

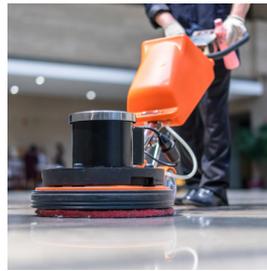
SOFT SERVICES

Taking Your Facilities to the Next Level. Soft services are the people-centric component of an Integrated Facilities Management (IFM) program that directly faces building occupants and most immediately impacts brand image. Because they are people-centric, soft services not only help foster an efficient and functional facility, but also a comfortable environment that can have a positive impact on occupant experience and worker productivity. At EMCOR Facilities Services (EFS), our soft services solutions are designed to help create safe, clean, secure, and well-organized spaces that are aligned with the goals of your organization.

[facilities] *solved*



SOFT SERVICES



Customized for maximum satisfaction. At EFS, we tailor our soft services to the unique requirements of each customer, as well as each building in their portfolio. With the help of a dedicated Account Lead, our on-site teams strive to ensure each service touch point is planned, designed, and executed with occupant satisfaction in mind.

Why EFS?

- “Customer-experience” approach to integrated facilities management
- Help mitigate risk and ensure compliance
- KPIs for safety, quality, productivity, and cost reduction
- 95% annual customer satisfaction ratings
- 24/7/365 Customer Solutions Centers

Comprehensive Soft Services Offerings

- Grounds & landscape maintenance
- Catering services
- Cleaning and janitorial services
- Security
- Pest control
- Waste management & composting
- Car parking/valet
- Workspace management
- Mailroom services
- Moves, adds, and changes
- Concierge and reception services
- Space utilization design

Using Feedback for Continuous Innovation.

Through feedback systems and surveys, our team is constantly seeking ways to engage with building occupants. This feedback is a key driver in changes we make to our services, helping spur innovations aimed at reducing costs, enhancing operational efficiency, and improving the occupant experience.

We also go to great lengths, through effective training and onboarding, to build stakeholder buy-in for any new initiatives.

Benefits of Our Soft Services:

Increase productivity: Our move, add, and change solutions are efficient and responsive, helping you set up your office space for optimal productivity while employees stay focused on their core work.

Enhance brand image: Whether it's a spotless restroom, polished floor, or attractive landscape, soft services help establish a professional aura that can impress occupants and visitors alike.

Promote safety: Onsite security personnel can help augment your security system while providing a professional, friendly touchpoint to help occupants feel a greater sense of safety.

Reduce risks: We can help you minimize trip, slip, and fall hazards with diligent janitorial services that keep floors free from spills and rapid snow and ice removal for sidewalks.

Generate savings: Whether adjusting cleaning schedules based on when they're most needed or improving the efficiency of your mailroom, our team is constantly seeking ways to cut costs.

Promote sustainability: Environmentally friendly cleaners and pesticides, biodegradable items, waste reporting visualization, smart irrigation, composting, and more can all contribute to your sustainability goals.

Attract and Retain Employees: For offices and other workplaces, an attractive environment with the latest amenities is critical for recruiting and keeping the top talent in a competitive market.



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