



## WHO WE ARE

IFM is a uniquely specialized facilities management company that helps maximize the return on investment by improving the functionality and reliability of industrial, intermodal and retail facilities.

Our adherence to the following values is the core of IFM's existence and the primary reason for our success:

- Earn customer's satisfaction, everyday.
- Encourage creativity and innovation
- Treat all people fairly, honestly, and with respect.
- Gain a reputation for unparalleled customer service
- Uphold the highest standards of ethics and integrity.

Our goals make the difference: to be the best, to strive for excellence, to stand for quality. For that enduring commitment, we stand apart.

## OUR PHILOSOPHY

- Cost reduction does not generate improved reliability, but if effectively implemented, improved reliability will result in cost reduction.
- People cannot be more effective than the facilities and equipment they work with allow them to be.
- Preventative maintenance helps increase productivity and lower operating cost over a facilities lifespan.
- The ability to quickly and affordably change the configuration of your facility can help your company adapt in response to industry demand.



## WHAT WE DO

Our mission is to help our clients increase production reliability and lower maintenance costs through the strategic management of equipment and skilled labor. Our focus is to alleviate the burden of managing numerous contractors and facilities while utilizing many forms of communication to keep our customers informed. To put it simply, we deliver the right people and tools for the job on time, every time and go the extra mile to exceed our customers' expectations.

***“We deliver the right people and tools for the job on time, every time and go the extra mile to exceed our customers' expectations.”***

Selecting a quality maintenance company for your facility is an important decision. Our approach is simple. IFM believes in establishing long term relationships built on a solid foundation of superior services, expertise, communication and innovative solutions.

When you contract with IFM to provide your facilities maintenance you will notice a dramatic difference in the appearance of your facilities, right from the start. From the first day of service, you will notice a level of personal care that reflects our philosophy of “earning your business every day.” Our attention to detail, continuous research and development of our methods, coupled with our ability to offer superior service at affordable rates enables us to be effective in many sizes and types of industries.

Small and large office buildings, intermodal transportation and shipping complexes, pipeline manufacturing facilities, retail outlets, and department stores are among the many types of accounts we service. A consistent timeline of repeat customers is proof that when it comes to quality, value and responsiveness, IFM is the company you can count on.



## INDUSTRIES & FACILITIES SERVED BY IFM

### Industries:

- Intermodal Transportation
- Shipping & Trucking
- Pipeline Manufacturing & Threading
- Apartment Complexes
- Petrochemical
- Manufacturing
- Real Estate Management



### Facilities:

- Office Buildings
- Retail Stores
- Industrial Sites
- Manufacturing Plants
- Auto Dealerships
- Multi-Tenant Buildings
- Restaurants
- Recreational Sites
- City, State & Government Complexes
- Airports







## OUR PEOPLE

We believe that our employees are our greatest asset and are invested into the lives of every individual on our staff. We aim to provide our employees with more than a paycheck by creating career paths within our organization and providing the tools to pursue a better future. Our service technicians undergo comprehensive training before becoming certified to perform a task. This ensures that our technicians gain a valuable skill while ensuring a high quality of service for our customers.

## OUR SERVICES

In today's fast passed business environment, more and more facility managers are looking for maintenance companies that can fulfill a full spectrum of service needs – thus saving them time and providing an added measure of convenience. With a single phone call, virtually all your maintenance and construction needs can be handed with a professional approach.

**Interior Maintenance & Remodeling**

**Exterior Construction & Repair**

**Landscaping & Grounds Maintenance**

**Stabilization And Dust Suppression**

**Networking, Communications & Security**



## INTERIOR MAINTENANCE & REMODELING

We offer a wide array of interior construction and remodeling services to help your company's offices and retail spaces look as well as they perform. From a simple paint touch up or light bulb replacement to full structural renovations we are here to help.

