



“Premium Janitorial Services, Superior Customer Service, Outstanding Value.”

Facility Masters Introduction

Welcome to Facility Masters, your one stop for facility services.



We are glad you are interested in our company and we want you to know that we pride ourselves on serving our customers with a surprising sense of care and respect. We really like what we do and that shows in our service.

Your facility is more than a building: it is a point of corporate pride. We understand that and work with you to keep it in top condition. A well maintained facility reflects your company's image to your employees, customers, and the community around you. We

keep you looking good by providing **premium facility services, backed by superior customer service, all for an outstanding value.**

Over the years, we have built long-standing relationships with many leading companies, representing a broad range of facility requirements. Our services are trusted in corporate, high-tech, biotech, medical, educational, governmental, and industrial facilities. You can depend on Facility Masters to meet all your facility's needs.

Again, welcome to Facility Masters and thank you for this opportunity to introduce our company to you.



Facility Masters' Business Perspective

At Facility Masters we are going to work hard to earn your business and respect and we will never forget that our business is to serve you.



We believe that to serve is an honor therefore we work hard to **"always say yes"** to any facility requests our customers make. If you have a facility need we are going to meet it. Period. And we are going to meet that need with the right people and the right equipment.

We also believe that everyone deserves to be treated with dignity and respect. This is reflected in the way we manage our employees, serve our customers, and deal with our vendors. People are our business; you are our business; and we like this business.

Obviously, after all of this, the bottom line is to earn a fair profit for a job well done, but we know that as long as we provide high quality facility services and deliver them to you with professional care and attention you will benefit, and so will we.

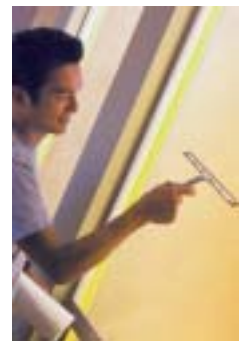
This is how we do business at Facility Masters. We are looking forward to serving you.

Premium Janitorial Services

Facility Masters creates clean, comfortable, safe, and healthy work environments at facilities throughout Northern and Southern California.

As a customer of Facility Masters, you will benefit from our professional facility experience. With more than thirty years of janitorial experience, we are prepared to clean your entire facility with skill and care. Facility Masters provides clients with a full range of services based on their individual needs.

- Complete Janitorial Services
- Clean Room Services
- Carpet Care
- Hard Floor Service Care
- Window Cleaning
- Computer Room Cleaning
- Blinds Cleaning
- Landscape Maintenance
- Pressure Washing
- Parking Lot Sweeping
- Construction Clean Up
- Water Damage Restoration
- Restroom Sanitation
- Landscape Maintenance
- Lighting Maintenance
- Temporary Labor for Special Projects



**One Company, One Solution.
Facility Masters**

Facility Masters - Designed for Excellence

Facility Masters is driven by a commitment to excellence. We are working every day, in every way, to deliver a customer experience that will exceed your expectation. From your initial contact with Facility Masters through service completion and invoicing, you are going to like the refreshing way we do business.

Excellence in Hiring and Training

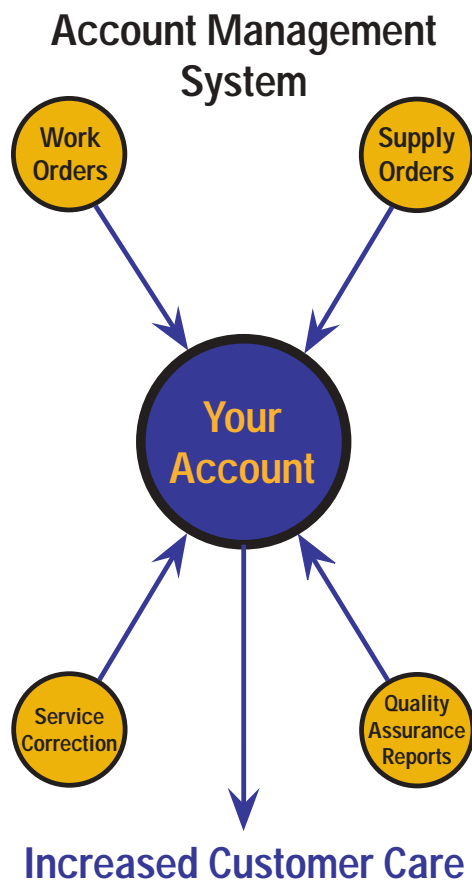


We believe our employees are ambassadors of our company to you and your facility. Therefore, we hire only the very best applicants and then provide them with thorough training to improve their job performance, health, and safety.

From routine office cleaning to advanced floor care and critical environmental maintenance (clean rooms, high-tech, and bio-medical), we are able to train our employees in every aspect of janitorial maintenance including the security of your facility.



