty, and fosters a culture where individuals are supported beyond their daily responsibilities. When employees recognize their potential and feel supported in pursuing it, the impact extends beyond the workplace — strengthening teams, families, and communities.



40%

Pegasus Turnover Rate
-Decreasing 25% Annually Since 2021



Employee Retention

We're proud to share that while the average industry turnover rate has been consistently exceeding 300% per year and has increased by over 30% annually since 2021, Pegasus maintains an impressively low turnover rate of only 40%.

Through our innovative retention and engagement programs, we've achieved a remarkable reduction in turnover by over 25% annually since 2021. We give our employees a reason to stay, and it shows.

**Source: Bureau of Labor statistics*

+300%

Average Industry Turnover Rate
+ Increasing 30% Annually Since 2021

A Thriving and Successful Workplace

Empowerment →

Empowering our people to make decisions and take ownership of their work builds community and inspires innovation.

Inclusive Environment →

Embracing authenticity and diversity, we create a cohesive workforce where everyone feels valued and respected.

Compensation →

To attract, motivate and retain top talent, we offer a competitive compensation package and recognition opportunities.

Vibrant Workplace →

A positive and balanced work life energizes employees and creates a fun and enriching workplace environment for all.

Building A Culture of Excellence

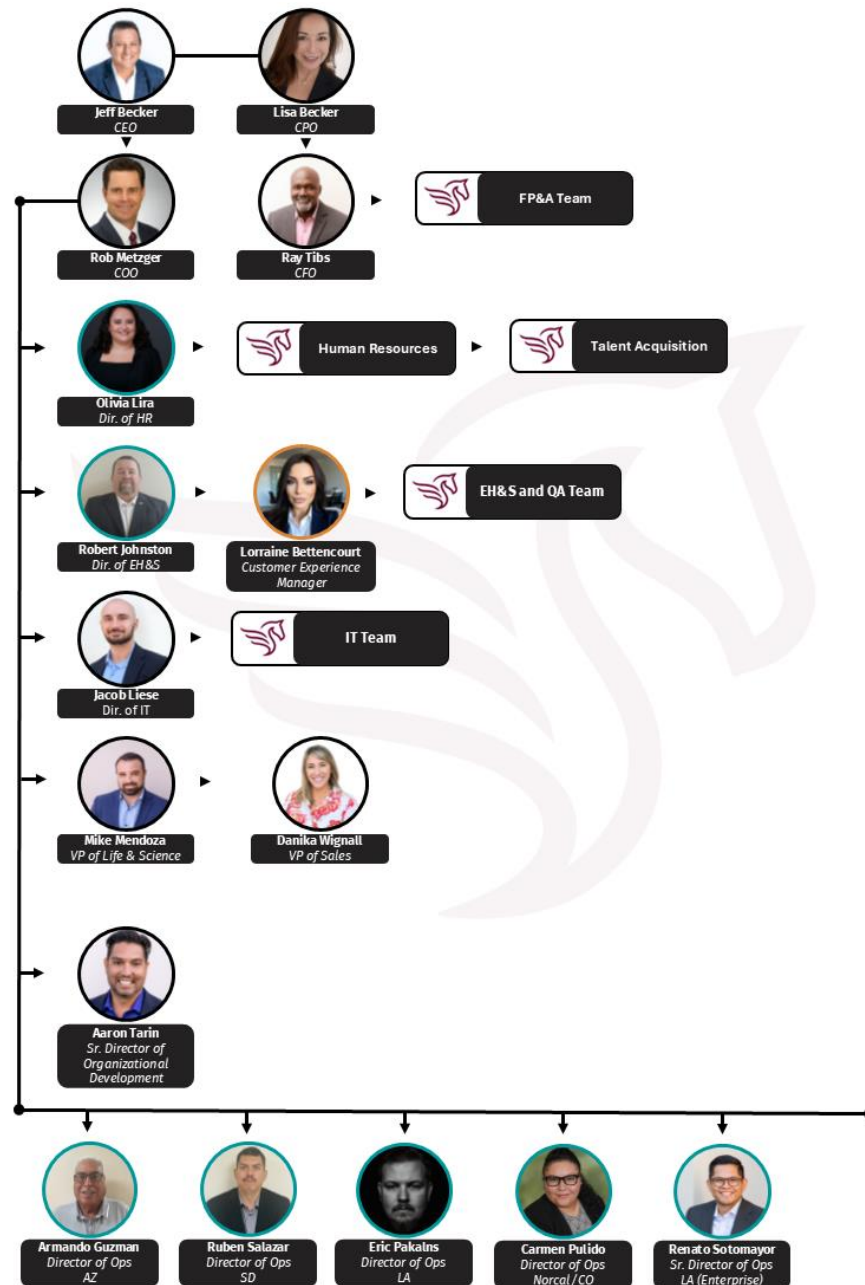
Our company DNA sets the standard for our employees and is essential for a successful and thriving workplace. When selecting new team members, these qualities serve as our guiding principles and mirror our values, enabling us to build a winning team that embodies and upholds these exceptional traits.



Management Structure and Dedicated Team

At Pegasus, we understand that a well-structured management and supervisory system is essential to operational success. Effective frontline staffing plans, clear reporting structures, and disciplined supervision ensure transparency and accountability.

Our organizational structure emphasizes collaboration, communication, and operational oversight, ensuring that teams responsible for maintaining controlled environments are consistently supported by experienced leadership.



Training and Development

Training in a Real Cleanroom
Environment

Preparation. Certification. Mastery

In cleanroom and GMP environments, improper procedures can introduce contamination risk, disrupt production, and compromise product integrity. Training cannot rely on observation or trial and error inside active production spaces.

Pegasus prepares specialists before they enter a controlled environment.

Boot Camp for Critical Environments

Preparation Before Entering Production

Before a Pegasus specialist enters a cleanroom or controlled environment, they complete **Boot Camp for Critical Environments** — an intensive training program designed to prepare employees for the discipline required in contamination-sensitive spaces.

In many cleaning programs, employees learn procedures directly on the job. This approach often leaves workers uncertain about expectations and creates unnecessary risk in environments where mistakes can compromise product integrity.

Pegasus eliminates uncertainty through structured preparation. Specialists must demonstrate competency before progressing to certification.

