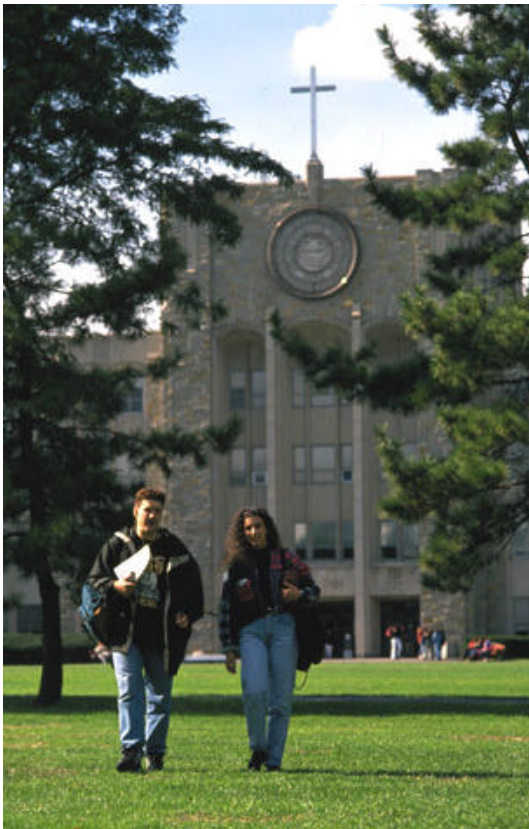




UNICCO's Innovative Approach Benefits Leading University

Although one of the key measures of success in the facilities services business is customer retention – customer expansion is even better. That's what is happening for UNICCO Service Company at St. John's University (<http://www.stjohns.edu>), with its main campus in Queens, N.Y. Founded in 1870 by the Vincentian Community, St. John's is one of America's leading Catholic universities.



UNICCO started work with its new customer by providing mechanical services on the main campus supporting 2.2-million sq. ft. in 26 buildings on the 100-acre campus which serves 15,000 students. UNICCO began at the end of July, 2002 and had its work cut out preparing for the new school year. UNICCO took over all mechanical services, including call service dispatch, boiler and chiller operation and maintenance, garage mechanics and plumbing, among other services.

As a result of its performance, UNICCO has since extended its relationship with the University by adding housekeeping services at both the Manhattan and Staten Island campuses and handyman repair services at the Staten Island campus.

An Innovative approach to preventive maintenance

As part of its overall maintenance relationship, UNICCO brought in facilities assessment expert VFA, Inc. to develop a comprehensive campus review and report. The work includes examinations and assessments of building infrastructure and mechanical systems on the University's three campuses, and integrating the data into a Web-enabled database that will be used by UNICCO and the university for on-going, preventive and predictive maintenance, and serve as a capital budgeting and planning tool.

“This Web-based system is a whole new approach for us,” offered Dom Lavin, Director of Facilities Services at St. John's University. “They've evaluated over 9,000 major mechanical systems, as well as our building finishes and facades, and HVAC, electrical, plumbing and fire alarm systems. In just a few months they've already completed the preliminary report. This is tremendously valuable as we do our capital asset maintenance planning.”

UNICCO worked the VFA assessment into the overall maintenance contract to amortize the cost over the life of the five-year contract. “St. John's is a small city onto itself,” commented Ken Gomulka, UNICCO Regional Operations Director. “They need to have



an up-to-date, accurate picture of their capital assets. By working in partnership with VFA, UNICCO was able to structure a deal that gives St. John's the baseline assessment they need and a road map for capital improvements without carrying the full financial cost in the first year. We're all in this for the long haul.”

UNICCO has taken an innovative approach at St. John's using its management and technical expertise and engaging specialists where necessary. In addition, its contract management approach provides the flexibility that St. John's needs to conduct a necessary facilities audit and plan future improvements.

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