EMCOR
Facilities Services

EMCOR FACILITIES SERVICES

TOTAL CAPABILITIES

[facilities] *solved*

Total efficiency. Total performance. Total peace of mind.
For more than 70 years, EMCOR Facilities Services (EFS) has brought an award-winning, process-driven, collaborative approach to the facilities business. Our comprehensive and expansive array of services range from mechanical maintenance and self-performed, site-based operations to energy-efficiency upgrades and supplier-managed interior/exterior maintenance.

EFS MARKETS: BIOTECH/HEALTHCARE **COMMERCIAL/RETAIL** EDUCATION **ENTERTAINMENT/HOSPITALITY**
FINANCIAL SERVICES **PUBLIC/GOVERNMENT** TECHNOLOGY **TRANSPORTATION**

Sophisticated facilities need sophisticated solutions. We have an entire suite of them.

One billion square feet—and growing.

From commercial office space to manufacturing, from retail portfolios to 24/7/365 mission critical facilities, we manage and support over one billion square feet of facilities space for the nation's leading organizations.

Integrated **Facilities Management**

From self-performance to subcontracting, our licensed and certified technicians manage ongoing facilities operations while overseeing expansion, reconfiguration, and renovation. We work with each client's staff to help address critical design, management, and technology needs in order to keep buildings in peak operating condition, working to ensure total lifecycle value.

Interior Services

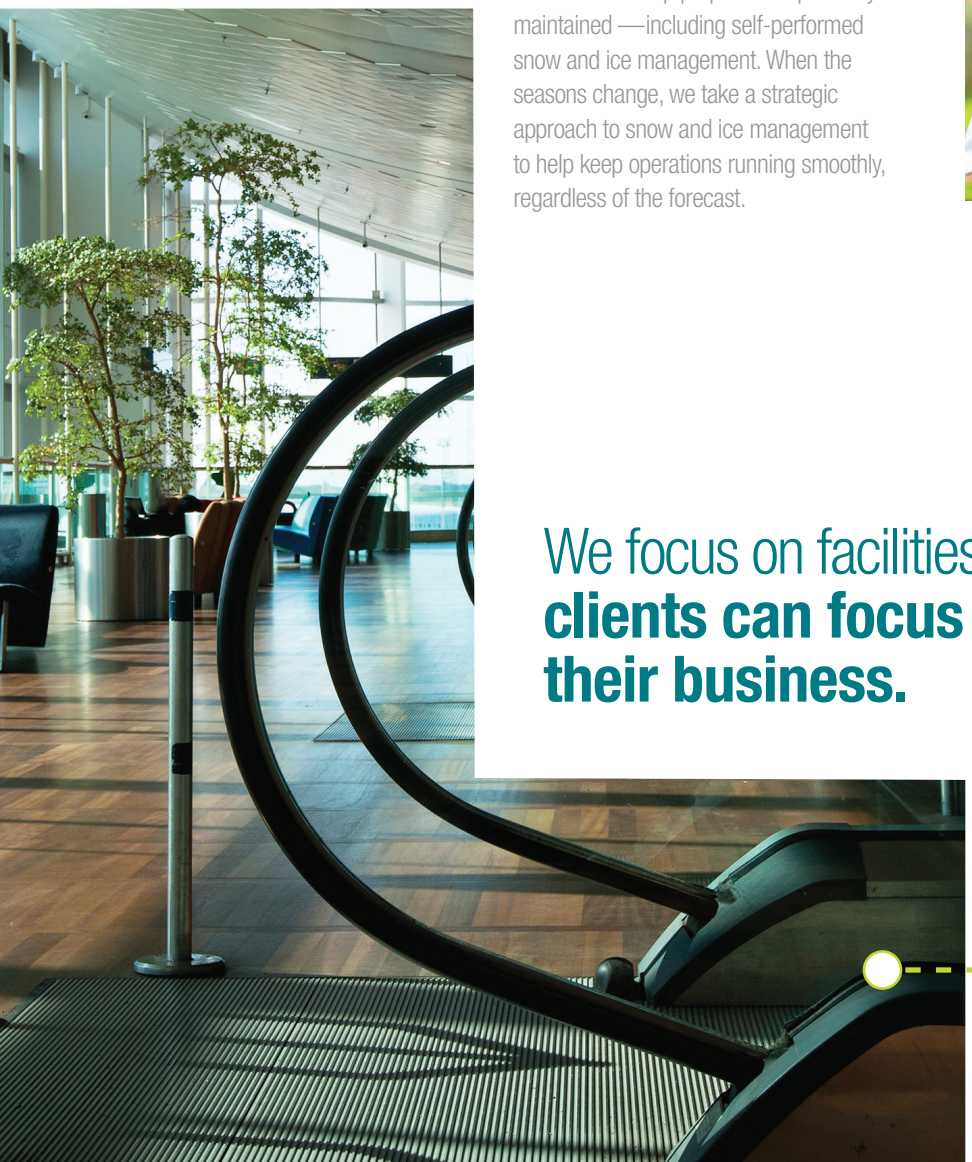
Floor care/janitorial services is one category where we really shine—our multi-site clients rely on our interior expertise and efficiency every single day. With the right maintenance plan in place, we help make customer facilities look better, operate better, perform better—all while maintaining a positive brand identity. Whether a clients portfolio contains small footprints or big box retailers, we take care of ALL floor and janitorial needs, with the goal of maintaining interiors to the very highest standards.