### CEILINGING & FLOORS

- Damaged ceiling tile replacement
- Grid repair and replacement
- All types of flooring repair and installation

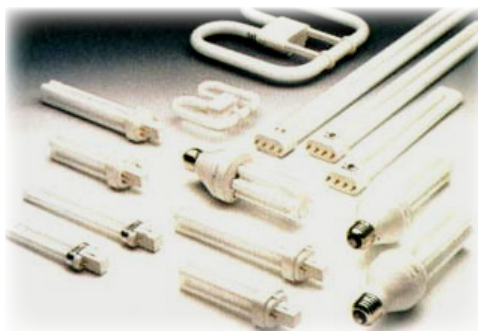


### INTERIOR PAINTING & DESIGN

- Color matched paint touchups
- Complete drywall and texture services
- Standardization of color scheme
- High quality paints and coatings

### PLUMBING & FIXTURE REPAIR

- Emergency plumbing service and repair
- New plumbing and fixture installation
- Licensed plumbers ensure our work meets local codes



### LIGHTING & ELECTRICAL

- Light bulb replacement
- Light fixture & sign installation
- New electrical construction
- Licensed electricians ensure our work meets local codes



## EXTERIOR CONSTRUCTION & REPAIR

Our host of exterior construction and repair services is designed to help your facilities stand up against the constant abuse of weather, traffic, and incidental damage. No matter the size of the job we can help keep your exteriors and parking lots looking like new.

### REMODELING & NEW CONSTRUCTION

- Turnkey facility construction
- Structural remodeling and building expansion
- Repair of fire and water damaged areas
- Exterior paint and refinishing
- Security & Privacy Fencing



### ROOFING INSTALLATION & REPAIR

- All types of roofing installed and repaired
- Roof ventilation installation
- Emergency leak repair

### CONCRETE & ASPHALT

- Parking lot repair
- Repair of large failed areas
- Surface refinishing
- Specialty concrete products for high demand industrial applications



### SAFETY & TRAFFIC PAINTING

- Parking lot paint touchup
- Safety paint maintenance programs
- Special purpose and Hi-Visibility paints available





## LANDSCAPING & GROUNDS MAINTENANCE

The maintenance and care of your landscape is key to the appearance and long-term value of your property. Whether you're trying to meet landscape regulations or create an attractive retail space our landscaping and grounds maintenance services are second to none. No matter the size of the job, we show the dedication to excellence and the attention to detail that you should expect.

### TREE CARE

- Pruning & removal
- New tree planting
- Pesticide, herbicide and fertilization



### LANDSCAPING

- Landscaping design & installation
- Plant health care
- Landscape maintenance service
- Outdoor lighting
- Licensed irrigation installation & repair

### TURF MAINTENANCE

- Mowing, edging and debris removal
- Re-seed and re-sod damaged areas
- Pesticide, herbicide and fertilization







## STABILIZATION AND DUST SUPPRESSION

For many industries the quality and functionality of the storage yard directly impacts the safety and speed of production. When you take advantage of IFM's yard stabilization and dust suppression services the benefits can be dramatic. Let us help you get the most out of your valuable real estate.

### DIRT WORK & STABILIZATION

- Repair of failed areas
- Complete re-work of critical layers for optimal stabilization
- Drainage problems solved
- New roads, storage yards and parking lots



### ENVIROTEX SPECIALTY PRODUCTS

- EnviRoad Gard dust suppressant
- C-Flex concrete emulsion mixtures for high weight capacity stabilization
- Specialty water seal & emulsion products



## NETWORKING, COMMUNICATIONS, & SECURITY

Data and telecommunications have become an integral part of modern business. When it's time to expand your company's network or communications system you need a reliable contractor to get the job done right.

- Category 5, 5e and 6 and Fiber Optic data cabling
- VoIP and switched telephone systems
- Security Systems & Video Surveillance
- Specialty water seal & emulsion products





## UNIFORMS & ID BADGES

At IFM, the image that we project as maintenance professionals is not only evident in our craftsmanship but also in the daily appearance of our service technicians. All of our technicians are uniformed and wear identification badges at all times. Our professional apparel program lets our customers quickly identify who we are to provide an extra layer of security and professionalism.

