

Facility operations, engineering, asset and energy management and general building maintenance

CONTINUUM FACILITY OPERATIONS provides a full-circle solution for all of your daily building operations and engineering services, maintenance, day-porter services and energy management solutions.

- > Building Engineers and Operations
- > Maintenance and Day Porter Services
- > Scheduled Mechanical and HVAC Maintenance and Repair
- > Building Evaluation, Due Diligence and Asset Valuation
- > Building Automation, Temperature Controls and Energy Management
- > Computerized Maintenance Management Software (CMMS) Systems
- > Predictive and Preventive Maintenance
- > Plumbing and Electrical Operations
- > Lighting and Relamping Services
- > Elevator and Escalator Operations
- > Computer Room Cooling Units and UPS Systems

First choice in the industry... Our reputation for excellence, service and quality has made us the first choice in full-circle facility services.

facility operations



Capabilities, features and benefits of CONTINUUM FACILITY OPERATIONS include:

• A PROACTIVE APPROACH:

CONTINUUM performs predictive and preventive maintenance, prolonging the life of your facilities' equipment and systems. Scheduled tasks are performed on a planned rotating basis, before a problem occurs rather than at the time of an emergency or on overtime – an advantage that protects your facility's assets and value, while reducing operational and capital replacement costs.

• INCORPORATING BEST PRACTICES:

Among CONTINUUM's proven best practices are standardized processes and procedures such as optimal start and stop times, environmentally-friendly cleaning methods, safety protocols and Indoor Air Quality (IAQ) guidelines. Your facility benefits from our finely-tuned techniques by protecting your facility, tenants and the environment.

• PROVEN PERFORMANCE:

Our highly-trained and experienced facility operations professionals work closely with you to ensure all tasks are complete and you are entirely satisfied. Once each task is complete, you and your tenants can take a customer satisfaction survey. To date, CONTINUUM has exceeded its 90 percent customer satisfaction benchmark.

The full-circle resource for building owners and property managers

• PROVIDING A TRUSTED SINGLE-SOURCE SOLUTION:

CONTINUUM provides a single-source solution for interior and exterior facility operations, maintenance and repair. Instead of coordinating multiple

vendors, work with just one. With multidisciplinary expertise under one roof, CONTINUUM can streamline your facility's needs – while increasing the value of your asset.

• DELIVERING EXCEPTIONAL VALUE, SERVICE AND SATISFACTION:

CONTINUUM delivers value through our unique combination of knowledge, capability, performance and price. CONTINUUM enables your property to become a "High Performance Sustainable Building" and maximizes your assets' return on investment. Facilities serviced by CONTINUUM have earned such prestigious accolades as the ENERGY STAR® award for superior energy performance, BOMA's *The Office Building of the Year*® (TOBY) Award and CEL's *National Real Estate "A List" Award for Service Excellence*.

• ECONOMIES OF SCALE THAT DELIVER COST-EFFICIENCY:

CONTINUUM serves tens of millions of square feet of commercial office, industrial, senior living, medical and retail space. With our large and diverse client base, our purchasing power will save you money. Through experience, our extensive best practices will save you time, minimize your costs and reduce your facilities' downtime.

• BENEFITING FROM THE CONTINUUM ADVANTAGE:

CONTINUUM customers benefit from our proprietary Computerized Maintenance Management Software system, which provides an easy-to-use web-based portal for customer requests, maintenance work orders, status tracking and inventory control. From your computer or wireless device, the system gives you, your team and your tenants ease, efficiency and control.

Our "Did You Know?" Continuum Approach

CONTINUUM SERVICES typically saves 10 percent or more on operational costs while reducing building demands and consumption, thus increasing energy efficiency.

By evaluating your facility and its systems, CONTINUUM Facility Operations staff identify and improve areas in order to streamline processes and improve system efficiency. For each facility that CONTINUUM services, the EPA's ENERGY STAR® partnership program is utilized in order to measure current energy performance and benchmark it against its peers nationwide. This program helps in setting goals, tracking savings and rewarding improvements. This strategic approach to energy performance improves each facility, is continually monitored and provides an energy performance rating by the EPA. Several buildings serviced by CONTINUUM have been awarded the ENERGY STAR award for superior energy performance.

