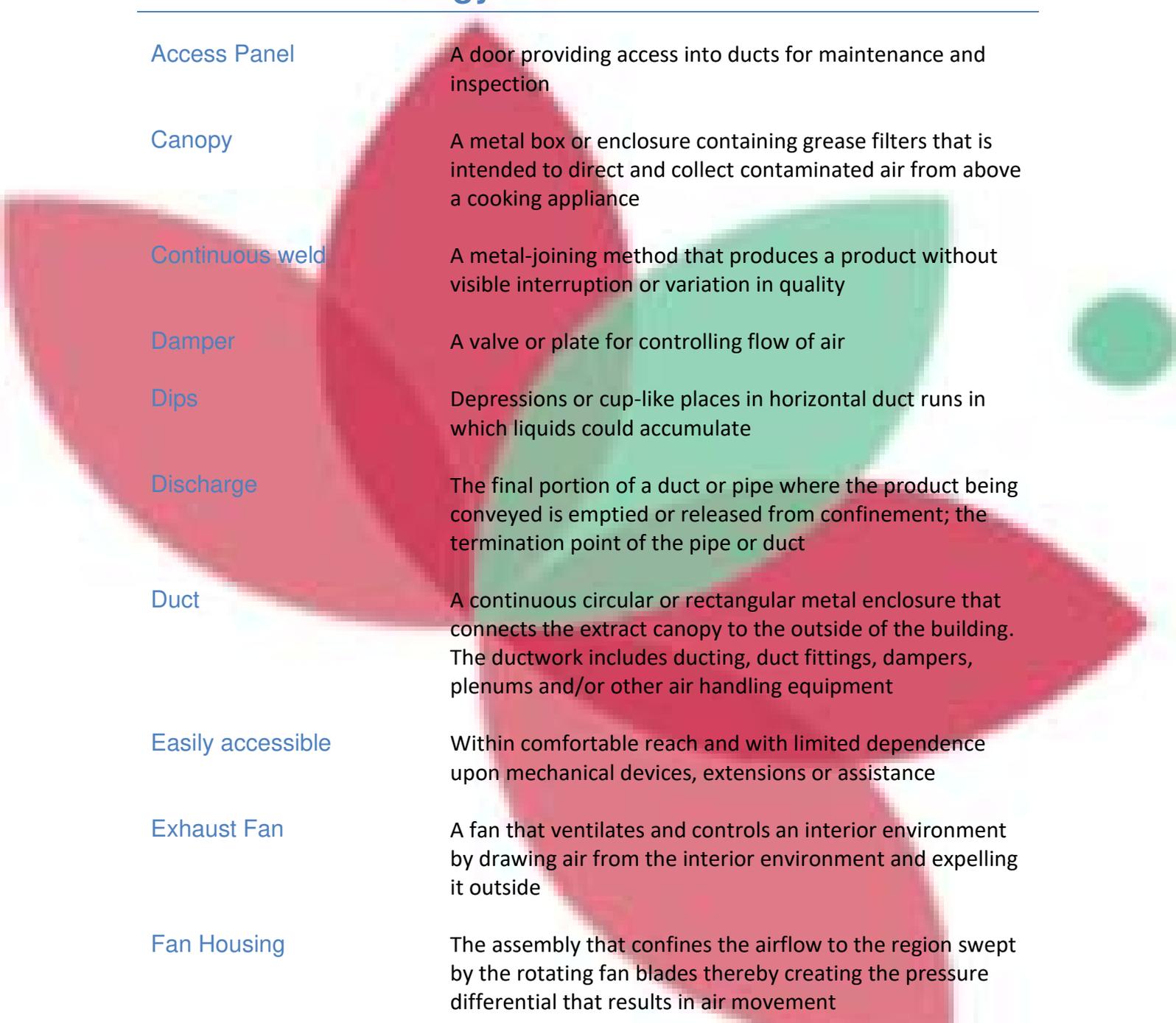


# Glossary of Standard Definitions

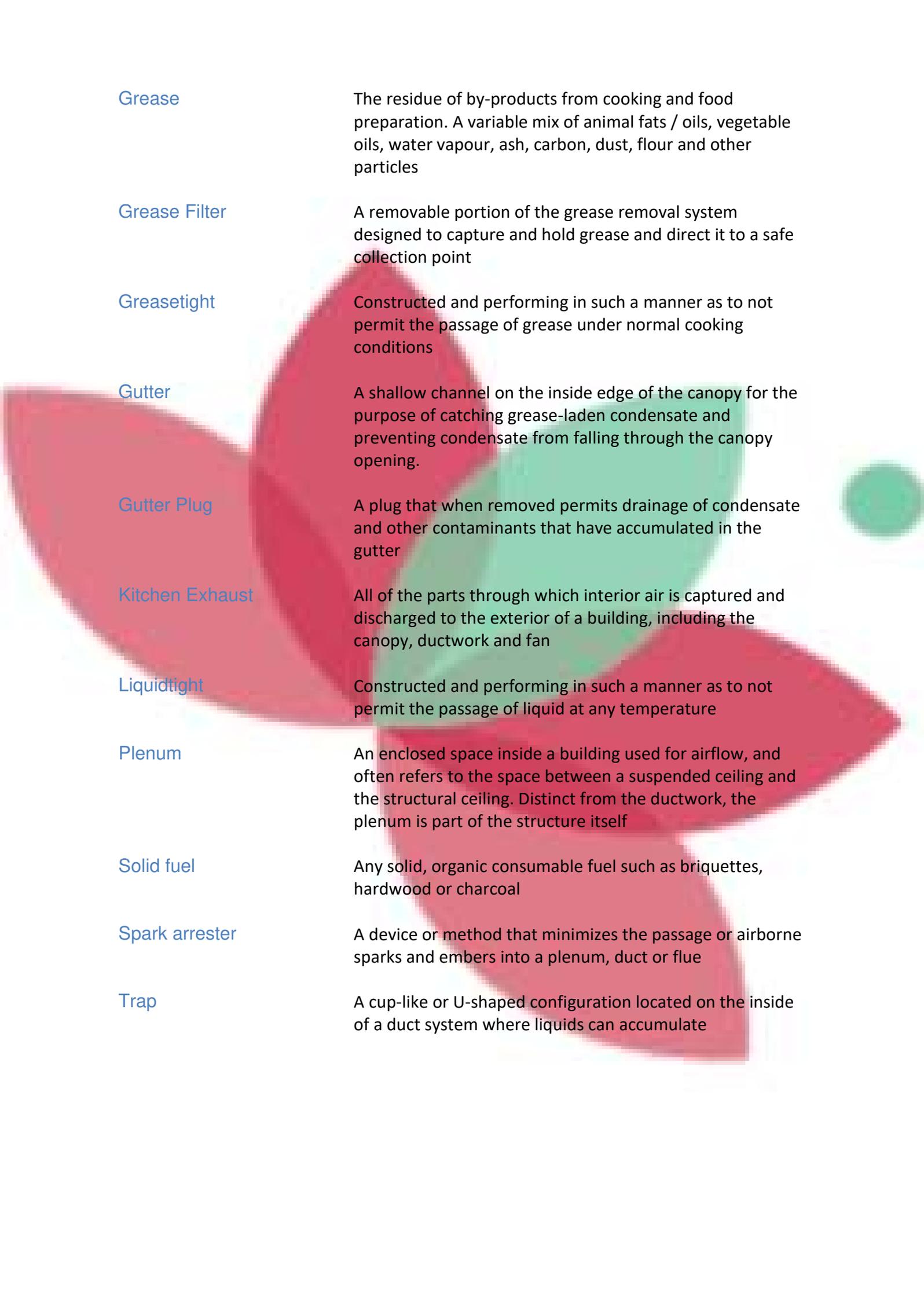
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## Kitchen Terminology

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A large, stylized lotus flower graphic in shades of red and green is positioned in the background, partially overlapping the text.

Access Panel	A door providing access into ducts for maintenance and inspection
Canopy	A metal box or enclosure containing grease filters that is intended to direct and collect contaminated air from above a cooking appliance
Continuous weld	A metal-joining method that produces a product without visible interruption or variation in quality
Damper	A valve or plate for controlling flow of air
Dips	Depressions or cup-like places in horizontal duct runs in which liquids could accumulate
Discharge	The final portion of a duct or pipe where the product being conveyed is emptied or released from confinement; the termination point of the pipe or duct
Duct	A continuous circular or rectangular metal enclosure that connects the extract canopy to the outside of the building. The ductwork includes ducting, duct fittings, dampers, plenums and/or other air handling equipment
Easily accessible	Within comfortable reach and with limited dependence upon mechanical devices, extensions or assistance
Exhaust Fan	A fan that ventilates and controls an interior environment by drawing air from the interior environment and expelling it outside
Fan Housing	The assembly that confines the airflow to the region swept by the rotating fan blades thereby creating the pressure differential that results in air movement
Filter Channels	Guides that support and hold the grease filters in place. Filter channels ensure that the grease filters are easily removable by hand while at the same time being snug fitting to prevent perimeter leakage