## COMMUNICATION

In an industry fueled by immense technological possibilities, IFM continually strives to explore new and innovative ways to communicate with customers. With a well-established communications system in place, we have the capability to effectively address the concerns of our customers and provide immediate results.

Communication is the driving pulse that keeps our system running smoothly, day-in and day-out. At IFM, our expert staff is readily available to assist with all of your concerns.

- Contact IFM's support team through our 24 hour customer response system.
- Gain direct online contact with our Operations Department via email and/or fax.
- IFM's area managers and account representatives are available 24 hours a day by cell phone.
- Quickly view the status and schedule of work being performed at any of your facilities by logging into our customer area at [www.houstonifm.com](http://www.houstonifm.com).

## BILLING

Eliminate billing hassles. With IFM, whether your maintenance needs are for a single facility or for multiple locations across a large area, your business will receive one itemized, easy-to-understand invoice that is generated from our headquarters each month. Electronic file interchange and invoicing are also available as an added convenience.



## START UP PROCEDURES

We know that a critical concern for every manager is the transition from one vendor to another. That is why we take this period of time so seriously. It can easily mean the difference between failure and long-term success with our clients and their customers. We take several steps to ensure that this time becomes the foundation of a long and mutually beneficial relationship.

A Start-Up Team is assigned to each new account. This is a group of professionals whose function is to conduct the initial site evaluation for each of your facilities and construct a database of information that will become the foundation of our services for your company. Doing this allows us to keep track of all the various details regarding your facility and ensures that the transition is as smooth as possible.

At the end of the startup phase we will generate two task lists detailing the work to be done at your facility.

### **Periodic Task List:**

The periodic task list will focus primarily on the tasks that you want to happen many times a year such as the changing of air filters and annual parking lot paint touchups etc. This is the collection of work that will help restore your facility from general wear and tear. The periodic task list will contain those items that are core to the maintenance contract and are carried out automatically throughout the term of the contract.

### **Incidental Task List:**

For work that is not considered standard periodic maintenance such as repair of damaged areas our staff will generate a separate incidental task list. The items on the incidental task list must be approved by the authorized individual(s) as separate work orders before any work will be performed. This assures that only pre-approved work orders will be carried out in addition to normal periodic maintenance.

### **Initial Scheduling:**

After the scope of work has been defined your account representative will assist you in setting schedules for both periodic maintenance and any incidental repairs or construction that may be required during startup. During this phase we will work with your staff to determine completion goals and set schedules that will meet your company's budget and time expectations.



THE RIGHT TIME

## NORMAL OPERATING PROCEDURES

Once the maintenance schedule has been approved we will begin normal visits to your facility. During each visit our service technicians will perform the scheduled tasks and take care of any other items that may need attention. After the job is done we will update the condition of your facility in the customer database to include the work that has been done so you can see a history of work performed.

## INCIDENTAL WORK ORDERS & SCHEDULE CHANGES

At times there may be a need to make schedule changes due to reprioritization or emergencies. When changes need to be made quickly we are just a phone call away. We aim to be highly responsive across all modes of communication to ensure that you will always get a fast response no matter how you choose to communicate.



When it's not an emergency you can use our work order request form through email, fax or online to schedule work at a particular facility. Your account representative can help with work details and pricing.



THE RIGHT TIME

## STAY UP TO DATE

In addition to phone, email and fax you can visit our online customer area to view the details on your facilities, the current status of work orders and the itinerary of periodic maintenance. By keeping our customers up to date we provide the information needed to make informed decisions and manage facilities more effectively.

### Customer Support System





## QUALITY CONTROL

Our “Customers for Life” program will help to ensure that you get off to a good start by providing a framework through which your initial, interim, and long-range needs are met.

This dynamic program was created to establish long term quality standards throughout the customer life cycle by means of a progressive three-part program which targets the distinct phases of the customer life cycle: Target 90, Focus 180, and C.A.R.E. (Communication, Action, Resolution, Evaluation)

From your first day of service, IFM’s proven strategies are in place to guarantee the highest level of quality. Based on a strong commitment to customer satisfaction, the Target 90 and Focus 180 phases of the program are key to a trouble-free transition.

