

# MEDICAL TREATMENT FACILITIES

OPERATIONS & MAINTENANCE - CONSTRUCTION



**WE ARE WHAT WE REPEATEDLY DO.  
EXCELLENCE, THEN, IS NOT AN ACT, BUT A HABIT.**

- WILL DURRANT



# THE FSI WAY

**DELIVERING LARGE BUSINESS EXPERIENCE AND KNOW-HOW WITH SMALL BUSINESS NIMBLENESS AND A COMMITMENT TO QUALITY, SERVICE, AND INNOVATION**

FSI has been a privately held company since 1994. This gives us the flexibility to make timely decisions that emphasize benefits to both our customers and our employees. FSI's ownership is directly involved in management, meeting regularly with both customers and employees, stressing our commitment to always treat others the way we want to be treated.

## TAKING CARE OF OUR EMPLOYEES

As a family-focused company, we care about the well-being of our employees and their families. We recognize our employees are our most important asset, and we value the diverse styles and individual contributions of each FSI Family member.

We believe that investing in a skilled, dedicated, and customer-focused workforce, providing the tools and resources needed to do their jobs well, and supporting their efforts daily is the best way to achieve success.

## TAKING CARE OF OUR CUSTOMERS

Understanding our customer and what they expect from us is vital to successfully managing a project. At FSI, we constantly strive to keep our customers' needs at the forefront of our focus, doing so allows FSI, and our employees, to be the best team player we can possibly be.

We strive to be known as a consistent and reliable resource for solutions and problem solving by partnering with our customers to achieve their goals and objectives.

# TEAM LEADERS



**CAROLYN HAMBY, CEO**

Carolyn has led FSI for over 28 years. Her background in finance and business management allows her to keep FSI strong and stable. She has made FSI a leader in superior service where employees thrive and feel appreciated.

**TERRY HAMBY, ADVISOR**



Terry has 45+ years of DOD experience, from shops to leadership. With over 1,000 construction and management contracts worldwide, his vast knowledge of managing contracts on military installations has helped make FSI a recognized leader in quality work.



**LEE THOMASON, PRESIDENT**

Lee has led and managed O&M projects for 25+ years. His experience includes medical and non-medical renovation and repair, housekeeping, and base operations support. He believes in fostering teamwork and ensuring objectives are understood and achieved.

**RICK PHILLIPS, COO & DIRECTOR OF BUSINESS DEVELOPMENT**



Rick has 30+ years working on government projects managing O&M, construction, and base operations of over \$1 Billion. With experience in the U.S and abroad, Rick consistently strives for excellence with results-driven performance and successful project delivery.

**DON ANDROSKY, VP O&M SERVICES**



Don has worked in Medical Treatment Facilities for 40 years, leading over 1,000 employees on O&M and Housekeeping projects. He has extensive experience with Joint Commission requirements and Management of the Environment of Care.