Boot Camp is conducted in Pegasus training facilities that replicate real cleanroom environments. These simulated spaces allow specialists to practice the procedures, behaviors, and contamination control protocols required in critical environments before stepping into an active production space.

Training is led by Pegasus' in-house expert trainers who bring real-world experience working in controlled environments. Instructors guide employees through the core disciplines required for cleanroom operations, including:

- Gowning procedures and contamination control behavior
- Solution preparation and chemical handling
- Controlled cleaning methodologies
- Equipment preparation and sanitation
- Personnel flow and movement discipline
- Documentation and procedural compliance

This controlled environment provides a safe place for employees to practice and refine skills, receive direct feedback, and develop the discipline required to operate in regulated environments.

Employees do not learn what the job requires after they arrive at a critical facility.

They arrive prepared.

Critical Environment **Cleaning** Certification (CECC)

Following Boot Camp, all Pegasus cleanroom specialists earn the Critical Environment Cleaning Certification (CECC).

CECC stands for Critical Environment Cleaning Certification, a professional credential developed by Pegasus specifically for individuals responsible for cleaning and maintaining contamination-controlled environments.



Today, there are many certifications for engineers, operators, and quality professionals working in controlled environments — but there has historically been no formal certification standard for the individuals responsible for maintaining the cleanliness of those environments.

Pegasus created CECC to close that gap. The result is the first certification designed specifically for contamination control cleaning professionals.

CECC is the only certification program designed specifically for contamination control cleaning professionals. It establishes a defined competency standard for the procedures, behaviors, and discipline required to work safely and effectively inside cleanrooms and GMP-regulated spaces.

The certification framework was developed in alignment with recognized industry guidance and best practices, including principles reflected in IEST contamination control guidance, ISO cleanroom standards, and PDA recommendations for controlled environments. These frameworks help ensure that the procedures taught through CECC align with the expectations of highly regulated manufacturing and research environments.

The CECC certification process **combines**:

- Structured classroom instruction
- Hands-on practical training in simulated cleanroom environments
- Trainer-led demonstrations
- Competency verification through direct observation
- Documented assessment of procedural understanding

Specialists must **demonstrate** proficiency in core contamination control disciplines including:

- Proper gowning and de-gowning procedures
- Solution preparation and chemical handling
- Cleanroom cleaning methodologies and surface protocols
- Equipment preparation and sanitation
- Personnel flow and movement discipline
- Good Documentation Practices (GDP)
- Contamination risk awareness and procedural compliance

Specialty training in **Sterile Cleanroom Environments** including Class A/B aseptic areas, with personnel trained and qualified in GMP gowning procedures

Training is conducted by Pegasus' in-house subject matter experts — trainers with real-world experience working inside controlled environments who understand the practical realities of maintaining contamination control in production facilities.

Competency is verified through direct observation and assessment before certification is granted. Specialists are not deployed to production environments until they have demonstrated the ability to perform required procedures correctly and consistently.

This certification ensures that every Pegasus specialist entering a cleanroom understands the importance of their role in protecting contamination control, supporting regulatory compliance, and safeguarding product integrity.

Specialists are also trained and evaluated on sterile environment protocols, including GMP gowning qualification and contamination-control procedures required in aseptic manufacturing environments.

In environments where even a small deviation can introduce contamination risk, **having certified contamination control professionals is not simply beneficial — it is essential.**

CECC ensures that Pegasus specialists enter controlled environments prepared, disciplined, and qualified to support the stability of the spaces they maintain.

The 10,000 Hour Journey to Mastery™

Training at Pegasus does not end after certification. It continues through our proprietary 10,000 Hour Journey to Mastery™, a structured professional development path designed to build expertise through deliberate practice and progressive responsibility.

The objective is not simply to provide employment. It is to build long-term professional careers.

The Journey establishes a clear pathway for growth and advancement within the organization, allowing employees to develop deeper expertise in critical environment operations while strengthening leadership capability across our teams.

Progression milestones include:

Certified Specialist

Foundation-level certification confirming competency in cleanroom procedures and contamination control protocols.

Certified Lead

Experienced specialists who demonstrate leadership capability and assist in maintaining standards within operational teams.

Master Trainer

Subject matter experts responsible for teaching procedures, mentoring specialists, and reinforcing contamination control discipline.

Quality Auditor

Certified professionals trained to inspect environments, verify procedural compliance, and reinforce quality standards.

Operations Leader

Operational managers responsible for supervising programs, supporting compliance requirements, and ensuring execution aligns with defined procedures.

Executive Leader

Senior leadership responsible for strategic oversight, continuous improvement, and sustaining operational discipline across portfolios.

This structured progression creates meaningful opportunities for professional growth while strengthening operational stability across Pegasus programs.

When employees see a future within their work, engagement increases, retention improves, and performance becomes more consistent.

The result is a workforce that is not only trained for the job today, but continuously developing expertise that strengthens the environments we support.

From Training to Execution

Where Preparation Becomes Performance

Training at Pegasus is not an academic exercise. It is designed to prepare specialists for the exact procedures they will perform in controlled environments.

Every protocol practiced during Boot Camp and verified through the CECC certification directly translates to how work is executed inside the cleanroom. Gowning procedures, solution preparation, equipment handling, personnel movement, and documentation practices are all reinforced through training before specialists ever enter a production space.

This preparation ensures that once inside a controlled environment, specialists are not learning procedures for the first time. They are executing processes they have already practiced, demonstrated, and verified.

The Pegasus Operating System then translates that preparation into structured execution. Defined roles, standardized workflows, and disciplined supervision ensure that procedures are performed consistently and that contamination control protocols are maintained throughout every shift.

/ Training and Development →

Training **establishes** the standard.

The operating system ensures that the standard is executed every day.

Together, they create a stable, predictable cleaning program designed to protect product integrity, support regulatory compliance, and maintain the controlled environments our partners depend on.



Safety and Risk

Beyond Compliance

Comprehensive **Safety** Program

Safety at Pegasus is engineered into our operating system — not managed as a standalone program. We design workflows, training, supervision, and performance standards to actively reduce risk and prevent incident drift over time.

In cleanroom and GMP-regulated environments, safety and contamination control are closely linked. Procedures must protect not only the workforce, but also the integrity of controlled production environments where improper handling, movement, or chemical use can introduce contamination risk.

