



5 THINGS TO KNOW WHEN CHOOSING AN FM PROVIDER

1 **ONE COMPANY SHOULD MANAGE IT ALL, BUT ONE COMPANY SHOULDN'T PERFORM IT ALL**

Perhaps the biggest misconception in shopping for FM services is that one company shouldn't perform all FM services. While there should be a clear FM leader that serves as the single point of contact for the client, no one company should seek to perform all FM services under one roof. Today's highly technical, modern-built facilities demand specialized contractors each of whom are masters in their given trade; be that engineering, janitorial, concierge, security, grounds, sustainability, energy management and so on. At GSH, our approach is to bring together best-in-class subcontractor partners to provide our clients with service delivery teams that offer our industry's very best solutions. Unlike many of our competitors who seek to do-it-all themselves, at GSH we position ourselves as a facilities services integrator with the foresight and established partners to optimize your facilities through service excellence.



2 **FM DEMANDS A HARD SERVICES LEAD APPROACH**

The key to managing and maintaining commercial real estate is hard services. Next to payroll, the second largest expense for almost all client-organizations is maintaining its facilities. And of facility costs, maintaining your structures' mechanical, electrical, plumbing, BMS/BAS, roofing, vertical transport, security, communications, and other infrastructure systems are essential to the viability of your facilities. With such demand placed on engineering disciplines, FM services are best lead by a company that excels in engineering and building maintenance. While many of today's FM companies got their start in cleaning and janitorial services, GSH can trace its roots back to the arts of forging and blacksmithing. Founded in 1895, as a technical services company, we are older than most building technologies and original equipment manufacturers, and thus have profound industry knowledge through having truly experienced it all.

3

FM IS NOT “ONE SIZE FITS ALL”

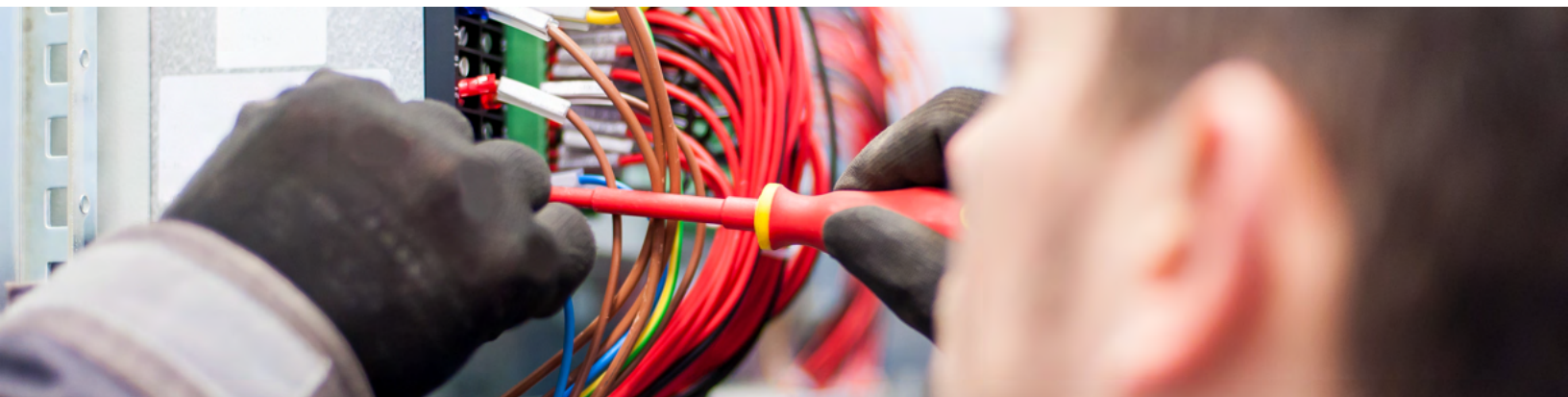
No two facilities are alike, and no two client-organizations are alike. Thus, the delivery of FM services should never be pigeon-holed into a “one size fits all” approach. Perennially, our approach to FM services has been to offer our clients a customizable service offering that is scalable to the demands of their organization. Where other FM providers force a defined service model onto their clients, we work with ours to develop a bespoke offering that speaks to the client’s needs, culture, and objectives. Even within a single client’s portfolio of properties there are variances in service delivery from building to building. By working with a service provider who has the flexibility and adaptability to tailor a service model to your specific needs, you can look to optimize your facilities and resources to meet your underlining organizational and business objectives.



4

FM DOESN'T ALWAYS MEAN ALL SERVICES

At GSH, we don’t have to provide a wide array of services to make an impact on your organization. For many contracts, we simply provide hard services in the form of Stationary Engineering and/or general building maintenance. We define Stationary Engineering as daily maintenance and operations of HVAC and boiler systems, mechanical/electrical/plumbing (MEP) systems. Some clients desire simpler skill sets whereupon we also provide general handyman services to perform furniture moves, carpentry, painting, ballast/bulb/filter changes and other routine repairs. At GSH our contracts are customizable and built out dependent upon our client needs, no matter how large or small.



5

FM SHOULD WEAVE INTO THE FABRIC OF YOUR ORGANIZATION

At GSH, our ultimate goal is to weave into the fabric of your organization and become an integral part of your daily operations that provides hands-on, pro-active, worry-free service. In becoming your single point of contact for all your facilities management and maintenance needs GSH will become an extension of your organization that is relied upon day in and day out.

Furthermore, our cumulative vision is to not only be a partner in managing the daily operations of your facilities, but rather a long term partner in facilities planning, sustainability and energy management. As facility costs encompass such a large percentage of your organization’s operating budget, GSH will work with your organization to identify process improvements, cost-saving, energy reduction strategies, and sustainability measures designed to support your facilities needs for years to come.

Our comprehensive vision for facilities management is one that delivers service excellence now, while helping your organization strategize and plan for the future; and incorporates initiatives that safeguard natural resources and the environment along the way.