Exterior Services

Our licensed landscape architects create award-winning landscapes, hardscapes, water features, bio-system components, and other creative, cost-effective solutions. Our licensed maintenance technicians work hard to keep properties impeccably maintained —including self-performed snow and ice management. When the seasons change, we take a strategic approach to snow and ice management to help keep operations running smoothly, regardless of the forecast.

Complete Construction Services

From start up to occupancy and beyond, our construction managers help customers' plan, organize, monitor, and manage our projects. Their expertise helps ensure high-performance facilities that minimize unnecessary scheduling delays and costly project overruns. We pair our managers with highly trained tradespeople, forming a team that works tirelessly to deliver consistent construction quality and seamless communication with all involved parties—giving life to new buildings and sustaining life in existing ones.



We focus on facilities so **clients can focus on their business.**

EFS FACTS. CUSTOMER BENEFITS.

- 70+ years of experience
- 95% annual customer satisfaction ratings
- Flexibility to provide self-performed or supplier-managed facilities services
- Recipient of numerous industry awards for safety, project excellence, and overall performance
- Single-source solution with nationwide reach
- Visibility of spend to identify areas needing improvement
- Compliance issues and risk mitigation lessened
- Key Performance Indicators for safety, quality, productivity, and cost reduction
- Proven change- and transition-management process
- 24/7/365 Customer Solutions Centers
- Backed by the financial strength of EMCOR Group, Inc.

Design-Build Services

As a full-service provider, EFS also offers complete in-house engineering and design-build capabilities. That means we can work to resolve constructability issues before they become expenses and effectively monitor design and construction quality. We work with you to control costs and schedules, reduce administrative burdens, and improve risk management—all by design.

Expert **Project Management**

Our project management professionals are proactive from the onset, considering factors like unrealistic deadlines, scope creep, and resource challenges. Our highly trained managers have the technical and specialty trades expertise to help deliver your project on time and on budget. And if you need project assistance for a geographically dispersed portfolio of locations, we have the flexibility to utilize our network of licensed, certified suppliers to complete your project.

HVAC Expertise

Both within local markets and across national portfolios, HVAC installation, repair, and maintenance services are daily realities. Whether you need complete replacement of your current systems, an ongoing maintenance program, or immediate emergency service, our expert technicians can be at your door 24 hours a day, seven days a week, and we can work on virtually any brand of equipment.

Specialty Trades

Whether it's a small-scale project, a retrofit, or an entire portfolio-wide program, EFS has the expertise, certifications, and technology to design and implement your specialty solution—from electrical and lighting, plumbing and piping, carpentry and general construction, to custom casework and design—to name just a few. It's all part of our Total Capabilities solution.

Energy-Efficient Solutions

Regardless of the size or complexity of your facility, our efficiency experts can analyze its energy output to identify opportunities for efficiency upgrades. And, since EMCOR Group, Inc. is one of the largest independent building automation services providers in the US, we're uniquely qualified and equipped to design, install, operate, and maintain the systems that help control—and conserve—energy use.

EMCORvia
COLLABORATIVE WORK MANAGEMENT

Backed by EMCOR.

With the solid backing of EMCOR Group, Inc. (NYSE: EME), our clients benefit from EMCOR's financial strength, nationwide knowledge network, and broad range of cross-industry solutions. Our extensive healthcare, corporate, and manufacturing industry experience helps ensure consistent value—and savings—for our customers.

