



Integrated Facilities Management



# WHO WE ARE

USF is a national award-winning facility management company. We perform multiple disciplines through seamless systems integration to optimize functionality in a range of built environments that result in high quality, long-term, cost saving service solutions for our clients.



WE DISTINGUISH OURSELVES FROM OUR COMPETITORS THROUGH:	
COST SAVINGS	<i>we control costs through effective program management, where quality is not compromised</i>
QUALITY ASSURANCE	<i>highest client retention rate in the industry; never lost a customer due to performance issues</i>
SEAMLESS TRANSITION	<i>planning &amp; change management for successful implementation and business continuity</i>
CAPABILITY	<i>focus on large scale, complex maintenance management projects needing total facility management</i>
DECADES OF EXPERIENCE	<i>high quality integration of building operations, maintenance and support services</i>
SAFETY	<i>excellent safety record with comprehensive environmental health and safety program</i>
STRONG RELATIONSHIPS	<i>partnership approach with clients and guaranteed performance</i>
WORKFORCE TALENT	<i>recruit, train &amp; retain best talent for management and trades through competitive wages &amp; benefits</i>
FINANCIAL STRENGTH	<i>maturity, strong balance sheet &amp; funding for growth opportunities</i>
RIGHT-SIZED	<i>innovative, knowledgeable with vast resources of a large firm and personal attention of a small firm</i>
DIVERSITY	<i>one of the fastest growing minority-owned companies in the nation</i>

# OUR CORE SERVICES

Our services are rooted in *operations and maintenance (O&M)* where we monitor systems, perform programs and support functions to sustain peak efficiency in your facilities while maintaining safe and comfortable levels for building tenants. USF provides site-based facility management and offers high quality, long-term, cost saving service solutions so that you can focus on your core business.

## SYSTEMS

- HEATING, VENTILATION, AIR CONDITIONING, & REFRIGERATION
- BUILDING AUTOMATION
- EMERGENCY MANAGEMENT CONTROL
- UNINTERRUPTED POWER SUPPLY
- COMPUTERIZED MAINTENANCE MANAGEMENT SYSTEM
- ENVIRONMENTAL CONTROL SERVICES
- UTILITY MANAGEMENT & PLANT OPERATIONS
- ELECTRICAL ENGINEERING
- LOCK CONTROL

## INTEGRATED PROGRAMS

- PREVENTIVE, PREDICTIVE & CORRECTIVE MAINTENANCE
- ENVIRONMENTAL HEALTH AND SAFETY
- LIFE CYCLE ASSET MANAGEMENT
- INDOOR AIR QUALITY
- EMERGENCY RESPONSE
- BUSINESS CONTINUITY
- ENERGY CONSERVATION
- RECYCLING & SOLID WASTE
- SUSTAINABLE MAINTENANCE
- QUALITY CONTROL

## SUPPORT FUNCTIONS

- HELP DESK & CALL CENTERS
- WORK ORDER PROCESSING
- 24/7 EMERGENCY CALLBACK
- ENERGY AUDITING
- MONITORING & VERIFICATION
- BUILDING ALTERATIONS & STRUCTURAL REPAIR
- PROJECT MANAGEMENT
- MOVE MANAGEMENT
- ELECTRONIC SECURITY
- CLOSED CIRCUIT TV SYSTEM DESIGN AND INSTALLATION
- COST MANAGEMENT & ESTIMATION
- ENGINEERING STUDIES



**CLASS A FACILITIES** demand a qualified on-site management and support team to optimize systems, perform programs to maintain peak efficiencies, and to provide rapid response to tenant needs



# WE SCALE TO YOUR NEEDS

USF also manages or self-performs many related services under the larger scope of facility management.