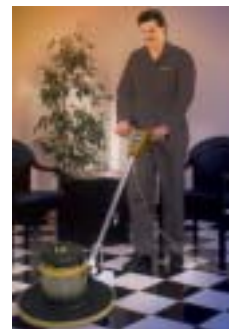
We are proud of our employees and know that you will be too.



Excellence in Organization

Facility Masters account management system sets us apart from the competition and benefits you.

We have developed a powerful account management system that schedules and organizes all of your periodic services such as restroom sanitization, window cleaning, carpet cleaning, and floor care. At the start of your service you will be given a master schedule detailing the dates on which all of your periodic services have been scheduled. We run our own reports weekly showing us which of these services are to be performed that week.



You never have to worry about missing a service you have requested.

Excellence in Quality Assurance

Everyone at Facility Masters is serious about delivering quality. You can count on our supervisors, management, and company owners to ensure that the quality of service you receive is up to your standard and ours by routinely inspecting all work sites.

QARS Quality Assurance Reporting System

One of the unique advantages of Facility Masters is a proprietary system we call "CARS" – Quality Assurance Reporting System. QARS allows us to accurately record the quality of service being provided at your facility.

This information is then generated into reports that are integrated into our account management system and sent to your attention if you desire. We are then able to identify trends or areas of concern in our operation that need to be corrected. The result is a higher level of service delivered at a more consistent rate.

Q.A.R.S. reports also indicate if there are areas of special concern, like carpet cleaning, that may require a work order and your approval for correction.

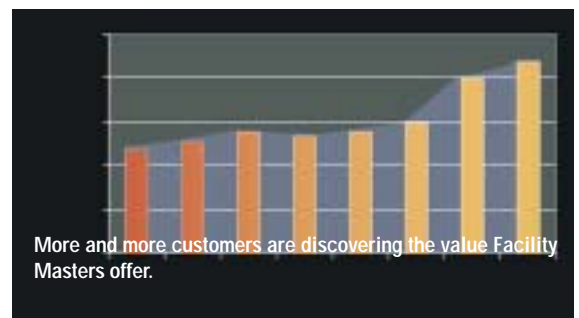
Facility Masters takes every measure necessary to ensure that we provide the finest quality service possible.

Facility Masters - Delivering Outstanding Value

Facility Masters is driven to provide you with an outstanding value therefore we are:

- Training our employees to provide the best service in the industry
- Backing our service with a thorough quality assurance program
- Using only the finest cleaning products and equipment
- Offering market based competitive bids
- Aggressively working to keep our service standards high and our operating costs low
- Providing you with one stop for your facility services

Facility Masters is an ethical, efficient, and financially stable business. When you partner with Facility Masters, you partner with the best.



Getting Started With Facility Masters

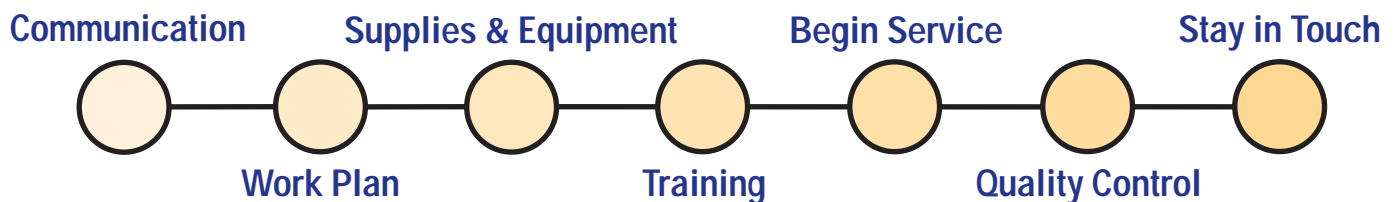
When you decide to partner with Facility Masters we will work from day one to ensure a smooth transition. Whether you need us to start immediately or three to four weeks later we are able to tailor a transition schedule to suit your needs.

Our first step will be to establish the proper lines of communication between your company and ours. Clear lines of communication are the foundation of a solid and productive relationship. You will always know how to get in touch with Facility Masters 24 hours a day, 7 day a week.

After establishing clear lines of communication Facility Masters will:

- Customize a work plan specific to your facility
- Order all of the supplies and equipment
- Train the employees for the specific requirements of your facility
- Initiate service under the careful guidance of our operations personnel
- Provide on going supervision and quality assurance procedures
- Stay in constant touch

Facility Masters is your 24/7, 365 day per year single source provider for all your Facility cleaning needs. Whether you need a one time service call or an ongoing maintenance program, look to Facility Masters. We look forward to the opportunity to serve you!



Facility Masters is Ready to Serve You

Whether you are in Northern or Southern California **Facility Masters is ready to serve you with all of our resources, knowledge, and experience.** We have company owners at each of our locations on a day-to-day basis helping to empower and equip our employees to provide you with the best quality service possible.

At Facility Masters we will consider it a privilege to serve you and your facility.