



RECEPTACLES in **RENO** **LOCKSETS**
in **LOUISVILLE** **SHELVING** in
SHREVEPORT **TOILETS** in **TACOMA**
GLASS in **GAINSVILLE**

ONE SOURCE • ALL TRADES • NATIONWIDE

DWM
Facilities Maintenance



David W. Meeks
President

About DWM:

David Meeks, who founded DWM in 1995, really understands the needs of companies that operate multiple retail locations across broad geographic areas. He knows they want each location to be safe and inviting for both customers and employees. Stores environments should promote sales and image, not hamper them. And finally, these companies want their money spent wisely.

David worked for 20 years on the retail side as a consumer of facilities maintenance services. The lessons he learned helped him create the blueprint for **DWM**, the kind of customer-focused maintenance management firm he would have hired – had it existed!

Today, **DWM** has grown into a national business with over 100 years of combined facilities maintenance experience among its staff. This growth can largely be attributed to the market-driven principles established by David from the outset:

- **Facilities maintenance is a relationship-driven business, not a commodity.**
- **Maintenance solutions should be proactive, not reactive.**
- **Maintenance costs must be carefully controlled so customers can budget effectively.**

DWM, Inc. translates these principles into a supercharged service culture. Customers can count on quality workmanship in all trades and a relationship that ensures on-time, on-budget upkeep and improvements at their facilities.

*Find out more about why **DWM** has become a market leader in the outsourcing of facilities maintenance with a client list that boasts some of the nation's best-known retailers.*

GOOD MAINTENANCE STARTS WITH MAINTAINING GOOD RELATIONSHIPS—

WITH OVER 14,000 CONTRACTORS NATIONWIDE.

So customers can count on quality and responsiveness.

DWM has developed one of the most diverse contractor networks in the industry, with coverage all across the U.S. through a growing database of over 14,000 contractors. **DWM's** ability to electronically track, rate and communicate clearly with these contractors means customers get the right person for the right job in a timely fashion.

WITH CLIENTS WHO NEED TO KEEP RETAIL LOCATIONS
IN TOP-NOTCH SHAPE.

If it's not broken, try proactive maintenance programs.

The old adage isn't always true...meaning sometimes it's best to fix things before they break. A well-designed preventive maintenance program can keep facilities running at top efficiency and avoid costly downtime or emergency service calls.

DWM works closely with customers to promote the proper care of lighting, flooring and other systems, saving money in the long run.

WITH PEOPLE RESPONSIBLE FOR BUDGETS.

Custom maintenance programs help clients manage their finances.

There are no one-size-fits-all solutions in facilities maintenance, so **DWM** customizes each program to suit a company's particular needs. Fixed-cost maintenance programs are available for customers who prefer to pay a set monthly fee covering a range of services. Clients requiring less frequent calls may opt to obtain services on a cost-plus basis. In all cases, **DWM's** goal is to offer programs that help companies budget accurately and avoid unexpected cash outlays.

From **HANDYMAN REPAIRS** to **CUSTOM PROGRAMS** to **RENOVATIONS**
PAINTING in **PEORIA** **CARPETS** in **CARMEL** **TILES** in **TULSA** **CLEANUPS**
in **CLEARWATER** **WINDOWS** in **WICHITA** **CABLING** in **CLEVELAND**

FAUCETS in FORT WORTH DOORBELLS in DULUTH FANS in FREEPORT
HINGES in HARRISBURG COUNTER TOPS in CAPE COD LEAKS in LANSING
OUTLETS in OMAHA POWER WASHING in PROVIDENCE

ONE SOURCE:

NATIONWIDE COVERAGE for ALL TRADES

It's difficult to itemize every type of service **DWM** offers, because the menu is always expanding to meet customer needs. This flexible network enables customers to access all trades through a single source. It's that simple!

A partial summary of services organized by trade categories follows. We can dispatch contractors for many other maintenance tasks not specified here... *just ask!*

REPAIRS & REPLACEMENT

HANDYMAN SERVICES

Ceramic wall tiles
Laminated counter tops
Wood moldings
Painting
Wall fixtures
Cabinet doors
Door and cabinet hinges
Ceiling tiles
Graffiti removal
Transition strips
Drywall
Caulking
Shelves
Knobs and handles
Drawers
In-store moving of equipment, shelving, etc...
Secure items to floor, wall, etc...

