



# National Account Management & Facility Services

# A National Services Partner

Black & McDonald is a national integrated, multi-trade Facility Services provider. We safely deliver high-quality facility services, technical solutions, and construction. With over 100 years of diverse market experience across North America, we are a forward-thinking organization with a strong track record of delivering customer-focused solutions and operational excellence.

National Facility Services delivers a comprehensive suite of solutions covering all aspects of the built environment—including National Account Management—providing clients with peace of mind that their facilities are expertly managed.



#### Diverse Trade Expertise:

HVAC, electrical, plumbing, building technicians, energy management, sustainability solutions.



#### Reliable Support:

Dedicated teams providing responsive service.



#### Local Presence with National Reach:

Combining local expertise with national standards.



#### Customized Solutions:

Tailored service offerings aligned to the specific needs of each location.

# 4,000+ Field Staff

# 6,800+ Employees Globally

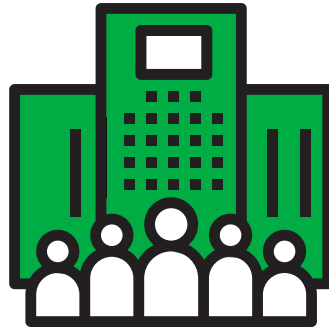


## Serving Clients Coast to Coast.

# Key Statistics



**SALES**  
\$2.6 billion



NUMBER OF  
OFFICES **40+**

NUMBER OF  
EMPLOYEES  
**6,800+**



CUSTOMER  
SATISFACTION  
SCORE

**91.2%**



CUSTOMER NET  
PROMOTER  
SCORE **78.2**

# National Account Management

## Meeting Your Expectations and Beyond

Our National Account clients expect quality service, consistent pricing, and dedicated account management. We provide cost certainty and strive to allocate client budgets to the most impactful areas of their business, including strategic capital expenditures.

- ✓ **Consistency & Quality:** Delivering exceptional customer service and dedicated resources nationwide.
- ✓ **Dedicated Account Management:** Providing seamless, hassle-free processes tailored to your goals and needs.
- ✓ **Reporting & Invoicing:** Delivering transparent, timely reports and accurate invoicing for complete financial clarity.
- ✓ **Strategic Growth:** Implementing clear management strategies to align with your corporate objectives and future success.
- ✓ **Customer Commitment:** Offering responsive, skilled service with open communication to exceed expectations, expert guidance and an unwavering commitment to success.



# National Services that Deliver Real Value



## Strategic Account Management

Proactive account management allows your facilities to reach operational, financial and sustainability objectives.



## Responsive Service

Every client deserves timely support that adapts quickly to their evolving needs.



## 24/7 Availability

The Centralized Contact Centre (CCC) provides quick and reliable service day or night.



## Predictable Costs

Clear, reliable pricing with no surprises enables confident financial planning and resource allocation, supported by transparent reporting and accessible data.



## Economies of Scale

Consolidated services to drive efficiency, reduce costs, and deliver high-quality results.



## Custom Solutions

From retrofits to cutting-edge system designs, our solutions are built to enhance efficiency and long-term performance.

What sets  
us apart

**350k+**  
Customer Interactions  
Per Year

**5+ Year**  
Average Client Term

**95%**  
Client Retention Rate

# Reliable Services, Guaranteed Peace of Mind

Our premier multi-trade offering provides our clients with peace of mind, knowing their facilities are well taken care of.

We offer a single-source solution for all your facility-related needs. We provide comprehensive facility services programs that span both planned and predictive maintenance models, offering robust asset management, equipment maintenance, energy monitoring and management, 24/7 emergency repair, and technical support.

- ✓ Facility Service Agreements
- ✓ Comprehensive
- ✓ Planned and Predictive
  - Integrated FM
  - Operations & Maintenance Services (hard, soft, and specialized services)
- ✓ Building Technicians
  - Heating, Ventilation and Air Conditioning Services
- ✓ Refrigeration and Production Heating/Cooling Services
- ✓ Electrical Services (Both HV/LV)
- ✓ Building Automation Systems, Controls and Instrumentation Services
- ✓ Energy & Sustainability Services
- ✓ Energy Services
- ✓ Decarbonization and Electrification
- ✓ Healthy Buildings and Monitoring
- ✓ Lifecycle Asset Management
- ✓ Controls, IoT, and Smart Technologies
- ✓ Live Equipment Tracking and Monitoring
- ✓ Emergency Repair and Warranty Support
- ✓ 24/7 In-House Central Contact Centre
- ✓ 24/7 Mobile Technical Trades