Compliance with state and federal regulations is the baseline. Our objective is to go beyond it — embedding safety into daily execution, measurable oversight, and leadership accountability across every facility we support.

In regulated environments, safety discipline is inseparable from contamination control.

A Structured **Safety Framework**

Pegasus maintains a defined Environmental Health & Safety (EH&S) framework that integrates risk assessment, field verification, and documented accountability into daily operations.

Our **safety structure** includes:

- Job Hazard Analysis tailored to each role and location
- Routine on-site inspections conducted by Safety Representatives
- Digital inspection reporting and deficiency tracking through PegDesk
- Proper identification and use of Personal Protective Equipment (PPE)

Cleanroom-specific hazard analysis addressing gowning compliance, chemical preparation, contamination control procedures, and controlled material handling protocols.

Identified risks are documented, assigned, and verified through completion. Safety oversight is active, measurable, and reinforced through leadership review — ensuring that corrective actions are implemented and sustained.

Illness and Injury Prevention Program (IIPP)

Pegasus maintains a formal Illness & Injury Prevention Program (IIPP) designed to systematically identify, evaluate, and control workplace hazards across all supported facilities.

Our IIPP integrates role-specific hazard analysis, defined safety responsibilities, incident reporting protocols, and corrective action verification. Expectations are documented, reinforced through training, and monitored through structured oversight.

In controlled environments, the program also addresses contamination-sensitive procedures including gowning discipline, solution preparation protocols, and movement controls designed to protect product integrity.

Adherence is mandatory. Accountability is assigned. Corrective actions are tracked and verified through leadership review.

Safety management under the IIPP is proactive and documented — not reactive. A copy of our IIPP is available upon request.

Safety Data Sheets Employer Responsibilities

Pegasus ensures that Safety Data Sheets (SDS) for all chemicals used in the workplace and cleanroom environments are always readily accessible to employees, in compliance with OSHA requirements.

SDS documentation is maintained in both digital and physical formats to ensure availability in the event of power loss or system interruption. Chemical usage is aligned with standardized protocols to minimize exposure risk and prevent misuse.

Access to chemical safety information is not left to chance. Availability, accuracy, and visibility are actively managed and reinforced through training and supervision.

Chemical handling and solution preparation are conducted according to defined procedures to ensure correct dilution, labeling, and contamination control. Specialists are trained to prepare and handle solutions using documented protocols that prevent cross-contamination and ensure compliance with controlled environment standards.

Beyond OSHA Compliance

Compliance establishes the minimum standard. Pegasus designs systems to exceed it.

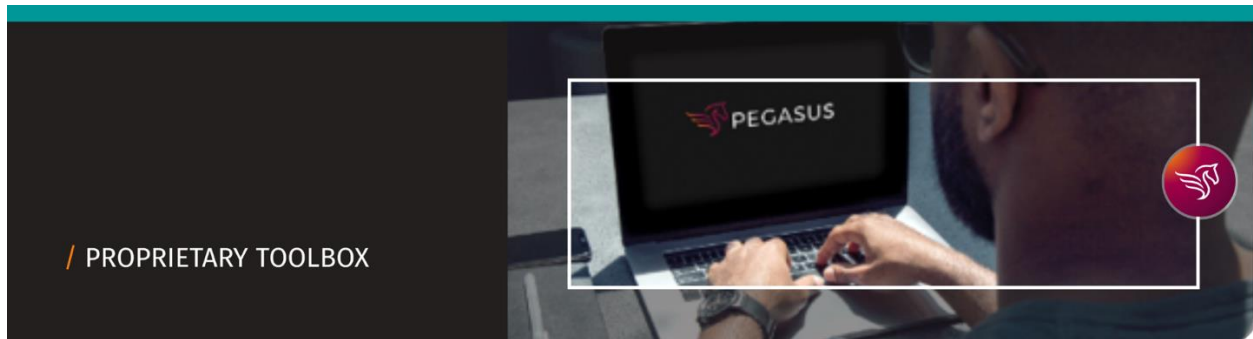
For over five decades, Pegasus' safety discipline has extended beyond traditional workplace hazards. In controlled environments, contamination control procedures, controlled movement, chemical preparation, and equipment sanitation are managed through defined protocols designed to protect both personnel safety and the integrity of the controlled environment. Beyond Compliance means safety is embedded into execution — from training center instruction to on-site supervision and performance verification.

In cleanroom and GMP-regulated environments, safety extends beyond protecting personnel — it also protects product integrity and the stability of the controlled environment itself. Improper gowning, incorrect solution preparation, uncontrolled movement, or deviation from established procedures can introduce contamination risk and disrupt critical manufacturing processes. Pegasus addresses these risks through disciplined protocols, structured training, and defined operational controls designed specifically for contamination-sensitive environments. By integrating contamination control into our safety framework, Pegasus helps ensure that both personnel safety and environmental integrity are protected throughout every shift.



