

**READY / SECURE / LEAN**

## Introduction

We operate under an active CAGE Code with security-cleared personnel and are built on the GDI family of companies' national self-performance model. Our proven R3 OPS™ platform ensures facilities remain **Ready, Secure, and Lean** every day.

IH Services delivers self-performed integrated operations & maintenance solutions including janitorial, exterior services, HVAC, general maintenance, electrical, plumbing and handyman solutions across North America.

## Operating Segments

- Department of Defense (DoD)
- Aerospace OEMs & Tier 1 Suppliers
- Secure Federal R&D and SCIF Facilities
- Homeland Security & Intelligence Agencies
- Legacy FM providers

## R<sup>3</sup> FacilityOPS™ Outcomes

### RELIABILITY

**98%**  
Client Retention

"R3 OPS™ deploys our 3σ-Defect Facility Readiness Program:

1. Mission Critical Facility Playbook
2. Operational Continuity SOPs
3. DPMO SOW Compliance Metric

### RESPONSIVENESS

**99%**  
On-time Work order Completion

"Responding swiftly & effectively to client needs ensures operational continuity through:

1. 24/7 Call center
2. Client Portal Dashboard
3. Root Cause Analysis
4. On-time completion metric

### REDUCTION

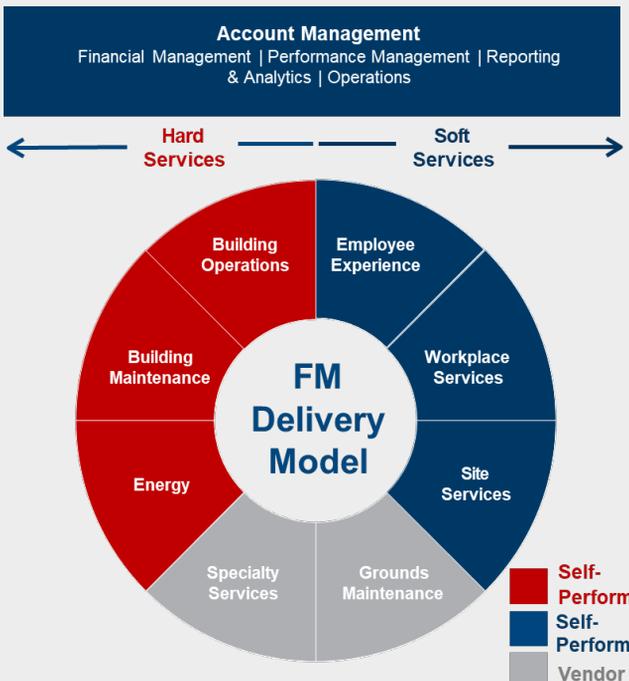
**100%**  
Client Defined Reduction

"R3 OPS™ integrates Lean Six Sigma, technology, and field discipline to reduce on-value added activities thru:"

1. Systematic Gemba
2. 8 Wastes targeting
3. Root Cause Analysis
4. Reduction metric

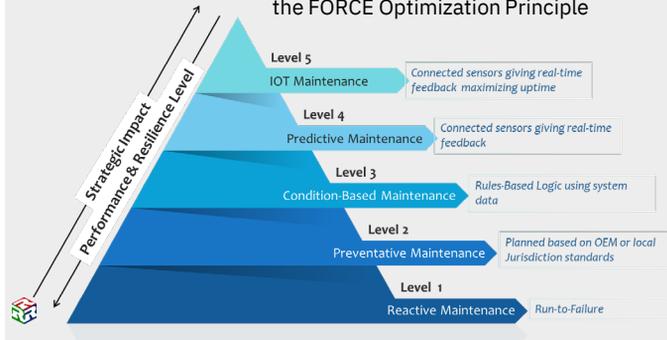
## IO&M Service Capability

As financially independent member of the GDI Ainsworth family of companies, IH Services is fully integrated operations and maintenance company backed by Integrated O&M platform including Account Management and Center of Excellence



