

Facilities Services – US OneSource

Higher Margin Services Through acquisition, we have steadily broadened the range of services we offer, particularly higher margin services. In the recent past, for example through the metal and marble restoration business we increased our work in high-profile sites such as the Chrysler Building in New York City. Our ability to offer bundled services to existing clients is also a distinct advantage. Last year, we acquired a landscape installation business in a new geographical area that is a natural extension of our very successful landscape maintenance business.

National Accounts Larger clients often have multiple sites across the country with a variety of cleaning and maintenance needs. Through acquisition and organic growth, as well as the efforts of a newly refocused sales team, we are broadening our scope of services to capture more business from those clients across the US.





reach

OneSource is a leader in facilities services because we offer our clients a range of highly professional services across the US. The bundled services approach is very appealing and cost-effective for our clients, and it also presents us with important opportunities to expand the range of services we can offer to existing clients.

OneSource OneSource, headquartered in Atlanta, Georgia, has over 40,000 employees providing janitorial, landscaping, commercial interior painting, engineering, general repair and maintenance and other specialized services for more than 12,000 commercial, institutional and industrial clients.

Acquisitions The facilities services business in the US remains very fragmented, with small, regional players continuing to possess major market share. To grow our business and expand the range of services that we can offer our clients, we have continued to pursue strategic, tuck-in acquisitions. This past year, we added seven new companies to the OneSource family, including:

- **All American Landscape** All American is a landscape maintenance company that has 27 commercial maintenance contracts with homeowner associations in North Palm Beach County, Florida.
- **Austin Outdoors** This group of companies located in Daytona Beach, Florida, offers residential and commercial landscape installation and maintenance as well as irrigation construction services. A new business, OneSource Landscape Construction, was formed to consolidate Austin’s operations under one operation.
- **Diversified Maintenance Corporation** Located in Danbury, Connecticut, Diversified provides building and maintenance services to 112 commercial and industrial clients at 195 locations within a 25-mile radius of Danbury.
- **Doyle Building Services** Operating from branches in Rochester, Syracuse and Buffalo, New York, as well as Pittsburgh, Pennsylvania, Doyle is the largest janitorial acquisition made by OneSource to date, bringing with it 200 clients and 400 sites. It is a strategic initiative that offers immediate benefits in terms of customers and infrastructure, and also provides a platform for long-term growth in markets with great potential.

Commercial cleaning services include:

- Blind and drapery maintenance
- Carpet and floor care
- Interior construction clean-up
- Janitorial services
- Restroom cleaning
- Trash removal
- Window cleaning

Engineering services include:

- Building automation
- Building operation, maintenance and repair
- Computer, telecommunications and clean room specialists
- Control systems management
- Cooling tower maintenance
- Equipment repair
- HVAC repair and installation
- Lighting system maintenance
- Preventive maintenance
- Security system installation and maintenance
- Water treatment operations

Aviation services include:

- Airport terminal services
- Aircraft interior cleaning
- Aircraft ground handling and equipment maintenance
- Aircraft fleet appearance services
- Baggage conveyor system maintenance
- Passenger loading bridge maintenance
- Ramp services

Metal and marble restoration, maintenance and painting services include:

- Caulking and waterproofing
- Cleaning and installation of wall covering
- Electrostatic spraying
- Furniture refinishing and maintenance
- Metal and marble restoration
- Interior and exterior painting
- Pressure washing
- Revolving door maintenance
- Wood cleaning, polishing and refinishing



– **GoldenMark Maintenance** Headquartered in Long Island, New York, GoldenMark has more than 80 accounts in Florida, northern New Jersey and the New York City metropolitan area, including contracts with state and municipal government facilities in Florida.

Strategic Accounts To combat pricing and the pressure on gross margins, we offer as many services as possible to clients with a national presence. Furthermore, those clients are looking to simplify and save by getting bundled services from a single vendor. This past year, we made a move to increase that business by creating the Strategic Accounts Group which pursues and manages national accounts in retail, education, aviation, corporate accounts and specialty services. Through this dedicated group, we have already expanded business relationships with Southwest Airlines, Saks Fifth Avenue, DuPont and Gambro Healthcare.

Systems Upgrade The implementation of new information and reporting systems has been completed, integrating back-office functions and field reporting. The upgrade significantly strengthens our administrative capabilities, reduces costs and allows for continued growth.

New Clients As a result of acquisitions and organic growth, we added a number of important clients this past year, including Universal Studios, Bank of America, Federal Express, Bose Corporation, Raytheon, Bristol-Myers Squibb, Emery Worldwide, Blue Cross and Blue Shield, Connecticut Light, Grolier Inc., Nestlé Corporation, BancOne and PNC Bank.

Franchising Another way to expand our reach and heighten the visibility of the OneSource name is through franchising. Starting in Atlanta, and now rolling out nationally, we have unveiled a franchising program which provides training, buying power and billing and collection services to our small business owners.

ISO 9002 Last year OneSource became the first national commercial cleaning company in the US to receive the ISO 9002 designation from the International Organization for Standardization. ISO 9002 is awarded to companies that demonstrate the highest and most consistent level of services and processes as judged by independent auditors. The designation is an important asset in a number of marketplaces, including the industrial, manufacturing, government and education sectors. Last year we continued to pursue designations, with several new sites receiving certification.

In a highly competitive industry, few of our competitors can match our geographic reach or the wide range of services that we can deliver for our clients.

Pest control services include:

- Bird control
- Drain and sewer trap maintenance
- Integrated preventative management
- Regular pest control treatments
- Rodent proofing

Landscape management services include:

- Golf course design, installation and maintenance
- Grounds maintenance
- Interior plant maintenance
- Landscape installation
- Snow removal
- Sports turf installation and maintenance

Specialty cleaning services include:

- Distribution
- Housekeeping
- Mailroom
- Porter/maid services
- Transportation services

Our principal clients are:

- Amdahl
- Busch Entertainment
- CB Richard Ellis
- Cushman & Wakefield
- DuPont
- Equity Office Properties
- Federal Reserve Bank
- Hyatt Regency
- Jones Lang LaSalle
- Lehigh University
- Macy's
- MetLife
- Neiman Marcus
- Saks Fifth Avenue
- Southwest Airlines
- Union Carbide
- USAA Realty