Technology

Performance, Compliance,
and Operational Visibility

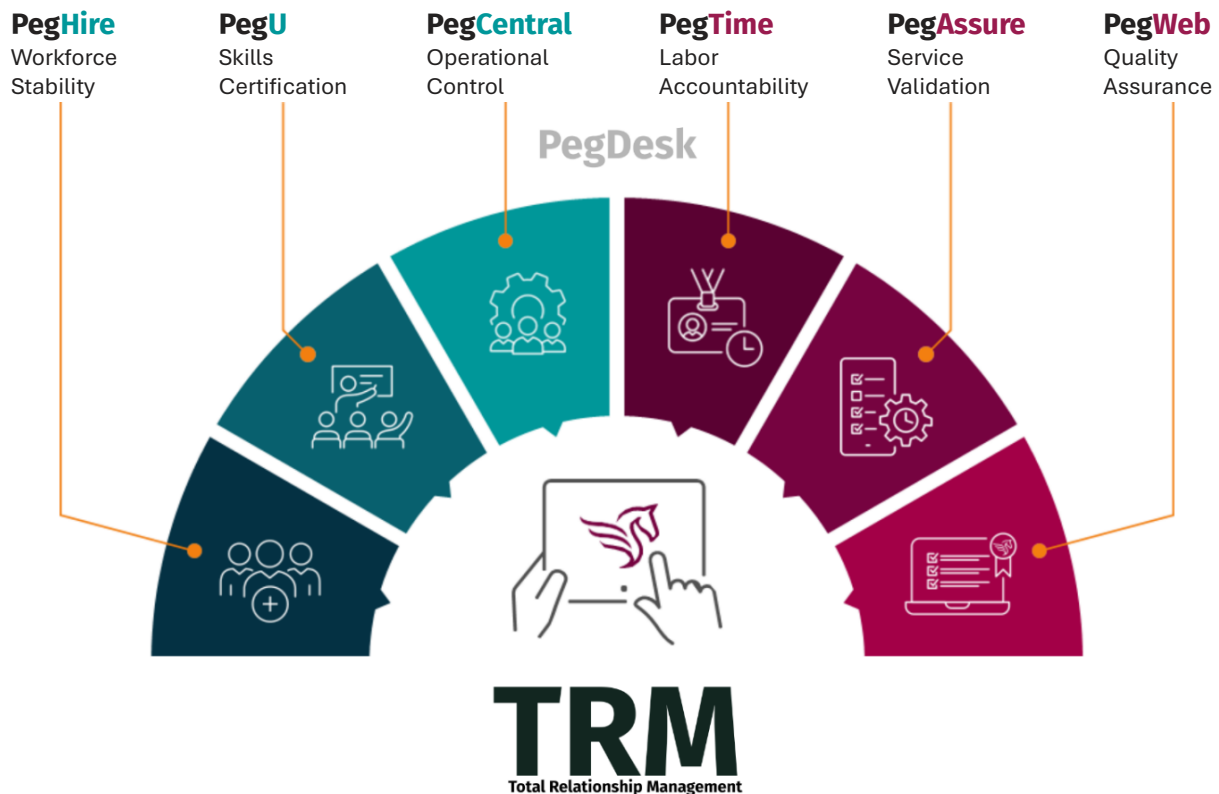


Total Relationship Management System

At Pegasus, technology is not an add-on — it is the infrastructure that ensures consistency, accountability, professionalism, and safety across the environments we support. In cleanroom and GMP-regulated facilities, technology also plays a critical role in documenting procedures, verifying execution, and maintaining compliance with contamination control protocols.

PegDesk is our proprietary enterprise performance platform and Quality Management System (QMS), designed specifically for critical environments. It integrates workforce stability, skills certification, operational control, labor accountability, service validation, GDP documentation compliance, and quality intelligence into one cohesive system.

Rather than relying on disconnected tools, PegDesk connects people, processes, and data to deliver measurable, predictable outcomes — creating greater transparency, faster responsiveness, and sustained operational excellence.





The **PegDesk** Platform

Each component of PegDesk plays a distinct role within our Total Relationship Management system — working together to ensure stability, discipline, visibility, and measurable performance.

PegHire - Workforce Stability

Structured recruiting, onboarding analytics, and retention monitoring designed to reduce turnover, strengthen team continuity, and ensure consistent service delivery in critical environments.

PegU - Skills Certification

Role-specific training and certification pathways aligned with cleanroom procedures, CECC certification standards, and contamination control protocols. Training completion, and certification status are documented and traceable within the PegDesk platform.

PegCentral - Operational Control

Enterprise-level ERP oversight managing payroll integrity, billing accuracy, compliance tracking, and workforce administration with disciplined financial and operational governance.

PegTime - Labor Accountability

Facial-recognition timekeeping that verifies workforce presence, eliminates time fraud, and protects payroll and labor cost integrity.

PegAssure - Service Validation

QR-enabled verification, inspection tracking, and automated corrective workflows confirm that procedures are executed according to defined protocols. PegAssure also supports compliance with **Good Documentation Practices (GDP)** by validating documentation accuracy and ensuring that required logbook entries and procedural records are completed and certified within all GMP-regulated environments.

PegWeb - Quality Intelligence

Cloud-based inspection management, ticketing, and exception notification delivering real-time performance visibility, documented service records, and rapid response capabilities. These records support operational transparency and audit readiness within regulated environments.

Operations Performance Dashboard

Operations Performance Report 										
Category	KPI	January 2024			December 2023			Trailing 12 Months		
		Compliance	Actual	Target	Compliance	Actual	Target	Compliance	Actual	Target
Safety	Incidents		2	0		5	0		37	0
Safety	Accidents		0	0		0	0		4	0
Safety	Safety Inspections		2	3		7	3		66	36
Safety	Avg Safety Score		100.0%	≥ 90%		100.0%	≥ 90%		99.4%	≥ 90%
Workforce Management	Attrition		0.0%	≤ 10%		1.3%	≤ 10%		15.7%	≤ 10%
Workforce Management	Staffing		80.0%	≥ 90%		94.1%	≥ 90%		96.7%	≥ 90%
Workforce Management	Capacity		97.5%	≥ 90%		68.6%	≥ 90%		79.9%	≥ 90%
Workforce Management	Productivity		96.0%	≥ 90%		90.5%	≥ 90%		88.1%	≥ 90%
HR	HR Visits		2	2		5	2		36	24
Training & Development	% Trainings Completed		80.0%	≥ 90%		77.7%	≥ 90%		72.0%	≥ 90%
Training & Development	% Completed On-Time		71.2%	≥ 90%		83.9%	≥ 90%		44.6%	≥ 90%
Customer Care	Work Orders		48	TBD		58	TBD		654	TBD
Customer Care	Avg Time to Close		1.2 day(s)	TBD		1.8 day(s)	TBD		1.9 day(s)	TBD
Quality Assurance	Quality Inspections		33	8		31	8		74	96
Quality Assurance	Avg QA Score		96.0%	≥ 90%		95.8%	≥ 90%		97.4%	≥ 90%
Quality Assurance	% Deficient		6.8%	≤ 10%		11.5%	≤ 10%		7.9%	≤ 10%
Quality Assurance	End of Shift (EoS) Inspections		64	50		64	50		811	600
Quality Assurance	Avg EoS Score		96.3%	≥ 90%		96.3%	≥ 90%		96.1%	≥ 90%
Quality Assurance	QQVs		11	4		11	4		135	6
Quality Assurance	Avg QV Score		8.5	≥ 7		0.0	≥ 7		0.0	≥ 7
Employee Engagement	Frontline Recognition		1	3		5	3		24	36
Employee Satisfaction	Employee Satisfaction		8.2	≥ 9		8.4	≥ 9		8.1	≥ 9

The Pegasus Operations Performance Dashboard is the executive command center of our Total Relationship Management system. Fully integrated within PegDesk, the dashboard delivers real-time visibility into workforce performance, service execution, compliance

metrics, and operational trends — providing both Pegasus leadership and our clients with a shared view of performance.

