

# CAPABILITIES STATEMENT

Delivering Value & Facilities Excellence

# STREAMLINE

 *FACILITIES SOLUTIONS*

# WHO WE ARE

Streamline Facilities Solutions is a national property management company specializing in exterior facility services, including landscaping, pressure washing, window cleaning, and project-based work. With offices in Massachusetts, Connecticut, and Florida, we are strategically positioned to support multi-site portfolios across diverse regions.

## OUR MISSION TO BE YOUR MOST RELIABLE & TRUSTED SERVICE PARTNER

Streamline was founded to address critical gaps in the facilities services industry, primarily around communication, accountability, and consistent service delivery. Our mission is to provide exceptional facility care through proactive service models, transparent communication, and direct engagement from ownership.

### **Dennis J. Binkowski Crane**

- Head of Finance & Admin
- Over ten years of industrial, construction & maintenance experience

### **Shane Petrolini**

- Head of Operations & Estimation
- Over fifteen years of construction & maintenance experience as a self-performer

### **Bill Gonzalez**

- Head of Sales & Marketing
- Over twenty years in account management & client relations in the industrial & maintenance space



# WHY STREAMLINE?

## 1. Owner-Led Operations:

Streamline is an owner-operated business. Our leadership team is involved in every facet, from vendor management to client relations, ensuring high accountability, responsiveness, and quality control.

## 2. Proven Experience:

We actively support multi-site organizations across the U.S., delivering high-frequency, brand-critical services with a deep understanding of the needed maintenance operations. We know that each location is a direct reflection of a brand, and we take that responsibility seriously.

## 3. Technology-Driven Service Management:

We are fully integrated with industry-leading platforms including Corrigo, ServiceChannel, and others. These platforms enable seamless workflow management, transparent reporting, and service validation through time-stamped photos and geo-tagging.

## 4. Market-Level Oversight:

We employ Market Managers, who perform routine QA/QC site visits across client locations, supporting our two-step process (vendor execution + internal inspection) ensuring consistent service quality and immediate resolution of deficiencies.

## 5. Streamlined Communication:

Streamline provides a single point of contact for all day-to-day operational matters, eliminating confusion and ensuring fast and clear communication.

*“Working with Streamline has been the clearest and most consistent communication I have ever had in business and personal.”*

– BOARD PRESIDENT



# KEY & ROUTINE SERVICES



## NATIONWIDE

- Maintenance That Protects Your Brand
- Clear Processes & Proactive Communication
- Consistency Across Every Location
- Nationwide Coverage & Local Execution

**Landscaping & Snow Removal**



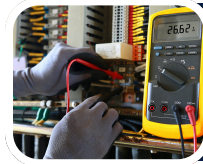
**HVAC**



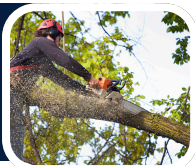
**Window & Pressure Washing**



**Electrical**



**Arborist Services**



**Plumbing**



**Irrigation Work**



**Kitchen Equipment**



**Parking Lot & Asphalt Work**



**General Handyman**



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# PROACTIVE PROCESSES



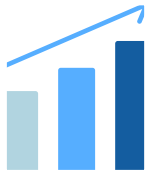
## KEEPING SITES SAFE

- Proactive coverage
- Documented Processes
- Robust Vendor Management Program
- Nationwide Coverage & Local Execution



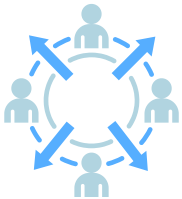
### Data & Forecasting Weather

We use leading weather forecasting platforms to provide proactive alerts and preparation.



### Performance Driven

With detailed scopes of work, in-field QA/QC, and verification tools, we consistently deliver leading results.



### Strong Supplier Relationships

With our carefully qualified nationwide network of leading providers, we deliver timely, precise service in virtually any market.



### Quality Verification

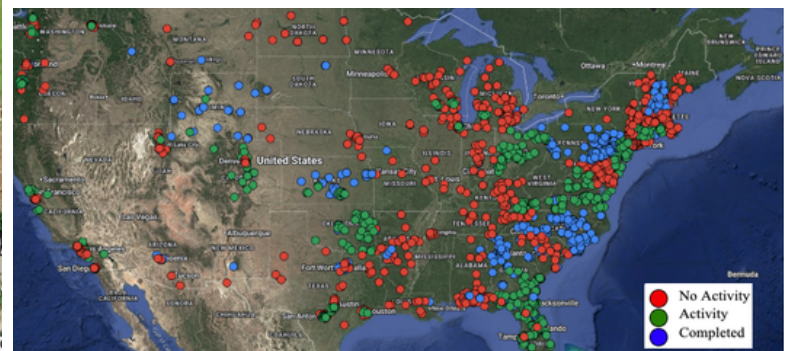
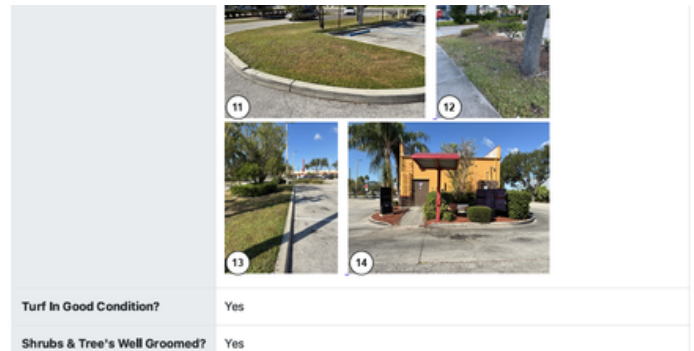
Through in-field and property inspection platforms, including third-party tools, we ensure leading service delivery.



# TECHNOLOGY & FIELD QA/QC

## LEADING TECHNOLOGY – QA/QC

- **Geo-fenced technician check-in/out**
- **Timestamped, GPS-verified service photos**
- **Service notes and documented site conditions**
- **Automated reporting for audit and compliance**
- **Customized reporting based on client preferred data**



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# QUALITY SYSTEM

## QUALITY MANAGEMENT SYSTEM & TRAINING

Streamline Facilities operates in compliance with ISO 9001 standards, rigorously documenting all processes and applying Lean Six Sigma methodologies to drive continuous improvement. The company develops detailed SOPs, Work Instructions, Job Aids, and Training Guides, all maintained in a centralized digital repository for easy employee access. This ensures consistency, accountability, and adherence to best practices across all operations.

Through ongoing review and updates, Streamline keeps documentation current and reinforces quality standards in daily work. A structured onboarding and training program provides role-specific instruction, equipping every team member to deliver consistent, high-quality service aligned with client expectations.

### Continuous Improvement Program



### ISO 9001 Compliant Operations



### Standardized Operating Procedures



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