## SUPPLY CHAIN MANAGEMENT:

We source locally and regionally when appropriate to benefit local economies and reduce our carbon footprint. Suppliers are qualified and understand our company's commitment to sustainability. We require green certified product offerings, including materials that are reused, recycled, or produced regionally

## SUBCONTRACT MANAGEMENT

- JANITORIAL SERVICES
- LANDSCAPING AND GROUNDS MAINTENANCE
- SNOW REMOVAL AND ICE CONTROL
- RECYCLING AND TRASH REMOVAL
- FIRE/LIFE SAFETY SYSTEMS MAINTENANCE & REPAIR
- FIRE SUPPRESSION SYSTEMS MAINTENANCE
- ELEVATOR MAINTENANCE
- FOOD SERVICES
- TRASH/SOLID WASTE DISPOSAL
- WATER TREATMENT
- REPROGRAPHICS SERVICES
- PEST CONTROL/PEST MANAGEMENT
- BUILDING CONSTRUCTION
- ARMED AND UNARMED SECURITY SERVICES

## OTHER SPECIALIZED SELF-PERFORMED SERVICES

- PHARMACEUTICAL LAB SERVICES
- BRIDGE OPERATIONS AND MAINTENANCE SERVICES
- MAILROOM SERVICES
- KITCHEN HOOD AND DUCT CLEANING
- "COOK-CHILL" FOOD FACTORY SERVICES
- ROAD, TUNNEL, RAILWAY, LOCK AND CANAL MAINTENANCE
- FLEET MANAGEMENT
- EVENT PLANNING & SCHEDULING



## TASK ORDER CONTRACTS

USF has the ability to execute and manage design-build task orders and construction through existing facility management contracts. Most of these projects are additional to the facility management scope and require thorough program management, design, procurement, installation, commissioning, build, 'just-in-time delivery' expertise, measurement verification, and back-end operations and maintenance.

### EXAMPLES OF THIS BENEFIT ARE:

DESIGNING AND INSTALLING MULTIPLE SOLAR PANELS AT A CORRECTIONAL FACILITY IN PHILADELPHIA, PA

DESIGNING AND INSTALLING EMERGENCY GENERATORS FOR A FEDERAL GOVERNMENT FACILITY IN WASHINGTON, DC

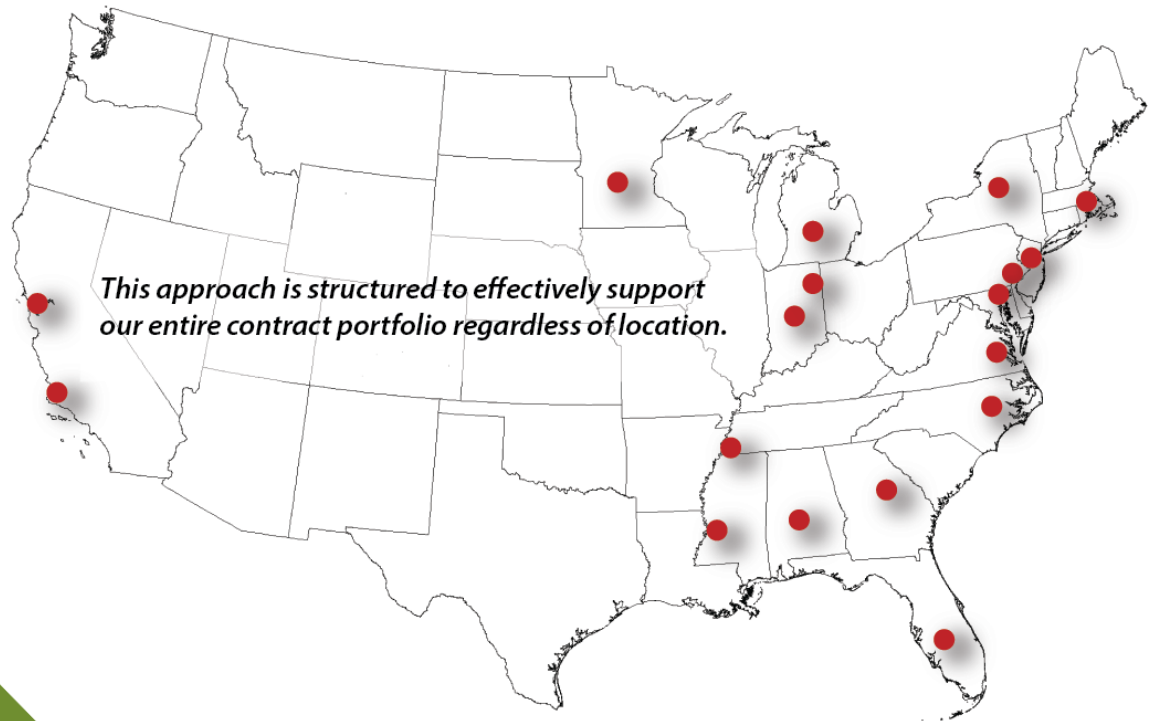
ENERGY AND INFRASTRUCTURE ASSESSMENT OF A MAJOR PHARMACEUTICAL FACILITY IN PENNSYLVANIA

# WE ARE WHERE YOU ARE

## OUR NATIONAL REACH

What gives us our national reach is our on-site facilities management service delivery model.

