



USM

An EMCOR Company



We Know Maintenance
Inside and Out

Sparkling interiors and neat exteriors speak volumes about your brand.

We understand that facilities maintenance is vital to your business.

Customers and vendors respond most favorably to well-maintained facilities, plain and simple. **And that's exactly where USM can complement your operations most effectively.**

Your Peace of Mind

USM has the financial strength, stability and resource network to deliver a facilities maintenance program to match your needs to a T. USM's reputation is built on protecting and enhancing **your** reputation. With 80,000+ client sites on our watch, and a national network of over 110 local managers overseeing more than 11,000 service providers, your retail facilities are in the most capable of expert hands.

Simplify Your Vendor Relationships

USM programs demand fewer of your internal resources.

Our integrative approach to facility maintenance eliminates the need to manage multiple service contracts. Thanks to USM's streamlined billing, reporting and other administrative functions, you can keep more of your staff focused on your corporate goals.

Build. Power. Service. Protect.

EMCOR is a Fortune 500® company and global leader in mechanical and electrical construction, energy infrastructure, and facilities services. **As part of the EMCOR family, USM is uniquely positioned to offer a comprehensive array of end-to-end services for any built environment.**

Follow-through makes the difference

Field**Quality**Inspections

To keep your brand and reputation consistently well-maintained, our Field Quality Inspectors regularly monitor and audit our vendor performance at the store level.

USM's area managers are strategically placed throughout the United States to monitor all retail locations, train and retrain our vendor partners, and provide services to ensure your ongoing satisfaction. We use Quality Inspection (Q) Sheets, which include site photographs, equipment assessments, safety assessments and service evaluations—all on hand-held devices.

Floor Care/ Janitorial Services



Interior facility service is one category where we really shine – USM clients rely on our interior expertise and efficiency every single day. **Now, as part of EMCOR, USM is an industry leader in helping businesses maintain their interiors at the highest standards.** Whatever your size—small shop to big box—we can take care of ALL your floor and janitorial needs while you take care of business.

Exterior Services



Consumers often judge a store by its exterior. Neglected and ignored exteriors send the wrong retail message – USM helps you make the **right impression** in any season. **From landscaping to snow removal, a USM program will keep your property looking its attractive best, but we don't stop there.** Beyond looking good, **safety issues** are also a priority. USM has the life-safety resources and expertise to keep your facility safe for both customers and employees.

Store to store. Season to season. Coast to coast.

- 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.
- 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

Run your business at peak efficiency

Trade Services



The integrity of your roofing, electrical and HVAC systems are critical to your success. It takes **technical expertise to bring these systems together under one national program for all your facilities across the country.** Partner with USM, an EMCOR company, and manage only **one 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.

Ensuring that it all works together

Integrated Facility Services



Thanks to one resource and one point of contact, your USM facilities management program runs like a streamlined, well-oiled machine. It all starts with working closely with you to understand your goals, objectives, and budgets. Together we'll develop an integrated plan that puts your facilities – and your brand – in the best possible light. USM maintenance programs work best when your team and ours work well together. Call us, and let's get started.

USM delivers just the right suite of 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

- Asset management
- Vendor management
- Capital planning and 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

Maintain Your Competitive Edge

With the right maintenance program in place, your facilities simply look better, operate better, perform better—while your overall brand benefits in measurable ways.

USM, an EMCOR company, isn't your only maintenance option. But with our track record of satisfied clients, our commitment to training and certification, and our field-proven experience, you won't find a more qualified or dedicated single-source vendor. An added advantage? We leverage our national purchasing power and service expertise so you can maximize your budget, minimize your time commitment, and **gain a competitive edge with facilities that operate safely, smoothly, efficiently and cost-effectively.**

USM maintains your facilities. You maintain control.

Our Knowledge and Expertise is Here For You

You can expect the highest levels of service related to all aspects of your maintenance program when you work with USM. **Our people, processes and technology deliver consistent, high-quality service and keep your facilities functioning at their efficient best.**

People

As a client, you'll have a dedicated account team to develop your program and service your needs. We hand-pick specific vendors from among our extensive, proprietary network of proven providers. Only those who meet our rigorous qualifications are dispatched to perform for you. Ongoing training and inspections ensure our high standards are maintained.

Process

Your account team and service professionals follow benchmark customer service and quality assurance processes. We developed these standards starting in 1988 and have fine-tuned them over millions of services, at thousands of sites, for hundreds of customers. There's no substitute for experience—or a job well done.

Technology

Our technology is easy to use and delivers high-value information when you need it, where you need it. 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.

FastFacts

We're in Your Neighborhood

USM employs the largest, best-trained teams in the industry. Our network of 110 area managers conduct ongoing vendor training and perform on-site inspections, so you know you're always receiving service at USM standards.

You Can Rest Assured

Our industry benchmark compliance team is responsible for ensuring that our 13,000+ service providers meet all regulatory and insurance requirements. Don't trust your brand to anything less.

Instant Advantage

You get instant access to project information, inspection reports, even digital photographs through a secure, customer-specific website. A real-time advantage and highly effective management tool.



The EMCOR Advantage™

USM is part of EMCOR Group, a Fortune 500® company with unmatched capabilities and an award-winning, industry-leading safety program. Add our full range of powerful capabilities, and you have the ideal solution for optimum performance and maximum value.



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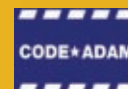
EMCOR.
Taking **KidSafety** to the Street™

These initiatives help find missing children:



On the Streets

Missing Kids posters are displayed on EMCOR's 6,000 service vehicles.



In Buildings

EMCOR is the national sponsor of Code Adam.