

USM Partners for Change

► Quality without compromise

When working with USM, you can expect and enjoy the highest levels of service related to all aspects of your maintenance program. From senior management down, our people, processes and technology deliver consistent, high-quality service and keep your facilities looking their best.

► People

As a client, you'll have a dedicated account team to develop your program and service your needs. As part of your service program, we carefully select specific vendors for you from among our extensive, proprietary network of proven providers. Only service providers who meet our rigorous qualification requirements are dispatched to perform work for you. Ongoing training and inspecting ensures they continue to meet our high standards over time.

► Processes

Your account team and service professionals must follow benchmark customer service and quality assurance processes. It's been our way of doing business since 1988. These standards have been developed and fine-tuned throughout millions of services at thousands of sites for hundreds of customers. You'll benefit from our experience and proven standards with work done right the first time.

► Technology

Smart use of technology enhances the client experience, improving both quality and convenience. Advancements include an Integrated Voice Recognition System that tracks service completion, a proprietary National Account System to automate and control service scheduling, and a customer Web portal that provides instant, real-time visibility to all aspects of your maintenance program.



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USM your complete facility maintenance solution



For any large organization, a comprehensive facilities maintenance program involves multiple needs, goals and cost concerns. Balancing today's emergencies with essential preventive maintenance and long-term planning can drain internal resources and overwhelm vendors. Before you know it, your costs are out of control.

A better solution? A single source for management of all your facilities maintenance needs. USM leads the industry in this arena, offering high-quality solutions at a cost-effective price. By leveraging our national purchasing power and service discipline expertise, you can maintain a consistent company image across all of your locations while keeping your time commitments to a minimum.

Whatever your brand image or the extent of your maintenance needs, USM offers a program that fits your budget. For today's emergencies and tomorrow's long-term growth, USM will be with you to ensure your facilities operate smoothly, efficiently and cost-effectively.

► Put the experts in charge

Your core strategic initiatives and organizational goals probably do not include maintenance concerns, so why should your executives waste valuable time managing a non-core business need? Partnering with USM allows you to focus on what you do best, while putting the experts at USM in charge of your ongoing maintenance facility needs.

► Minimize complexity of vendor arrangements

USM programs demand fewer of your internal resources. Our comprehensive approach to facility maintenance eliminates the task of managing multiple service contracts.

Through use of our streamlined billing, reporting and other administrative functions, you can keep more of your staff focused on your corporate goals.

► A partner you can trust

USM has the financial strength, stability and resources to give you peace of mind when it comes to your facilities maintenance program. With over 80,000 client sites under our management, and a national network of over 170 area managers overseeing more than 13,000 service providers, you can depend on a long-term partnership based on dependability and ongoing client satisfaction.



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Partners for Change | We lead the way | We do what's right | We care for each other | We take responsibility

USM Service Lines

USM offers a complete array of maintenance services. You can choose to work within any or all of the service lines.



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Trade Services

Keep your business running efficiently



Floor Care & Janitorial Services

Team up with USM to build your business



Exterior Services

Welcome to a more attractive approach to exterior maintenance



Integrated Facility Services

Focus on the big picture

The needs associated with your roofing, electrical and HVAC systems can be complicated. You require the technical expertise to bring these systems together under one national program for all your facilities across the country. Let USM do it all for you. By partnering with USM, you can manage one vendor relationship to deliver preventive maintenance, ongoing service, emergency response and new installations. USM's comprehensive technical services and high standards keep your facilities fully functioning – on a day-to-day basis and through emergency needs.

Services

- ▶ On-demand electrical services
- ▶ Interior and exterior lighting
- ▶ Signage repair and maintenance
- ▶ Electrical project management
- ▶ Emergency HVAC services
- ▶ Indoor air quality assessment and improvement
- ▶ Emergency roof leak response
- ▶ Roof snow removal
- ▶ Tear-off and re-roof
- ▶ Repair and maintenance programs for all trade services

Interior facility services can have a major impact on the success of your business, yet they certainly aren't a core focus of your operations. Why not turn to a partner with proven strength in this area? USM is an industry leader in helping businesses maintain the interiors of their buildings or stores to the highest standards. Whatever your size – from small shop to big box – let us take care of your floor and janitorial needs while you take care of business.

Services

- ▶ Routine floor care programs
- ▶ Restorative floor care
- ▶ Specialty floor care
- ▶ Carpet maintenance
- ▶ Floor installation and repair
- ▶ Full service janitorial
- ▶ Repair and maintenance
- ▶ Disaster recovery
- ▶ Construction clean up.

Does the exterior of your facility invite customers to your door? Or is routine upkeep a struggle to maintain?

USM can provide a comprehensive solution for every season. We'll work with you to create a program that invests in one of the most influential aspects of your business – the first impression a customer sees. Beyond looking good, safety issues are also a priority. USM can help you keep your facility's exterior attractive and safe for both customers and employees.

Services

- ▶ Landscape maintenance
- ▶ Landscape remediation
- ▶ Irrigation system installation, repair and maintenance
- ▶ Snow removal
- ▶ Parking lot sweeping
- ▶ Parking lot striping and repair
- ▶ Pressure washing
- ▶ Graffiti removal
- ▶ Roofing
- ▶ Emergency response

Facilities management can be complicated and a drain on your internal resources. It can also diminish the focus of your organization to meet its goals. USM offers a solution. Outsourcing your facilities maintenance program gives you the time to develop and implement your organization's core strategic initiatives, while the experts at USM keep your facilities running smoothly and efficiently.

Services

- ▶ Asset management
- ▶ Vendor management
- ▶ Capital planning & program management
- ▶ Preventive maintenance
- ▶ Energy and utility management
- ▶ Life cycle costing
- ▶ Risk management
- ▶ Life safety solutions
- ▶ Infrastructure improvements
- ▶ Building & grounds maintenance
- ▶ HVAC/roofing/electrical services



In your neighborhood. With a network of over 170 area managers, USM employs the largest, best trained team in the industry. They conduct ongoing vendor training and perform on-site inspections – to ensure you are always receiving service that meets the USM standard.



Rest assured. Our industry benchmark compliance team ensures that our network of over 13,000 service providers meet all regulatory and insurance requirements throughout the span of any customer relationship.



Instant awareness. You can access project information, inspection reports and even digital photographs at any time through a secure, customer-specific Web site.