**Nationwide Service, delivered with personalized care that drives measurable results.**

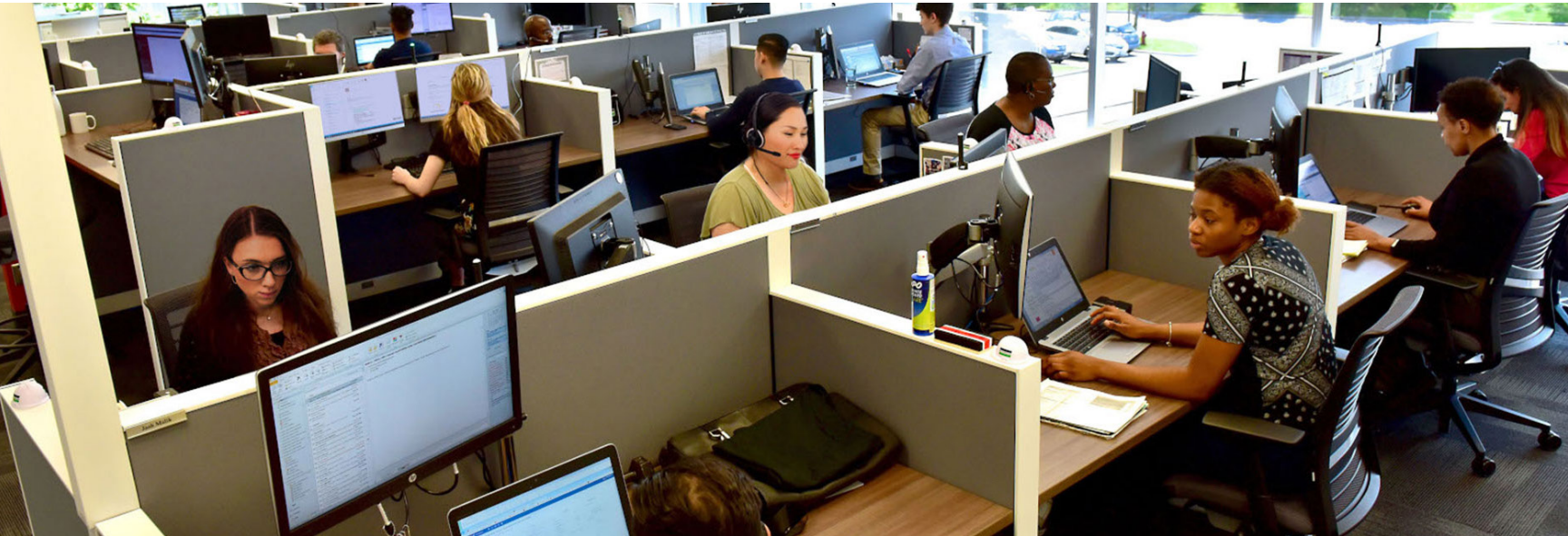
# Market Experience

B&M has significant experience operating and maintaining sites for key private and public institutions and currently maintains thousands of agreements that consist of single sites, as well as portfolio agreements, both regionally and nationally.



# 24/7 In-House Central Contact Centre (Bilingual)

**Access to 24/7 Customer Support:** Facilities often face communication issues leading to inefficiencies, work delays, and inconsistent quality standards. Streamlining work processes is crucial to maintaining smooth operations throughout the year. We can fully manage all work inquiries and requests while triaging accordingly through our dedicated centralized Contact Centre. This ensures you get live-agent support when you need it, around the clock, 365 days per year.



# Computerized Maintenance Management System (CMMS)

As a value enabler, a good CMMS should not only provide you with complete control of your data but safeguard your assets for years to come. Black & McDonald's CMMS categorizes all design and install specifications, operating procedures, maintenance tasks and frequencies, and maintenance repair histories for all systems and equipment. Our CMMS platform is fully integrated into our enterprise resource planning solution- which bridges all activities between financial, human resources, procurement, project, and maintenance activities.



**Complete  
Asset  
Control**



**Simplified  
Collection  
of Data**



**Fully Streamlined  
Workflow  
& Vendor  
Management**



**Safeguard  
Health and  
Safety**



**Reduce and  
Eliminate  
Downtime**

# Fabrication Capabilities

**Providing a Wide Range of Offerings:** Within all of Canada's major city centres we have a significant fabrication capability. Black & McDonald has major fabrication facilities coast to coast, and are positioned to deliver and execute any project nationally. We have a deep bench of skilled project managers who can oversee both small-scale and large-scale projects.

## Black & McDonald leads with:

- Building Information Modeling (BIM)
- Integrated Project Delivery
- Pre-Fabrication
- LEAN Construction
- Value Engineering
- Pre-construction Planning

**100+**  
**Years of**  
**Experience**



# Our Locations

With offices and teams of experts throughout Canada, Black & McDonald provides you with its premier service offering wherever you do business. We ensure your facility is well taken care of from coast to coast.

## **Black & McDonald Limited** **CANADIAN OFFICES**

Barrie, ON	Kelowna, BC	Saint John, NB
Bathurst, NB	Kingston, ON	Sarnia, ON
Bowmanville, ON	Leduc, AB	Saskatoon, SK
Calgary, AB	London, ON	Scarborough, ON
Calgary, AB	Markham, ON	St. John's, NL
Dartmouth, NS	Moncton, NB	Toronto, ON
Edmonton, AB	Montreal, QC	Vancouver, BC
Fredericton, NB	North York, ON	Victoria, BC
Hamilton, ON	Ottawa, ON	Winnipeg, MB
	Regina, SK	





[blackandmcdonald.com](https://blackandmcdonald.com)



[BlackandMcDonald](https://www.facebook.com/BlackandMcDonald)



[blackandmcdonald](https://www.instagram.com/blackandmcdonald)



[Black & McDonald Limited](https://www.linkedin.com/company/black-and-mcdonald-limited)



[@bandmlimited](https://twitter.com/bandmlimited)