In controlled environments, the dashboard also supports compliance monitoring by tracking training verification, procedural adherence, inspection validation, and corrective action documentation.

Rather than static reporting, the platform provides dynamic KPI tracking aligned to the defined scope of work and operational footprint. Thresholds and performance benchmarks are established to ensure compliance, drive continuous improvement, and support data-driven decision-making. Through structured reporting and client-facing dashboards, performance is no longer subjective — it is measurable, transparent, and reviewable in real time.

We Measure What Matters

Our dashboard supports compliance monitoring by tracking training completion, inspection verification, corrective actions, and operational adherence to defined procedures. These indicators provide clear insight into:

- Service quality and inspection performance, including scores and frequency
- Environmental Health & Safety compliance
- Workforce stability through hiring analytics and retention trends
- Labor accountability and attendance verification
- Training and certification status
- CAPA, SCAR, Deviation, and Non-Conformance tracking
- Procedural compliance verification
- Documentation accuracy and logbook compliance monitoring to identify recurring documentation errors and ensure adherence to Good Documentation Practices (GDP).

Real-time performance data and trend analysis are incorporated directly into our Quarterly Business Reviews and compliance meetings. By evaluating KPIs against established thresholds and historical trends, we identify emerging risks, performance gaps, and improvement opportunities before they impact operations.

This structured review process ensures alignment at both the operational and executive levels, reinforcing accountability and transforming performance data into proactive action plans.

Built To Fit Your Environment

PegDesk is our proprietary enterprise system, purpose-built for critical facility services and fully adaptable to each partner's operational environment. Designed with open architecture, it integrates seamlessly with virtually any software platform you currently use — including CMMS, access control, ERP, and reporting systems — ensuring continuity and ease of implementation.

We have been delivering facility services for decades and understand that technology must support disciplined processes and strong leadership — not replace them. PegDesk enhances visibility and performance while preserving the human judgment and accountability required to deliver consistent service excellence. Operational visibility is not simply operational convenience — it is essential to maintaining compliance, protecting product integrity, and sustaining stable cleanroom operations.



Quality Assurance

Engineered Oversight.
Measurable Performance

Procedural Discipline. Verified Compliance

Cleanroom environments require more than good cleaning results — they require procedural discipline and documented verification.

Every task performed inside a controlled environment has the potential to influence contamination control, product integrity, and regulatory compliance. For this reason, quality cannot rely on visual inspection alone. It must be engineered into the operating system and verified through structured documentation.

Pegasus approaches quality assurance through a controlled operating system designed to ensure that procedures are performed correctly, documented properly, and continuously verified.

Quality is not assumed. It is controlled, documented, and validated.

Our Quality Assurance framework is built on four integrated principles:

- Procedural Verification – confirmation that tasks are executed according to defined protocols or SOPs
- Documentation Discipline – Compliance with Good Documentation Practices (GDP) and required logbook entries
- Accountability – clear ownership at every operational level
- Continuous Improvement – structured corrective action and procedural refinement

This framework ensures that contamination control procedures are executed consistently and that environments remain stable and audit ready.

Quality is Sustained Through Structured Oversight

Quality assurance within controlled environments requires multiple layers of verification.

Rather than relying on a single inspection event, Pegasus applies structured oversight throughout the operational cycle — from frontline supervision to executive review.

Each level of oversight serves a distinct purpose.

Together, they ensure that procedures are followed, documentation is complete, and environmental standards remain stable.



Operational Verification – Confirming Execution in the Field

Supervisors perform structured verification of cleaning procedures, gowning discipline, equipment usage, and contamination control protocols during and after service execution to confirm:

- Gowning protocol adherence
- Tool and material control
- Chemical preparation compliance
- Documentation accuracy (GDP)

Verification is supported through PegDesk, our digital inspection and quality management software ensuring that execution is:

- Documented
- Traceable
- Reviewable

Deficiencies are not noted and forgotten, they are documented, corrected and reverified.

Good Documentation Practices – If it Isn't Documented, It Didn't Happen

In GMP-regulated environments, documentation is as important as execution.

Pegasus ensures that:

- Logbook entries are complete and accurate
- Procedural records are verified and certified
- Deviations are documented and escalated
- Corrective actions are recorded and tracked through completion

PegAssure validates documentation in real time, ensuring compliance with GDP and always maintain audit ready records through our Quality Management System.

This structured documentation ensures that operational activities remain traceable, reviewable, and audit ready.