Grease	The residue of by-products from cooking and food preparation. A variable mix of animal fats / oils, vegetable oils, water vapour, ash, carbon, dust, flour and other particles
Grease Filter	A removable portion of the grease removal system designed to capture and hold grease and direct it to a safe collection point
Greasetight	Constructed and performing in such a manner as to not permit the passage of grease under normal cooking conditions
Gutter	A shallow channel on the inside edge of the canopy for the purpose of catching grease-laden condensate and preventing condensate from falling through the canopy opening.
Gutter Plug	A plug that when removed permits drainage of condensate and other contaminants that have accumulated in the gutter
Kitchen Exhaust	All of the parts through which interior air is captured and discharged to the exterior of a building, including the canopy, ductwork and fan
Liquidtight	Constructed and performing in such a manner as to not permit the passage of liquid at any temperature
Plenum	An enclosed space inside a building used for airflow, and often refers to the space between a suspended ceiling and the structural ceiling. Distinct from the ductwork, the plenum is part of the structure itself
Solid fuel	Any solid, organic consumable fuel such as briquettes, hardwood or charcoal
Spark arrester	A device or method that minimizes the passage of airborne sparks and embers into a plenum, duct or flue
Trap	A cup-like or U-shaped configuration located on the inside of a duct system where liquids can accumulate

## Kitchen Services

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Filter Exchange	The periodic and scheduled removal of dirty and contaminated grease filters and replacement with clean grease filters of the same type and dimensions
Filter Sale	The supply of new grease filters for kitchen canopies
Exhaust Cleaning	The thorough cleaning and removal of all grease, oil deposits and other residue from the interior of the entire kitchen exhaust system from canopy through to discharge
Canopy Cleaning	A service that involves the cleaning of the exterior &/or interior surface of a canopy, and may include the exchange of grease filters and the cleaning of canopy gutters and traps
Exhaust Repair	Emergency or other repairs to any part of the kitchen exhaust system, although typically the exhaust fan

## Kitchen Operational Terminology

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Schedule Change	A request by a customer to increase or decrease the scheduled frequency of filter exchange that is subject to review and approval
Service Not Required (SNR)	The cancellation of a service without notice by a customer, normally when a staff member has presented at customer premises to perform the service
Filter Clean	The operational process by which soiled kitchen filters are cleaned and made-ready for return to customer premises

## Air Conditioning Terminology

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Access Panel	A door providing access into ducts for maintenance and inspection
Canopy	A metal box or enclosure containing grease filters that is intended to direct and collect contaminated air from above a cooking appliance
HEPA filters	A suite of high-performing air filters designed to remove at least 99.97% of airborne particles greater than 0.3 micrometres (microns) in diameter that passes through. Typically used in medical facilities and clean rooms.