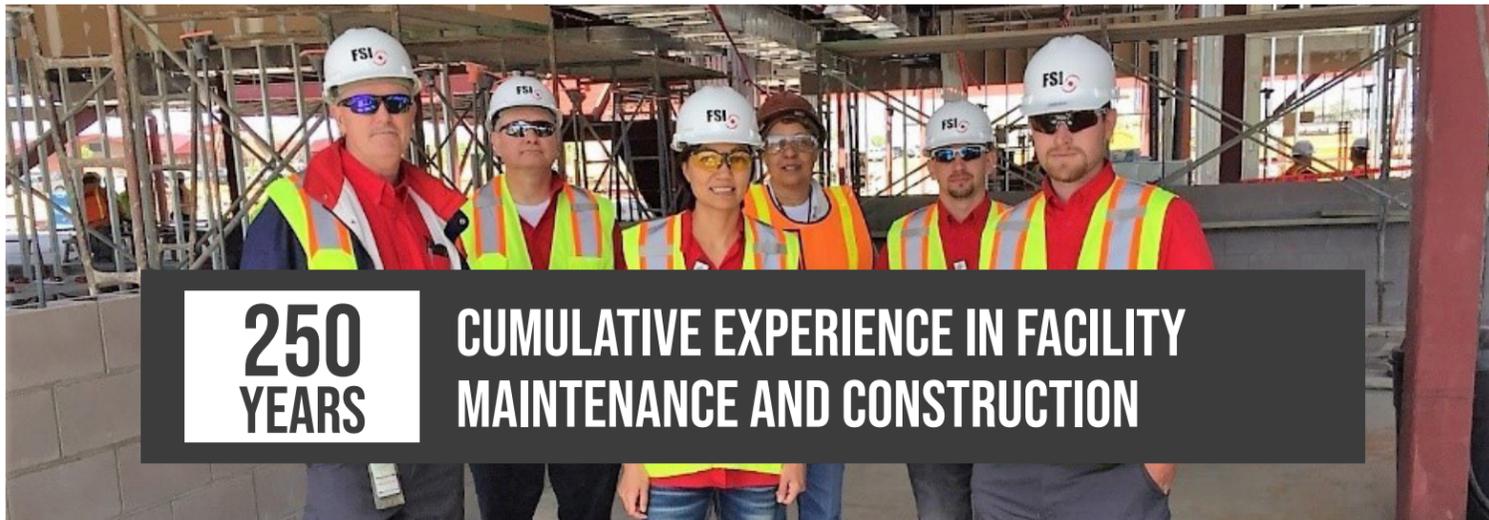
**GARY MCLAGAN, DIRECTOR OF CONSTRUCTION**



Gary has 40+ years of engineering, construction, and maintenance experience. His knowledge ranges from TJC/EC and life safety codes to design and construction of healthcare facilities, energy conservation, quality control programs, and RCM integrations.

**250  
YEARS**

**CUMULATIVE EXPERIENCE IN FACILITY  
MAINTENANCE AND CONSTRUCTION**



# RED SHIRT EXPERIENCE

**28** YEARS OF SUCCESSFULLY DOING BUSINESS WITH GOVERNMENT, PRIVATE, & COMMERCIAL CUSTOMERS PROVES FSI HAS THE MANAGEMENT, SKILLS, QUALITY, AND SAFETY EXPERIENCE NEEDED FOR ANY O&M OR CONSTRUCTION PROJECT.



We have extensive experience working with each critical discipline, including safety, security, civil, architectural, environmental, LEED, structural, instrumentation, communication, electrical, mechanical, design, and construction.

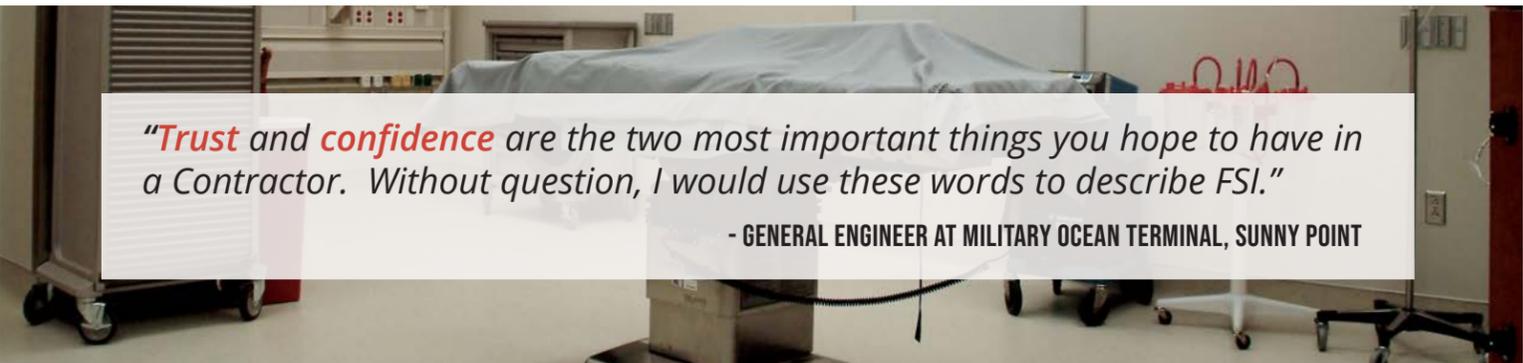
FSI has delivered Design-Build medical renovation and renewal projects within occupied and high-tech medical centers, hospitals, health, dental, veterinary clinics, and medical research laboratory buildings. FSI has designed, constructed, repaired, and renovated training and administrative facilities, historic facilities, roadways, parking facilities, central plants, and major mechanical, plumbing, communication, and emergency power generation systems. We have also designed and built state-of-the-art research and testing laboratories.