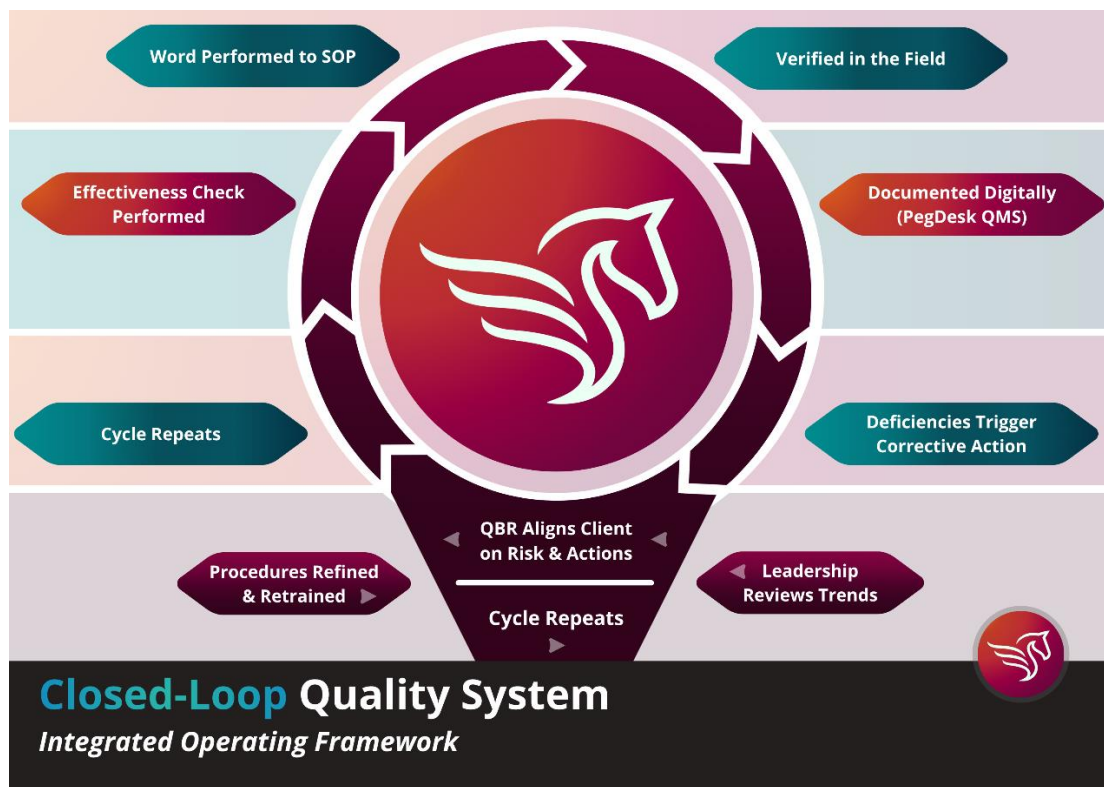
How the System Works – A Closed-Loop Quality Process

Quality is not managed through isolated inspections — it is controlled through a connected system.



At Pegasus, execution, verification, documentation, and improvement operate as a continuous cycle:

- Work is performed to defined SOPs
- Execution is verified in the field and documented through PegDesk, our proprietary QMS
- Deficiencies trigger corrective action and required reinspection
- Performance data is reviewed to identify trends and recurring risks
- Quarterly Business Reviews align findings, priorities, and risk mitigation
- Procedures are refined, retraining is implemented, and effectiveness is verified



The cycle never stops. Quality is not inspected after the fact. It is managed in real time and continually improved over time.

Leadership Oversight – Accountability at Every Level

- **Supervisor** - Daily verification and immediate correction
- **Manager / Director** - Weekly trend review, performance alignment
- **Safety Team** – Monthly training and recurring safety audits
- **Field Trainers** - GMP recertification every 6 months
- **Quality Manager** – Monthly operational risk review
- **Customer Experience Manager** - Customer health and quarterly business reviews
- **Executive Leadership** – Strategic alignment

In an industry where leadership rarely enters operating environments, Pegasus maintains and active documented presence at every level. Everyone has ownership, nothing is left to assumption.

Quarterly Business Reviews – Performance Reviewed at the Highest Level

Quality data is elevated into structured Quarterly Business Reviews (QBRs).

Inspection trends, response times, recurring deficiencies, corrective actions, and improvement initiatives are reviewed collaboratively with partners. Performance is evaluated not simply by score — but by trend direction, consistency, and risk exposure.

These reviews transform operational data into strategic insight.

- We do not simply present numbers - We examine patterns.
- We do not list deficiencies - We identify root causes.
- We do not assign blame - We align corrective action plans.

Through this process, quality becomes transparent, measurable, and aligned with partner expectations.

Key Performance Indicators (KPIs)

Cleanroom and GMP performance must be visible, not assumed. Pegasus tracks key indicators including:

- Inspection pass rate
- Deviation recurrence rate
- Corrective action closure time
- GDP / logbook completion accuracy
- Response time to findings
- Trend analysis by area, shift, or classification

Performance is evaluated not by isolated scores, but by trends, responsiveness, and data.

A Continuous Quality Control Cycle

Quality assurance in controlled environments operates as a closed loop system of inspection, verification, correction, and validation. Each step confirms that procedures are executed correctly, deficiencies are corrected, and outcomes are verified before work proceeds.

In controlled environments, quality cannot depend on assumptions or occasional inspections. It must be verified continuously through structured procedures, disciplined documentation, and leadership accountability.

/ Quality Assurance →

The Pegasus Quality Assurance framework ensures that contamination control procedures remain consistent, documentation remains compliant, and operational environments remain stable and audit ready.

Pegasus ties execution, inspection, documentation, corrective action, and executive review into one closed-loop quality system that makes performance visible, traceable, and continuously improvable.

Because verification, documentation, escalation, and review are connected within a single operating framework, quality is not inspected after the fact — it is actively managed in real time and systematically improved over time.



Transition

Seamless Implementation

Transitions are the moment when service risk is highest.

We understand that the fear of change is real. In many cases, the concern about disruption is stronger than the frustration with the current service.

That is exactly why we created our **Seamless Implementation** process.

The hard work of transition is done in advance — planning, staffing, training, and operational setup — so that when service begins the operation is already organized and ready to perform.

Every transition is managed through Pegasus' Total Relationship Management (TRM) platform, which serves as the operational command center for onboarding activities. TRM provides a single system where responsibilities, timelines, and deliverables are clearly defined and tracked.

Rather than relying on informal coordination, the transition process breaks the work into clear operational steps:

- What must be completed
- Who owns each activity
- When completion is required
- How readiness is verified



This structure ensures that nothing is assumed, nothing is overlooked, and every critical activity is completed before service launch.



Structured Transition Framework

The Seamless Implementation process follows a standardized framework that guides each transition from onboarding through operational stabilization.

The framework establishes control while allowing flexibility to accommodate the specific requirements of each facility.

Throughout the transition period, Pegasus conducts structured weekly coordination meetings to review progress, address risks, and confirm readiness for upcoming activities.

These meetings focus on decision-making and risk mitigation — not status reporting.

Real-time visibility within the TRM platform allows all stakeholders to see task ownership, completion status, and outstanding items, ensuring the transition remains predictable, transparent, and controlled from beginning to stabilization.

Seamless Implementation Timeline



Planning begins at Week -4. Preparation is complete by Week -2. Onboarding follows at Week -1. We go live at Week 0, stabilize by Week 1, and move into continuous improvement with sustained performance.



Transition Team & Communication

Each transition is supported by a **cross-functional Transition Team** with clearly defined responsibilities.

A dedicated **Transition Coordinator** oversees the process and ensures that activities across departments remain synchronized and on schedule.