## CUSTOMERS FOR LIFE PROGRAM

### Target 90

During the first 90 days, IFM keeps a careful watch on customer satisfaction.

- Your account service representative will conduct a facility walk-through with the startup team and define work specifications, security, and safety issues as well as all special service requirements of the facility.
- A call placed by your account service representative will review how the start-up met expectations.
- Our support staff will contact you within 30, 60, and 90 days of the initial service dates. These calls are placed to solicit important feedback and provide another opportunity to respond to your concerns.
- The account service representative will conduct a monthly on-site inspection/survey to help insure your satisfaction with the services provided.
- A member of our core management staff will conduct an overall evaluation periodically during this 90 day period. This will verify that the work specifications meet the requirement of the facility, as well as your expectations.



# THE RIGHT TIME

## Focus 180

This six-month program helps to ensure continuous quality of service.

- Your account service representative will continue to place monthly customer feedback calls to ensure open communication channels and quality of service.
- A monthly on-site inspection/survey program enables us to meet the ever-changing needs of facility managers.
- IFM's core management will conduct account reviews with your service representative to ensure that current work schedules are performed in accordance with your needs.
- On the six-month anniversary, IFM will perform a account service representative review to help further ensure long-term quality of service.

## C.A.R.E

The third component of the Customers for Life program is C.A.R.E. This component is specifically designed to ensure long-term quality service by focusing on the specific on-site requirements and the individual needs of each of IFM's commercial customers on an ongoing basis. Each letter of C.A.R.E. stands for a step in creating an unmatched system for keeping customers satisfied with the long-term quality of services provided.

**C:** Communication is vital in establishing a strong relationship between a company and its customers. Our extensive communication system is in place to provide on-demand assistance when needed.

**A:** Action is taken continually to achieve optimal results. In improving the quality of service you receive, IFM will recommend additional services that will help enhance the appearance of your facility and/or rectify a problem area.

**R:** Resolution confirms that the previously approved plan is in place and working. Our management staff and your account service representative will follow up with each customer to achieve that goal.

**E:** Evaluation measures the effectiveness of each pre-approved plan by means of a tracking and reporting system.





THE RIGHT TIME

## STRATEGIC ACCOUNTS PROGRAM

IFM offers a facility management program for companies with multiple locations - our Strategic Accounts Program. This program is solely dedicated to multi-location companies with a mission to provide competitive volume pricing; one contract and itemized invoice for all locations; a dedicated customer service line; and the consistent quality assurance from one vendor servicing all your sites. As a strategic account customer, you will receive the following benefits:

**Competitive Pricing:** When selecting a maintenance service for all your locations, competitive and consistent pricing is an important part of the decision making process. We will perform an on-site survey for all of your locations, analyze each location in detail and then provide you with a competitive price for all of your service needs.

**Site-Specific Work Specifications:** Whether your service needs are daily, weekly, or monthly, IFM will provide you with a customized work schedule for all of your locations based on your requirements. By providing your company with a concise, understandable schedule for every aspect of your facility's maintenance, we are able to place a greater emphasis on your specific priority areas – giving you the benefits of a well maintained, productive facility with reduced management overhead.

**Centralized Billing Capabilities:** Our centralized billing department is able to provide one single bill per month for the services performed at all of your locations. Electronic invoicing is also available upon request.

**A Partnership You Can Count On:** We firmly believe that a successful partnership based on the following basic elements guarantees that we will meet or exceed all customer expectations:

- Professional management and technical expertise
- A proven track record of superior service based on years of experience in the maintenance and construction industry.
- A site-specific proposal prepared for your facility requirements
- Value-added services developed exclusively to meet your needs
- Seamless transition from previous vendor
- Quality Assurance Inspections guarantee prompt and effective response
- A fully integrated communication system to keep you informed at all times
- Ongoing customer service and support: 24 hours a day, 365 days a year
- A maintenance crew fully covered with Liability Insurance, vehicle insurance, and a Workers' Compensation policy
- Maintenance crews that are extensively trained in all service areas