Our business approach requires an on-site project team of experienced and accredited managers and an active and experienced support staff of administrative and skilled trades dedicated to facilities.



ON-SITE SERVICES

## TRANSITION

Our transition and implementation supports our business model and affords us the ability to go anywhere in the continental U.S. and abroad. As an industry leader in facilities management and support services, USF has developed well-defined and effective transition processes and procedures. Our keys to implementation success are:

1. Follow a clearly established transition process
2. Clearly define success for both partners
3. Manage the transition as a project
4. Work together as a team
5. Document the process
6. Communicate clearly and consistently
7. Treat people with respect
8. Perform interviews and make offers as quickly as possible

## CONTRACT OPERATIONS

Our on-site service delivery model gives us the strength and flexibility to respond to client needs at each contract location, where each team benefits from tapping our corporate resources for complete and unparalleled contract support in operational leadership, continuing business relations, supply chain management, and human resources.



# SAFETY

## ***Environmental Health and Safety – “Work with Pride, put Safety in every Stride”***

Accidents are preventable. USF's award-winning environmental health and safety (EH&S) program is comprehensive and can be crafted to comply with our clients safety policies and procedures. We promote our motto to our employees, customers and to the public we serve.

Workplace safety is fundamental to employee satisfaction, retention and providing quality and affordable services. Our program integrates safety into every employee's routine with empowering the workforce to participate:

- *Responsibility, Accountability and Commitment*
- *Audit and Inspection program*
- *Risk Registry and Action Plan*
- *Employee Recognition and Awards Program*
- *Incident Management*
- *Management of Change*
- *Compliance Management*
- *Self-Assessment*
- *Hazard assessment, control and prevention*
- *Contractor Safety*
- *Qualified employee programs*
- *A web-based safety learning management platform to monitor, and evaluate employee progress*
- *A full curriculum of specific and awareness training courses*
- *A communications plan that features reporting, compliance and documentation.*
- *Hazard material awareness and control*



# QUALITY

## **PERFORMANCE MANAGEMENT**

Account governance and integrated performance management are the two control components of USF's quality program.

Governance includes a formal schedule of meetings at various levels – account level and executive level. This time would be spent reviewing data trends, cost reduction initiatives and customer satisfaction levels. The meetings facilitate by the second component of the program – formal performance management. This involves monthly reporting in finance, customer satisfaction, call center statistics, and operational results – a true balance scorecard approach.

## **CONTINUOUS IMPROVEMENT**

Improvement drives not only by the objective of providing superior quality, but also by the need to be responsive and efficient, both of which provide value to our clients. To USF, improvement means looking for better ways to get required work accomplished; reducing the average time it takes to get work completed; better scheduling; and having the necessary personnel, materials, and supplies to get the work done quickly. We capture the full benefits of continuous improvements by examining quality, cost, service delivery, environmental health & safety and employee morale.

Our objective results in a quality product at less cost that achieves the highest possible level of customer satisfaction.

# SUSTAINABILITY

USF has dedicated itself to conducting business with integrity, caring for our communities and respecting our environment.

## WORKPLACE

We work closely with clients to retrofit their facilities to achieve energy and natural resource conservation goals to meet many of the rigorous national standards of sustainable operations and maintenance practices and programs.

