





Who We Are

United Services of America is a Total Facilities Services contractor, providing clients with complete cleaning and maintenance solutions.

- *Proactive Management*
- *Innovative Solutions*
- *Value-Added Services*
- *Performance Driven*

By consistently focusing on client goals with these fundamental principles, we have achieved increased productivity and decreased cost.





Our Company

United Services is a division of Premier Maintenance Inc. (PMI). PMI, founded in 1965, is now entering its 37th year of servicing the northeast market. Drawing on the combined strengths of an established facilities services contractor and recognized industry professionals, the alignment of PMI and United Services, provides financial stability and a platform for growth. These resources enable United Services to provide its customers with exceptionally and professionally maintained facilities. Servicing more than 20 million square feet, we maintain a state-of-the-art headquarter facility and computerized monitoring systems to support our branches in New York City, Stamford, Norwalk, Milford and Hartford.

The Principals

Paul Senecal – President

Paul has over 17 years experience in the facilities industry. A background as facilities manager provides the experience necessary to quickly comprehend and assess the needs of clients. His skills in designing and implementing successful service programs and his ability to communicate clearly with clients and employees translates into customer satisfaction. Paul's commitment to clients is what sets him apart.

Michael Diamond, CBSE – CEO

As president of Premier Maintenance Inc., Michael provides United Services with a wealth of resources and a proven history of success. Premier Maintenance, Premier Windows, and Eastern Horticultural, service the commercial market with a team of over 750 employees. This foundation for United Services provides for a rapid response and full-service support.

Involved



Overview

United Services is uniquely qualified to provide all of your building maintenance needs. We consistently out-perform other providers by focusing on customer service. No matter which services you require our commitment to quality will be demonstrated through our solutions.

In our extensive history, we have serviced many different types of facilities. The company's outstanding growth proves its ability to adapt and succeed in today's competitive marketplace.

Clients Include

- Corporate headquarters
- Multi-tenant buildings
- Industrial facilities
- Public and private schools
- Colleges and universities
- Special services districts
- Non-profit organizations
- Retail stores
- Small office buildings
- Government facilities
- Hospitals
- Healthcare Facilities
- Financial Institutions
- Management Companies

United Services has a very simple philosophy: We communicate clearly and closely with our clients and employees. This bidirectional communication insures our clients needs are met in the most productive and cost-effective manner possible.

Quality



United Services of America

Proactive Management...

...we take responsibility for the services we provide

Innovative Solutions...

...custom operating plans designed to fit your needs

Value-Added Services...

...continuous improvement to meet your objectives

Performance Driven...

...increases the productivity of our work force





Proactive Management

Our Approach is Simple

- Active two-way communication to understand client needs.
- Provide the most economical solution to fulfill those needs.
- Focus on solving problems before their symptoms appear.

When you engage United Services as your provider you can be sure, from top to bottom, all employees will take an active role in maintaining the highest possible quality and consistency.

To accomplish our commitment, we empower employees, enabling them to make decisions and resolve issues quickly and proactively to exceed expectations. Service personnel, supervisors, managers and principals all have a voice in the process to insure clients needs are met.

Consistent communication with our clients has allowed us to grow with them, resulting in long-term relationships.

Experience



Innovative Solutions

We Listen

- We solicit our clients' input. We want to review and understand all requirements.
- Our knowledge of the industry, commitment to quality and flexible approach insure the appropriate questions are asked.
- Our approach invites ideas from your team members and ours. All concepts are considered and explored.

We Provide Solutions

- We never let industry parameters interfere with our ability to design a custom solution to fulfill your needs.
- We provide, for your choice and approval, various methods of achieving the most cost effective services.
- Our solutions are dynamic in nature and can be adjusted to grow with your environment.

We create new and efficient ways to deliver our services.

Creative



Value-Added Services

At United Services we believe the best relationship is a partnership. We provide a wide range of building maintenance services and add value by adhering to our fundamental principles.

Services Include

- Superior Janitorial and Housekeeping
- Top Quality Carpet Maintenance and Installation
- Careful Window Washing and Facade Cleaning
- Professional Marble and Stone Care
- Beautiful Landscaping
- Proper Metal Maintenance
- Timely Snow Removal
- Efficient Lighting Maintenance
- Effective Pest Control
- Meticulous Mechanical Maintenance
- Safe Interior Demolition
- Quick Emergency and Disaster Restoration Services
- Complete Post-Construction Cleanup

Through technology we are able to provide solutions regardless of time or day. Our custom technology allows us to schedule and monitor employee performance, increasing productivity while decreasing cost.