Functional leaders engage at the appropriate stages to complete assigned responsibilities across:

- Operations
- Human Resources
- Training and Development
- Safety and Quality
- Technology
- Finance and Compliance

Responsibilities are clearly assigned within the TRM platform so ownership is always visible.

This ensures the right expertise is engaged at the right time without duplication, confusion, or gaps in accountability.

Title / Position	Duties/Responsibilities
Transition Coordinator	Account Rep / Owner's Agent
VP, Human Resources	Corporate Compliance
Manager of Human Resource	Recruiting & HR
VP, Training & Development	Customer Service Training & SOP Compliance
Director, Technology & Engineering	Performance / Reporting Applications
Director of Safety and Quality	Customer Service Training & Safety
Sr. Director of Operations	Operations Support
Director of Operations	Operations Support

A Disciplined Start Sets the Standard

A successful transition establishes the foundation for long-term service performance.

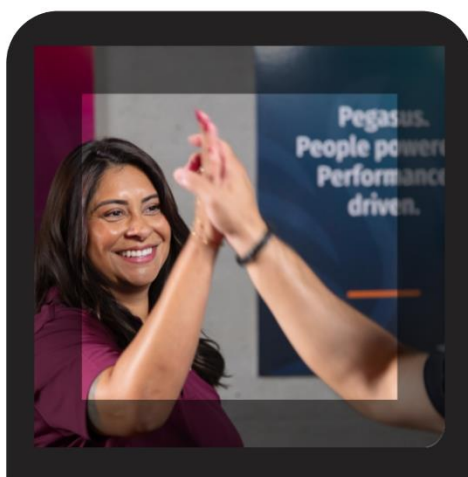
At Pegasus, we know that consistent, reliable service ultimately comes down to people — the teams who show up every day to execute the work. That is why we invest heavily in recruiting, training, and developing professionals who understand the standards we operate by and take pride in delivering them.

But strong teams alone are not enough. They must be supported by clear structure and disciplined systems. Through Pegasus's Total Relationship Management (TRM) platform, every transition, onboarding activity, and service launch is managed with defined ownership, clear timelines, and visible accountability.

Pegasus operates on a simple principle: **Start Right. Stay Right. Get Better Every Day.**

By doing the hard work of planning and preparation in advance, we ensure the operation begins with structure and clarity from the first day of service. Staffing, training, operational setup, and performance expectations are established before the first shift begins — so our teams arrive ready to execute, not learn on the job.

The result is a transition process built on disciplined planning, structured execution, and transparent communication. It minimizes risk, accelerates stabilization, and creates the conditions for consistent service performance from day one — and continuous improvement over time.



It's **our team** that sets us apart



Contract and Pricing

/ Contract and Pricing →

Client Contact

Client Name:	Beatriz Gonzalez
Title:	Office Services Specialist
Company Name:	Kern County Public Health Laboratory
Street	1800 Mt. Vernon Avenue,
City, State, Zip:	Bakersfield, CA 93306
Service Location(s):	Kern County Public Health Department

Pricing Schedule:

Price includes complete cleaning and disinfection of the room, along with all Environmental Monitoring samples, incubation, data analysis, and final reporting. All labor, cleaning supplies, specialized equipment, and EPA-registered disinfectants are included to ensure a turnkey service with no hidden costs. Our team performs all work in accordance with controlled environment best practices to help support your compliance and operational readiness.

Description Of Service	Pricing
Emergency Call for Decontamination Fogging (TB room is 175 sq ft.)	\$2500

Terms and Conditions:

The agreed price includes one (1) mobilization for the cleaning of the designated areas listed in this Service Agreement. This mobilization will be invoiced in full upon completion of the mobilization. Any additional mobilizations required due to inaccessible areas at the scheduled time, delays caused by the Customer's failure to coordinate with other trades, or the presence of trades in previously cleaned areas necessitating subsequent cleaning or causing delays, will be billed to the Customer at an overtime rate. Furthermore, any delays or additional costs arising from factors beyond Pegasus' control will be billed to the Customer on a time and materials basis. This includes any extra mobilizations, associated labor hours, and related expenses, which will be charged to the Customer accordingly.

1. Services:

This Service Agreement and any Proposals shall govern the terms and conditions of services provided by Pegasus to the Customer. Pegasus may perform the services by any reasonable means and shall not be responsible for delays in performance beyond its control. Customer agrees to pay Pegasus for the services as set forth in this Service Agreement and any Proposals, without set-off or deduction of any kind.

2. Notices:

Notices are to be sent to:

*Pegasus
7966 Arjons Drive, Suite A
San Diego, CA 92126*

Payments are to be sent to:

*Pegasus
PO Box 14190
Palm Desert, CA 92255*

The designation of addresses for notice purposes shall not be deemed to determine or affect the governing law or venue of this Agreement.

3. Service Cancellation Notice:

Customer shall provide Pegasus with written notice of any cancellation or rescheduling of services. If such notice is received in less than seventy-two (72) hours (or three (3) business days) prior to the scheduled service date, Pegasus may charge the full-service fee.

In addition, if services are delayed or require additional mobilizations due to Customer's failure to prepare the work area, coordinate with other trades, or provide access to the designated areas, Customer shall be responsible for any resulting additional charges, including labor, mobilization, overtime, or time-and-materials costs.

4. Payment; Taxes; Collections; Notices:

Invoices will be issued upon completion of the work, and payment is due upon receipt of the invoice. Customer shall pay all applicable sales, use, or service taxes, if any. Any amounts not paid within thirty (30) days of the invoice date shall be subject to a late charge equal to two

percent (2%) per month, or the maximum rate permitted by law, whichever is less. In addition, Customer shall pay and/or reimburse Pegasus for all costs incurred in the collection of overdue amounts, including, without limitation, reasonable attorneys' fees and related expenses.

All notices from Customer to Pegasus required or permitted under this Agreement shall be in writing and shall be deemed given upon receipt by Pegasus if personally delivered, sent by registered or certified mail, transmitted by facsimile with delivery confirmation, or sent by a nationally recognized overnight delivery courier.

5. Customer Responsibilities

Customer shall provide, at its sole cost and expense, all necessary utilities and site support required for the performance of the Services. This includes, where applicable, access to process-grade water meeting the specifications required for the Services. In the event process-grade water is not required or not available, Customer shall provide adequate access to standard water sources sufficient for service execution.