### TO DO THIS WE:

- USE USGBC LEED RATING SYSTEM AS A FRAMEWORK
- PARTICIPATE IN IFMA/ENERGY STAR CHALLENGE PROGRAMS
- PROMOTE EXPERTS THROUGH LEED ACCREDITATION PROGRAMS
- REDUCE LIGHTING, HEATING AND COOLING IN UNOCCUPIED AREAS
- PRACTICE PREVENTIVE MAINTENANCE
- MANAGE, DOCUMENT, AND REPORT SUSTAINABLE OPERATIONS
- COMMUNICATE SUSTAINABILITY GOALS AND ACHIEVEMENTS
- CREATE HEALTHY INDOOR ENVIRONMENTS
- PURCHASE SUSTAINABLE PRODUCTS

## PARTNERS

### THROUGH OUR PARTNERS & SUPPLIERS WE:

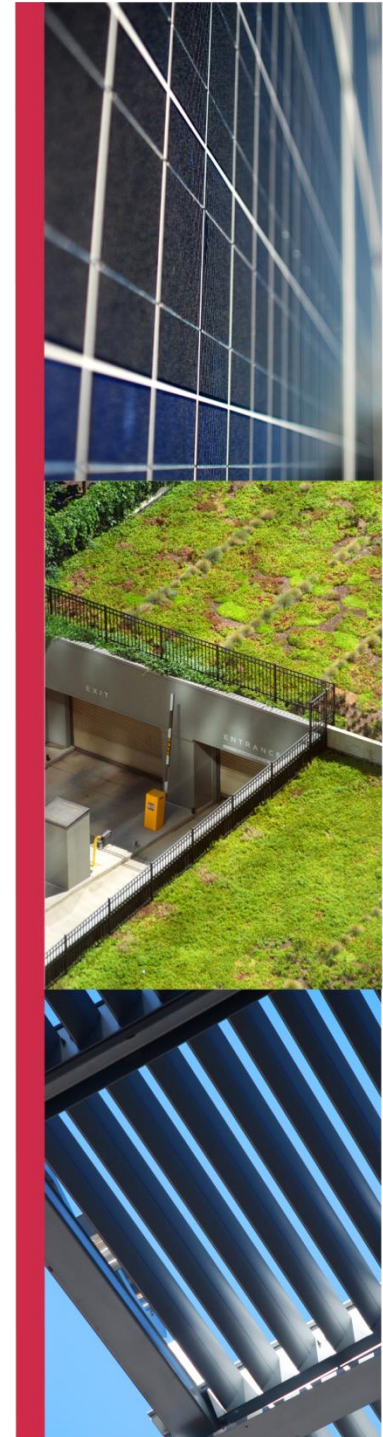
- USE NON-VOLATILE ORGANIC COMPOUND (NO VOC) PRODUCTS
- STUDY RECYCLING/FOOD WASTE STREAMS TO CUT SOLID WASTE
- REVIEW SHIPPING AND PACKAGING OPTIONS TO REDUCE WASTE
- USE SUSTAINABLE MATERIALS FOR PACKAGING
- USE DATA AND TECHNOLOGY TO REDUCE REDUNDANT ACTIVITY

## COMMUNITIES

### USF ENCOURAGES ITS EMPLOYEES TO:

- VOLUNTEER IN THE COMMUNITY THROUGH SPONSORED ACTIVITIES
- USE ENERGY EFFICIENT LIGHTING (LEDs AND CFLs)
- REGULATE THERMOSTATS AND WATER HEATERS
- INFLATE CAR TIRES TO INCREASE GAS MILEAGE PERFORMANCE
- USE GOVERNMENT TAX INCENTIVES FOR HOME IMPROVEMENTS
- PARTICIPATE IN HOME WEATHERIZATION INITIATIVES

Through our sustainability initiative, we endeavor to be a vigilant corporate steward of the environment and to encourage our partners and employees to use sustainable practices at home and in their communities.





#### **MISSION**

To provide cost-effective, value added, sustainable Facility Management and infrastructure support customized to client needs while creating rewarding career opportunities for our employees and reasonable returns for our stakeholders.

#### **VALUES**

**Integrity – Our Hallmark –** Commit unwaveringly to ethical behavior and trustworthy interactions with our customers and employees

**Commitment –** Develop and maintain long-term relationships with clients, employees, subcontractors, suppliers and other stakeholders

**Community –** Promote social responsibility, invest in the communities where we work and encourage our employees to volunteer

**Diversity –** Offer employment opportunities and career advancement to all individuals, and engage and mentor local diverse suppliers to support the communities that we serve

**Respect –** Treat everyone with dignity, value their contributions, respect their differences, and help each other to succeed



US Army Corps of Engineers  
Spirit of Safety Award 2011

2012 Supplier of the Year Awards



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