## IH Mechanical Optimization

Optimization means fine-tuning work to match real-world conditions. Nowhere is this more critical than in mechanical maintenance. The optimization pyramid illustrates how we apply the FORCE Optimization Principle

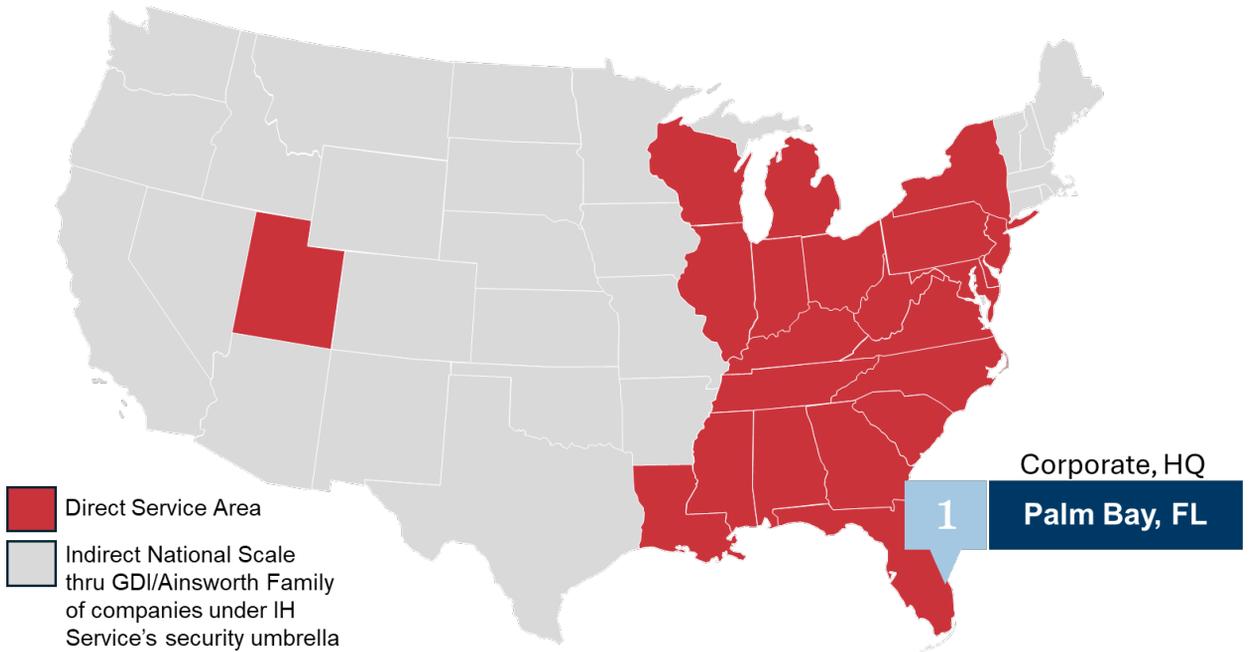


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**Center of Excellence**  
Finance | Sourcing | Technology | Operations | H & S | Human Resources | Network Operation Service Centre

## Our Footprint



## One System. Mission Ready Ops

At the heart of every IH Service is our R<sup>3</sup> Secure Facility Ops™ platform—a unified system that connects and governs all critical service domains: Janitorial, Maintenance, Security, and Exterior Services.

**Security-Cleared Services  
Built for Defense Facilities.  
We Don't Wait to Clear.  
We're Already Cleared.**

<p><b>Dedicated FSO</b> Facility Security Officer on staff, trained in 32 CFR Part 117 (NISPOM).</p>	<p><b>Personnel Security Program</b> Embedded across janitorial, technical, and exterior service teams.</p>	<p><b>Controlled Area Access</b> Protocols ensure the right people are in the right zones—every time.</p>
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## R3 Client Benefits

**"One platform. One solution. No non-value-added waste."**  
Our proprietary system integrates services, eliminates process waste, controls variation, standardizes improvements, and creates accountability across all facility operations.

