



Proficient Business Services Ltd.

EXECUTIVE QUARTERLY MEETING

END OF Q3 REVIEW · Q4 ALIGNMENT

Focused Growth

Aligning Our Services, People and Resources Behind Clear Priorities



THE EXECUTIVE TEAM

Chenson Johnson · Montino Roberts · Lorna Pierre · Ethan Munnings · Hedlease Smith

DATE

To be confirmed

TIME

8:00 AM – 5:00 PM

LOCATION

To be confirmed

FACILITATOR

Chenson Johnson, CVO



MEETING OBJECTIVE

Agenda

Review Q3 performance and establish a shared understanding of our growth opportunities, capabilities and constraints. Use the executive brainstorming session to determine where PBS should focus its services, people and resources in Q4.

8:00 – 8:45 AM

Breakfast and Executive Alignment

An opportunity for the executive team to connect and prepare for the day's discussions.

8:45 – 9:05 AM

Opening and Strategic Framing

PRESENTER Chenson Johnson, Chief Visionary Officer

Introduce the theme and frame the central question: Where should PBS concentrate its efforts and resources to achieve sustainable growth while delivering legendary service?

- Review the lessons from Q3.
- Address the need for clear priorities and organizational focus.
- Establish expectations for executive contributions and collaborative decision-making.

Session outcome A shared understanding of the questions the team will resolve during the afternoon brainstorming session.

9:05 – 10:15 AM

Executive State of the Business Roundtable

FACILITATOR Chenson Johnson

Each executive will provide a focused assessment of their function:

- Q3 results against commitments and KPIs.
- What is working and where performance needs improvement.
- Opportunities to strengthen client value and business performance.
- Constraints affecting growth and execution.
- Questions or recommendations for the brainstorming session.
- Roundtable order: Chenson Johnson, Lorna Pierre, Ethan Munnings, Hedlease Smith and Montino Roberts.

Session outcome A shared understanding of the business's current position and the issues requiring collective attention.

10:15 – 10:30 AM

Executive Reset and Icebreaker

FACILITATOR To be confirmed

A brief activity to encourage participation and re-energize the team.



10:30 – 11:25 AM

Business Development Direction and Service Opportunities

PRESENTER Montino Roberts, Executive Chairman

Present the business development outlook and recommended areas of focus for executive consideration.

- Service offerings with the strongest potential for profitable, sustainable growth.
- Client segments and market opportunities worth prioritizing.
- Offerings to strengthen, introduce, reposition or defer.
- Sales effort, partnerships and resources needed.
- Trade-offs involved in pursuing these opportunities.

Session outcome Clear commercial recommendations for the team to explore and prioritize during brainstorming.

11:25 AM – 12:05 PM

Technical Capability and Delivery Capacity

PRESENTER Ethan Munnings, Chief Technology Solution Architect

Assess our ability to support the growth opportunities presented.

- Current technical strengths and delivery capacity.
- Skills, staffing and partnership gaps.
- Opportunities to improve tool utilization, standardization and automation.
- Existing commitments affecting capacity.
- Investment requirements and delivery risks.

Session outcome A practical assessment of what PBS can deliver, what must improve and what resources growth would require.

12:05 – 1:35 PM

Lunch and Executive Networking

Time for informal discussion and continued executive collaboration.

1:35 – 2:15 PM

People, Leadership and Client Experience

FACILITATOR Lorna Pierre, Chief People and Service Experience Architect

Present the people and service considerations that should shape our growth direction.

- Workforce strengths, staffing needs and role clarity.
- Leadership development and accountability.
- Employee and client feedback requiring attention.
- Recruitment and training needs.
- Cross-functional coordination and service consistency.

Session outcome Recommendations on how to prepare our people and protect the client experience as PBS grows.



2:15 – 3:00 PM

Financial Performance and Investment Capacity

PRESENTER Hedlease Smith, Chief Operations and Financial Officer

Present the financial information needed to evaluate and prioritize growth opportunities.

- Q3 revenue, profitability, cash flow and performance against targets.
- Financial contribution of existing service offerings.
- Funding requirements and expected returns of proposed opportunities.
- Spending and resources that could be redirected.
- Financial constraints and Q4 targets.

Session outcome A clear understanding of what PBS can fund, the trade-offs involved and the financial results our priorities must support.

3:00 – 3:15 PM

Executive Reset and Icebreaker

FACILITATOR To be confirmed

An activity to encourage creative thinking and prepare the team for collaborative brainstorming.

3:15 – 4:30 PM

Executive Brainstorming — Focused Growth

FACILITATOR Chenson Johnson

PARTICIPANTS All executives

Bring together the day's insights to explore ideas, challenge recommendations and determine the strongest direction for PBS.

Central question: Where should we focus our services, people and resources to achieve sustainable growth and deliver greater client value?

DISCUSSION PROMPTS

- Which service offerings and opportunities deserve our greatest attention?
- What client needs are we best positioned to meet?
- How can we build on our existing strengths?
- What must change in our people, delivery methods or resource allocation?
- Which opportunities offer the strongest commercial potential and delivery readiness?
- What should we reduce, defer or stop to create capacity?
- What should our top Q4 priorities be?

Session outcome A collectively developed shortlist of organizational priorities.



4:30 – 4:55 PM

Executive Decisions and Commitments

FACILITATOR Chenson Johnson

Translate the brainstorming into an agreed direction and practical commitments.

- Confirm Q4 priorities and service focus.
- Agree on what will proceed, require further evaluation or be deferred.
- Identify resource commitments and support requirements.
- Assign executive ownership, next steps and deadlines.
- Confirm success measures and the review cadence.

Session outcome Clear executive decisions on where PBS will go and how those decisions will be implemented.

4:55 – 5:00 PM

Closing

LEAD Chenson Johnson

Reaffirm the agreed direction, executive commitments and immediate next steps.

EXECUTIVE PREPARATION

Each executive should bring Q3 results, evidence supporting their recommendations, resource requirements and key questions for collective discussion. Presentations should equip the team to make informed decisions during the afternoon brainstorming session.