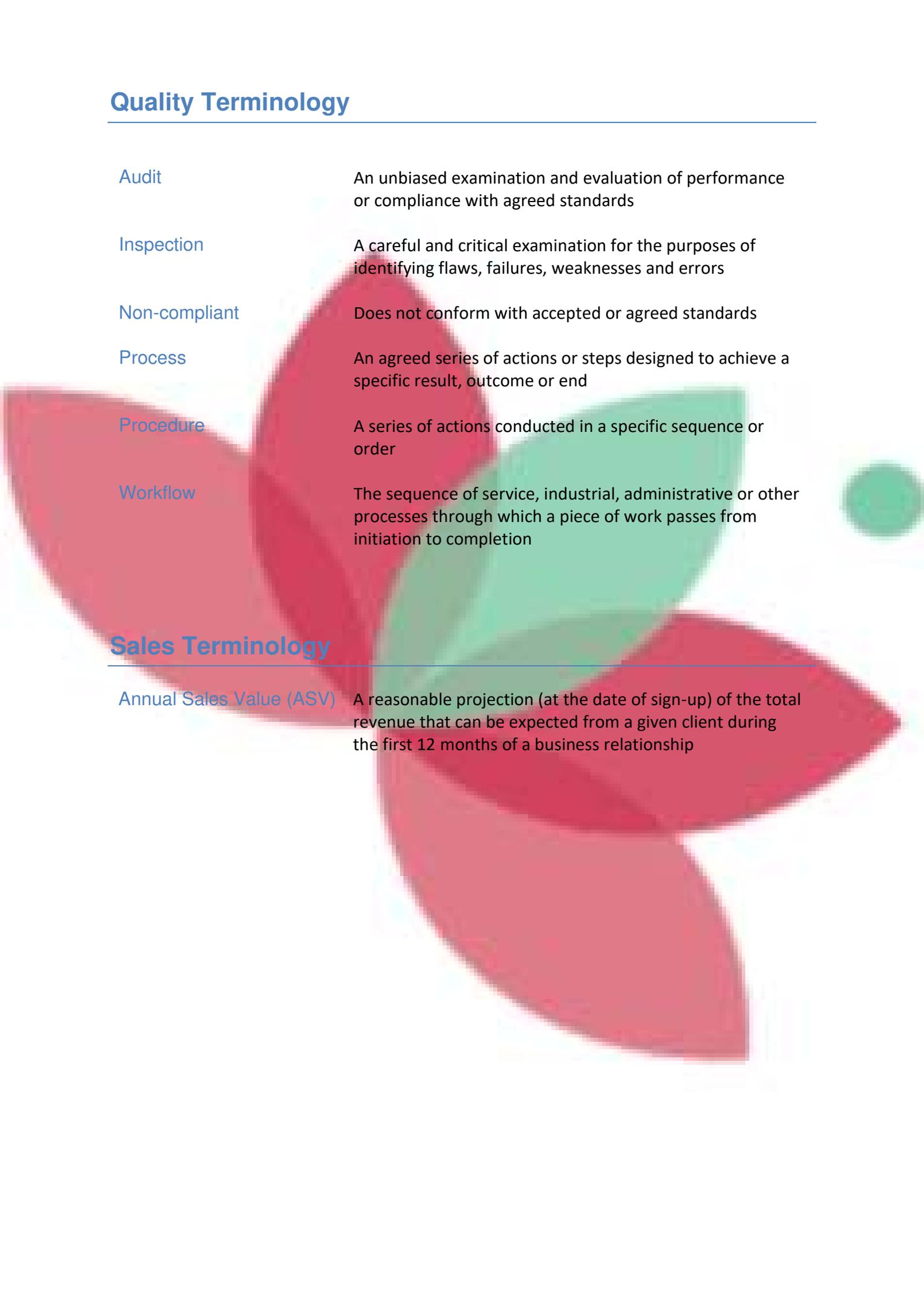
## Air Conditioning Services

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Filter Inspection	The on-site inspection of air conditioner filters, the reporting of filter condition and recommendation of replacement, exchange or washable exchange. May be provided as a scheduled or on-demand service.
Filter Exchange	The removal of dirty and contaminated air conditioner filters and replacement with new filters or cleaned / reconditioned filters. May be provided as a scheduled or on-demand service.
Filter Sale	The ad-hoc / on-demand supply of air conditioning filters to customers
Filter Supply & Install	The supply and installation of new air conditioning filters based upon quotes provided to a customer following an inspection service
HEPA Testing Service	A service to test the air quality on the discharge side of a HEPA rated filter as an indication of filter efficiency and the seal of the filter into the ductwork in which it is installed. Sub-contracted to specialized partners
Duct Cleaning Service	A service to mechanically clean the interior of air conditioning ducts that results in the physical removal of accumulated residues, contaminants or debris. Sub-contracted to specialized partners

# Quality Terminology

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Audit	An unbiased examination and evaluation of performance or compliance with agreed standards
Inspection	A careful and critical examination for the purposes of identifying flaws, failures, weaknesses and errors
Non-compliant	Does not conform with accepted or agreed standards
Process	An agreed series of actions or steps designed to achieve a specific result, outcome or end
Procedure	A series of actions conducted in a specific sequence or order
Workflow	The sequence of service, industrial, administrative or other processes through which a piece of work passes from initiation to completion

# Sales Terminology

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Annual Sales Value (ASV)	A reasonable projection (at the date of sign-up) of the total revenue that can be expected from a given client during the first 12 months of a business relationship
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