Your facility is a reflection of your business.

When you partner with United Services, you gain a valuable resource.

Partnership



Performance Driven

Our Approach to Your Request for Proposal

- First, we design an operating plan and a pricing structure that specifically addresses the requirements of your RFP.
- Second, we suggest an alternative operating plan, with the goal of increasing the productivity of our work force and decreasing your expense.
- Finally, together we compare both plans, pricing structures and discuss the advantages of each.

We detail for you implementation, execution and management of all plans with our commitment to their success.

We insure you are provided all of the information necessary to make the proper business decision.

Keys to Our Success

- **Training Programs** – to maximize efficiency
- **Quality Control** – to monitor performance
- **Incentive Programs** – to motivate work force
- **Safety Programs** – to minimize accidents

We focus our attention on the appearance and functionality of your facility.

Efficient



Training

United Services believes proper training is essential in creating a productive work force. To this end, we implement a specialized training program to educate staff members on all aspects of their responsibilities.

All Employees Receive the Following Training

- Chemical
- Safety
- OSHA
- Emergency
- Equipment
- Productivity
- Security
- Task Procedures

In-house courses are delivered via classroom and video formats, reinforced with on-site training. We monitor our training program and routinely retest our employees to insure its success.

To complement our internal program, United Services sends supervisors and managers to seminars and industry courses for specialized training.

Since the inception of our training program we have lowered our employee turnover rate and increased client satisfaction.

We recognize a stable work force gives us a clear advantage in our ability to deliver services.

Excellence



Quality Control

Our commitment is to consistently provide the highest quality services possible. To achieve this, we employ a multi-layered approach to quality control.

Nightly, a lead person inspects all areas of the facility for cleanliness and security. Then our supervisor performs a second inspection. During this inspection, if the supervisor identifies any deficiency, proper action is taken.

Weekly, an area manager checks the schedule and monitors employee productivity to assure assignments are followed. The facility is also thoroughly inspected for cleanliness. This weekly visit is documented in an inspection report.

Monthly, we inspect facilities with our clients and complete customer satisfaction surveys. To augment the program our principals perform both scheduled and unscheduled inspections to insure compliance.

This comprehensive inspection plan is designed to quickly detect and resolve service deficiencies or omissions. We look good, when you look good.

Consistent



Incentives

United Services utilizes a variety of incentive programs to motivate and reward our employees.

- ***Service Recognition Card*** – recognition cards accumulate and are included in a monthly raffle drawing
- ***Employee of the Month*** – rewards an individual employee for outstanding customer service
- ***Service Team of the Month*** – rewards a building team for outstanding customer service
- ***Exceptional Acts Program*** – rewards employees for going above and beyond their required performance
- ***Humanitarian of the Year*** – rewards the employee who gives the most back to the community
- ***Safest Building of the Year*** – rewards the team with the highest attention to safety issues

A motivated work force consistently accomplishes its objectives.

Motivation



Safety

United Services is committed to safety and accident prevention. We understand safety is a critical component of our customer's requirements. Our program meets or exceeds local, state and federal regulations. Our Director of Safety and Accident Prevention oversees the program.

Key Elements

- Bloodborne Pathogens Program
- Hazardous Communication Program
- Hearing and Respiratory Protection Program
- Confined Space Procedure
- Personal Protective Equipment Policy
- OSHA Regulations

All company employees play an active role in the safety and accident prevention program.

Awareness



Why Partner with United?

- *Experience*
- *Proactive Approach*
- *Out-of-the-Box Thinking*
- *High Productivity Focus*
- *Quality Driven*
- *Active Owner Involvement*



The Premier Family of Companies

New York Office

6 West 18th Street • Suite 4b • New York, NY 10011
tel: 646.281.8013 • fax: 212.243.3966

Stamford Office

98-604 Southfield Avenue • Stamford, CT 06902
tel: 203.969.2669 • fax: 203.967.8554

Norwalk Office

11 Lois Street • Norwalk, CT 06851
tel: 203.846.2011 • fax: 203.845.0662

Hartford Office

5 Waterside Drive • Windsor, CT 06095
tel: 860.298.0350 • fax: 860.298.0351

Corporate Headquarters

360 New Haven Avenue • Milford, CT 06460
tel: 203.878.0683 • fax: 203.874.5078

Toll Free

800.972.4079



**Eastern
Horticultural
Services, LLC**