ELECTRICAL

Receptacles
Doorbells
Restroom ventilation fans
Circuit breakers
Contactors

LIGHTING

Lamps
Ballasts
Fixtures
Monthly programs

PLUMBING

Clear in-store sanitary lines & drains
Faucets
Flush valves
Leaks
Hot water heaters
Toilets
Urinals

DOORS, GATES & LOCKS

Locksets
Lost keys
Detex
Panic hardware
Hinges
Thresholds
Closures
Hardware
Door alignment

FLOORS

Wood
Vinyl
Carpets
Hard surfaces
Carpet installation

FLOORING SERVICES

Carpet cleaning
Hard surface cleaning
Acid-washing
Power washing

GLASS

Emergency board-ups
Glass replacement
Tinting
Mirrors

EXTERIOR

Graffiti removal
Exterior painting
Exterior walls
Power washing

ROOFS

Emergency leak control
Repairs to existing roofing
Flashing

TELECOM

Networking
Data cabling
Termination



ONE SOURCE:

A RELATIONSHIP CUSTOMERS can RELY ON

DWM's business is designed to make things simple for the customer. So when maintenance needs arise, store managers or corporate personnel can simply pick up the phone and speak live with a customer service representative. The CSR can instantly access the retailer's account, categorize the nature of the problem and prioritize the service call. The CSR then dispatches a suitable contractor from **DWM's** extensive database.

The CSR also creates an electronic and/or paper trail that ensures the work was completed to the customer's satisfaction, closing the loop on the service call.

This focus on communication fosters effective working relationships among **DWM** personnel, customers and **DWM** contractors. Problems or routine needs are more accurately assessed, better-managed and resolved efficiently.

The **DWM** team responds to calls from customers and contractors seven days a week, 24 hours a day.

ONE SOURCE:

SIMPLIFIED INVOICING, CONSOLIDATED REPORTING

DWM provides the convenience of a single billing point for all maintenance expenses. Customers receive detailed invoices and summary reports that make it easier to manage the maintenance of multiple retail locations. They can view statistics about the number and types of calls per location, as well as individual and consolidated financial information.

DWM Remit to: DWM Inc.
7 Altamont Ave.
Albany, NY 12205
Office: 518-782-7963
Fax: 518-782-9351
Federal Tax ID # 14-1788965

Invoice
Date: 4/23/2004 Terms: Upon Receipt
DWM Invoice Number: 4042241-04

| | |
|---|--|
| Bill To: Your Retail Store Main Street Anywhere, USA 12345 | Service Address: Your Retail Store Retail Store Name 1234 Space No. X1-23 Anywhere USA 12345 Store Phone: 123-456-7890 |
| Attn: 4/1/2004 Service(s) Rendered | |
| Emergency call to repair the front door lock that would not secure properly for the night. Replaced mortise cylinder. | |
| Comments | Customer PO# 782531S |
| Administrative Use | \$0.00 |
| Total Amount This Invoice: \$120.00 | |

INDIVIDUAL INVOICES

The individual invoice contains:

- Date invoiced
- Invoice number
- Store/location address
- Detailed description of work
- Customer purchase order number, if applicable
- Breakdown of costs
- Space for administrative use, if needed
- Back-up including DWM work order and/or contractor invoice with manager's signature/store stamp

CONSOLIDATED INVOICES

The consolidated invoice contains:

- Invoice number
- Store/location address
- Detailed description of work
- Cost
- Total amount of that batch of invoices

REPORTING TOOLS

We also generate quarterly reports on services provided:

- Total number of calls received
- Total number of calls for each trade
- Total number of calls per month per trade.
- Average and total cost of all invoiced calls per trade per month.
- Cost per call per trade for specific quarter
- Average response time (from call placement to completion)
- Year-to-date service statistics

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Consolidated Billing Invoice
Wednesday, May 12, 2004

| Invoice # | Service Address | Description of Work | Cost | Administrator Use |
|------------|--|---|----------|-------------------|
| 4042256-03 | Your Retail Store Store Number: 1234 Main Street Anywhere USA | Emergency call to repair the clogged toilet. Cleaned the sewer, auger and plunger. | \$124.74 | |
| 4042253-03 | Your Retail Store Store Number: 1234 Main Street Anywhere USA | Emergency call to repair the lock at the front door. | \$70.15 | |
| 4042260-03 | Your Retail Store Store Number: 1234 Main Street Anywhere USA | Service call to repair the lock on the front door. Removed metal debris from lock cylinder and cleaned out both sides. | \$96.00 | |
| 4042263-04 | Your Retail Store Store Number: 1234 Main Street Anywhere USA | Emergency call to repair the lock on the back door that had a key stuck in it. Rekeyed and adjusted back door exit alarm lock and fit key to battery power. | \$120.00 | |
| 4042290-03 | Your Retail Store Store Number: 1234 Main Street Anywhere USA | Service call to install store supplied lamps. Reassembled work to be done with another technician in help. | \$81.60 | |

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www.dwminc.com