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EMCOR FACILITIES SERVICES

Site Based Services

- Integrated Facilities Management Programs
- Operations & Maintenance Services
- Mission Critical Operations
- Mobile Maintenance Capabilities
- Energy Management Programs
- Work Order Management
- Mechanical, HVAC, & Trades Services
  - -Preventive and Predictive Maintenance
  - -Design/Build
  - -Project Management
- General Maintenance
- Landscaping/Grounds Maintenance
  - -Installation
  - -Design
  - -Turf Maintenance
- Snow & Ice Management
- Commissioning & Start Up
- Engineering Services

Supplier Managed Services

- Floor Care
  - -Installation & Repair
  - -Routine & Specialty Floor Care
  - -Carpet Installation, Repair, and Extractions
- Janitorial Services
- Landscaping
  - -Maintenance & Remediation
  - -Irrigation Efficiency Systems
    - -Installation, Repair, & Maintenance
- Snow & Ice Management
- Parking Lot Sweeping, Stripping, & Repair
- Trade Services
  - -Electrical
  - -HVAC
  - -Plumbing
  - -Interior & Exterior Lighting
  - -Roofing Repair
  - -Repair & Maintenance for Various Trades
- Work Order Management
- Special Projects
- Integrated Facilities Maintenance Programs
- Energy Management Programs

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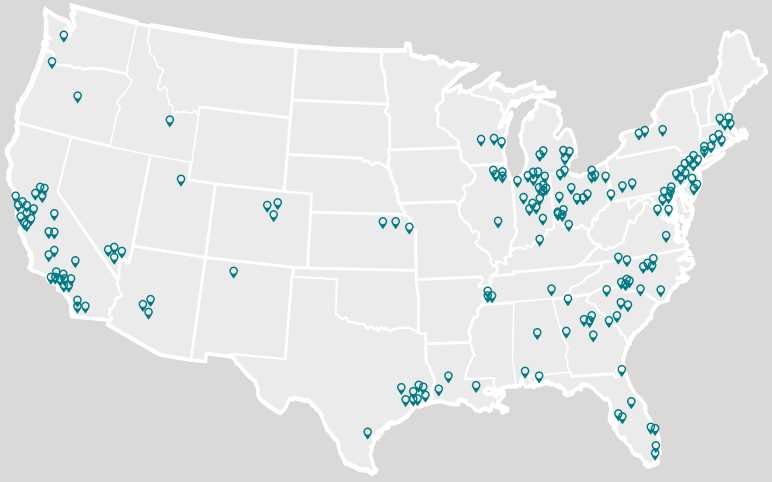
What can EFS do for you?

From fully integrated solutions at campus facilities, to trade services across a large portfolio; from solutions to better manage energy costs, to improving overall facility efficiency and productivity, EMCOR Facilities Services is your single-source solution.

For more information:
call **866.890.7794**
visit **emcorfacilities.com**

Through our **170 locations** and network of operating companies, EMCOR Group, Inc. Builds, Powers, Services, and Protects clients across the United States.



You call them benefits. **We call them standards.** Welcome to the new normal for delivering facilities services.

Long-Term Strategy

To help ensure greater cost and energy efficiencies, we work with clients to develop an overall strategy for their facility's needs—now and in the future. We like to create a goal-oriented strategy, specifying task accountability, providing informative reporting tools that help enable continuous improvement, and delivering superior service. It's a proven approach that can enhance productivity, energy efficiency, and cost control for the long haul.

Putting **Technology to Work**

By leveraging a variety of technological solutions—such as **EMCOR**via,™ our collaborative and comprehensive work management system—EFS experts look to simplify your operations and add value to your bottom line. The EFS team accesses millions of work orders in real time, allowing us to benchmark performance across a variety of organizations and facility types. And to keep EFS specialists connected and up to date, they all rely on tablets, hand-held devices, GPS, and other wireless technologies.

Best-in-Class **Technical Training**

To help provide consistently high-quality service, our technicians undergo rigorous apprenticeships, vendor and manufacturer seminars, OSHA safety training, and regular code updates. To all of this, we add our own EFS project control system and audit procedures sessions, as well as specialized training in areas like confined space techniques and thermography/data collection.

Safety/Quality/Productivity

These three concepts drive one single commitment to our clients and employees – and it all starts with our dedication to award-winning safety. EMCOR's safety performance consistently remains strong year after year with a current rate that surpasses competitors 60-75% and ranks 66% lower than the Bureau of Labor Statistics industry average. (Source: Bureau of Labor Statistics Industry Average for Specialty Contractors NAICS 238, 2012-2017.) Obsessive safety drives quality, and quality drives enhanced productivity for our clients. It's a win-win.

Customer **Solution Centers**

Our 24/7/365 Customer Solutions Centers (CSCs) are state-of-the-art operations centers that unite technology, integrated work order management, and facilities expertise to serve as the EFS nerve center for clients across the country. CSC locations are in Norristown, PA, and Phoenix, AZ, and support:

- **200,000+ facilities**
- **1 billion+ square feet of facility space**
- **1 million+ work orders processed annually**
- **Comprehensive databases that provide real-time diagnostic information**