Additionally, Customer where applicable shall supply all required facility-specific gowning and personal protective equipment ("PPE") necessary for Pegasus personnel to safely and compliantly perform the Services, including but not limited to cleanroom garments, gloves, masks, safety glasses, and any other site-mandated protective equipment.

6. Holidays:

Pegasus is not obligated to perform services on the following observed federal holidays: New Year's Day, President's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Christmas Day, and New Year's Eve. A holiday falling on a Saturday shall be observed on the preceding Friday, and a holiday falling on a Sunday shall be observed on the following Monday. Upon Customer's request, services may be performed on the foregoing holidays and shall be billed at an overtime rate of two times (2x) the normal rate.

Notwithstanding the foregoing, holidays and premium pay requirements set forth in any applicable collective bargaining agreement or labor agreement to which the Services are subject shall take precedence over this Agreement, if applicable.

7. Independent Contractor:

Pegasus is an independent contractor. All individuals performing services under this Agreement are employees or agents of Pegasus and not of Customer. Pegasus shall be solely responsible for supervising, directing, and controlling its employees in the performance of the services.

If Customer exercises supervision or control over Pegasus's employees, or directs the manner or means of their work, Customer shall assume responsibility for such actions and shall indemnify, defend, and hold Pegasus harmless from any resulting claims, losses, liabilities, damages, or expenses. Pegasus and its employees are not covered under Customer's workers' compensation, unemployment, or other employment-related insurance programs. No social security, federal, state, or local income taxes, or other withholdings shall be deducted from amounts paid to Pegasus, as such payments are contract payments and not wages.

8. Warranties: disclaimer of implied warranties:

Pegasus warrants that any services provided under this Service Agreement and any Proposal will be of the kind and quality designated and will be performed by qualified personnel. THE LIMITED WARRANTY SET FORTH HEREIN IS EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES, WHETHER ORAL OR WRITTEN, EXPRESS, OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES AND/OR CONDITIONS OF MERCHANTABILITY OR SATISFACTORY QUALITY AND FITNESS FOR A PARTICULAR PURPOSE. PEGASUS SPECIFICALLY DISCLAIMS ALL OTHER WARRANTIES.

9. Limitations of Liability:

Neither party shall be liable for inadequate performance due to the impracticability or impossibility of performance to the extent caused by the following unforeseeable conditions including but not limited to fire, earthquake, flood, acts of God, acts of war or terrorism, riot, pandemic, labor condition, government action, internet disturbance, or any other condition that was beyond the party's reasonable control. The parties shall timely negotiate resolutions and or remedial measures in respect to the impact caused by these conditions. Neither Pegasus, its affiliates, directors, officers, employees' or agents shall be liable for any direct, indirect, incidental, special, consequential, liquidated, or punitive damages arising out of, or connected in any way with this Agreement, in either theory of tort or contract liability.

To the maximum extent permitted by applicable law, each party shall be responsible for its own wrongful or negligent acts or omissions. Each party shall indemnify and hold the other party harmless from and against any and all third-party claims, liabilities, actions or causes of actions arising out of such party's wrongful or negligent acts or omissions, except to the extent of such other party's own wrongful or negligent acts or omissions.

NOTWITHSTANDING ANYTHING TO THE CONTRARY IN THIS SERVICE AGREEMENT, ANY PROPOSAL OR ANY OTHER AGREEMENT ENTERED INTO BETWEEN THE PARTIES HERETO, (A) PEGASUS SHALL HAVE NO LIABILITY OF ANY TYPE, FOR ANY SPECIAL, PUNITIVE, INCIDENTAL, INDIRECT OR CONSEQUENTIAL DAMAGES, INCLUDING, BUT NOT LIMITED TO THE LOSS OF OPPORTUNITY, LOSS OF USE, OR LOSS OF REVENUE OR PROFIT, IN CONNECTION WITH OR ARISING OUT OF ITS PROVISION OF SERVICES TO CUSTOMER, and (B) the exclusive and maximum total aggregate

liability of Pegasus to Customer under this Service Agreement, any Proposal or any other agreement entered into between the parties hereto shall be limited to the total amount of fees paid by Customer to Pegasus pursuant to the particular Proposal subject of any claim against Pegasus by Customer.

10. Non-Solicitation of Employees:

Pegasus has made a substantial investment in training and maintaining its experienced staff. Customer agrees not to directly or indirectly solicit or hire a current or prior employee of Pegasus, while such employee is performing Services hereunder and for a period of twelve (12) months following the date such employee last performs Services for the Customer on behalf of Pegasus.

11. Arbitration:

Both parties agree that any claim(s) or dispute(s) arising out of or relating to this Agreement shall be resolved by binding arbitration in accordance with the Commercial Arbitration Rules of the American Arbitration Association (AAA). Either party may initiate arbitration by providing written notice to the other party, and the parties agree to initiate arbitration within thirty (30) days following such notice. The arbitration shall be conducted by three (3) arbitrators selected in accordance with the AAA rules and shall be held in the county and state in which the Services are primarily performed, or at another location selected by Pegasus, acting reasonably, unless the parties mutually agree otherwise in writing. BOTH PARTIES HEREBY WAIVE THEIR RIGHT TO A JURY TRIAL.

12. Governing Law:

This Agreement shall be governed by and construed in accordance with the laws of the state in which the Services are primarily performed, without regard to its conflict-of-laws principles.

13. Compliance With Local Law:

Pegasus shall perform the Services in compliance with all applicable federal, state, and local laws and regulations in effect at the location where the Services are performed. In the event of any conflict between this Agreement and applicable law, such law shall control, and this Agreement shall be deemed modified to the minimum extent necessary to comply.

14. Entire Agreement:

This Agreement contains the final, complete, and exclusive statement of the agreement between the parties with respect to the transactions contemplated herein and all prior contemporaneous written, oral agreements, understandings, or negotiations with respect to the subject matter are considered merged herein.

Prepared by:

PEGASUS

Accepted by:

**Kern County Public Health
Laboratory**

CLIENTPOINT DOWNLOAD RECEIPT

DOWNLOADED: 08-07-2026

CLIENTPOINT ID: 1258648