Our Project Managers have Certified Healthcare Constructor (CHC) designations and are proficient in the General Fund Enterprise System (GFEBs), Defense Medical Logistics Standard Support (DMLSS), MAXIMO, Primavera, Timberline, Microsoft Project, and Procore. We also have professional engineers on staff who play an integral role in design, estimation, and collaboration with our customers to achieve their expectations.



FSI has completed more than 12 million square feet of medical, hospital, and clinical space renovations. We have done so while providing exceptional patient care environments to our clients and customers. This was achieved by minimizing patient and staff disruption through careful planning and continuous communication across all parties, including our employees, customers, and key project owners.

We have been a prime contractor on 25 Multiple Award Task Order Contracts (MATOCs) and three Sole Source Contracts. Through our performance on these contracts over the last 28 years, our team has successfully delivered over 1,200 task orders ranging from \$25,000 to more than \$40,000,000 in value and totaling over \$2 Billion. The majority of these task orders have been medical repairs, renewals, or new construction. Commercially, we have built multiple large churches, high-end golf course communities, and 70,000+ square feet of educational facilities.



*"Trust and confidence are the two most important things you hope to have in a Contractor. Without question, I would use these words to describe FSI."*  
- GENERAL ENGINEER AT MILITARY OCEAN TERMINAL, SUNNY POINT



**GLOBAL MANAGEMENT**  
Central America · Egypt · Far East · Germany  
Italy · Korea · Middle East · North America  
North Africa

# OPS & MAINTENANCE

FSI has over 40 years experience providing Operations and Maintenance Services (O&M) to military Medical Treatment Facilities (MTFs), clinics, hospitals, and laboratories.

Our management team has over 200 years of collective worldwide O&M experience. Our project managers are knowledgeable of National Fire Protection and Life Safety Codes and are Certified Healthcare Facility Managers (CHFM). Our technicians continually improve themselves and receive assistance in maintaining job-specific certifications such as NICET Level II & III, journeyman, infra-red testing, and backflow prevention.



FSI is certified in Reliability Centered Maintenance (RCM), has extensive experience with Real Property Equipment Inventories (RPEI), and is an expert in the Defense Medical Logistics Standard Support (DMLSS).

# SAFETY & QUALITY

## SAFETY

Safety is a core value and a key to FSI's long-term success. We maintain our OSHA metrics below industry averages and are recognized with accolades from our insurance carrier for our proactive approach to safety and risk management.

Mishap prevention and the personal safety of our employees and subcontractors are the primary focus in all phases of our operation and administration. FSI takes care to plan out the safety of each task to prevent occupational injuries and illnesses.

We promote a culture of safety and convey this expectation to each employee from their first day to their last. Through regular safety programs, we provide the guidance, techniques, and training needed to maintain our high expectation of safety on all projects. FSI's President has an active interest in the safety of each project and our goal of zero work accidents.



## QUALITY

FSI is committed to providing quality service at all levels of our organization. Our ISO-Certified Quality Management System was designed to improve our performance by continually measuring, reviewing, and correcting deficiencies in our plans.

We regularly audit our QC policies and procedures to ensure we provide our customers with a level of service that exceeds their expectations. We educate our employees on these policies and procedures, and make sure they are easily accessible. We take action on customer feedback and align quality objectives with business goals.

Our Year-to-Date average rating for QC Inspections of CMs and PMs is 98% and 99%, respectively. We have a 98.4% Customer Satisfaction Rating, and the Government's annual Contract Performance Assessment Review Score (CPARS) repeatedly rates FSI's work as Exceptional across our 40+ active contracts.

**98.4%**  
CUST. SATISFACTION (7YR)

**98%**  
YTD CORRECTIVE MAINT.

**99%**  
YTD PREVENTIVE MAINT.

**EXCEPTIONAL**  
AVG. CPARS RATING

Superior knowledge of Management of the Environment of Care has allowed FSI to successfully complete over **30 fully accredited** Joint Commission Inspections since 2015.





# PRACTICE EXCELLENCE

Take care of our Customers better than anyone else  
Take care of our Employees who take care of our Customers  
Always do what is right



Facility Services Management, Inc.  
1031 Progress Drive, Clarksville, TN 37040  
Phone: 931-552-7044  
E-mail: [info@facilityservicesinc.com](mailto:info@facilityservicesinc.com)

[WWW.FACILITYSERVICESINC.COM](http://WWW.FACILITYSERVICESINC.COM)