



Florida Sterling Council

UGL Unicco

Benchmark with Great Companies



Background Info

Include Information about you as a board member, background information on your company, and your areas of expertise:

UGL Unicco has been on the Florida Sterling Board since 2003 and is represented on the Board by Randy Ledbetter. Randy has over 25 years of Facilities Management (FM) experience and has personally managed FM operations ranging in size from .5M square feet to over 17M. He is currently Vice President of Business Development for UGL Unicco - a Boston based Integrated Facilities Services Company with a regional office in Miami Lakes, Florida. Randy has a BSBA degree from Appalachian State University in Boone, N.C. and a MBA from Radford University in Radford, VA. He has published numerous articles related to Facilities Management including "Benchmarking Your Facilities Management Operations", "Implementing a Computerized Maintenance Management System in a Large, Multi-Site Environment", and "Making Your Facilities Provider A Business Resource". Randy is an active member of NACUBO, AFE, IFMA, the Florida Sterling Council, and APPA. Randy was the 2004 recipient of APPA's Eagle Award for his contributions to that organization and is currently serving as Immediate Past President of the Florida Sterling Council.

UGL Unicco has more than 18,000 employees in North America and offers facilities maintenance, operations, cleaning, lighting and administrative/office services for corporate and multi-tenant office, education, retail, government and public venue facilities, as well as plant services in support of industrial operations. UGL Unicco maintains an industry-leading 95% customer retention rate. UGL Unicco is committed to a continuous improvement culture that defines best practices, fosters collaboration with leading edge partners and includes customer awareness programs. UGL Unicco's advanced facilities technologies include the myUNICCO.com portal, UNI-Q® palmtop inspection system, safety and procurement systems, and a 24x7 national call center.

UGL Unicco, a premier provider of outsourced facility services, is a subsidiary of United Group Limited (ASX: UGL) and part of UGL Services, a \$1.1B division of United Group Limited that provides Corporate Real Estate and Facility Management services around the world.

UGL Unicco is pleased to be an active participant on the Sterling Board. Sterling tools such as The Navigator and Challenge are helping move our Business Development Team from "good to great".

George Keches
President, UGL Unicco

Key Competencies

What are some of the key competencies that you and your company are adding to the Sterling Board of Directors:

- Private Sector perspective
- Business expertise and experience
- Broad customer base for networking
- Benchmarking for best practices
- Process improvement skills
- Organizational development expertise
- Marketing and sales experience
- Consultative skills

Benchmarking

Sharing a process or processes that are note worthy of Benchmarking or are acknowledged as a best practice:

UGL Unicco is known for providing world class facilities services to include:

- identifying and implementing facilities related process improvements resulting in improved service and lower costs
- the utilization of technology
- organizational development and change management



Contact Information

Include your company's address, website information, phone, and e-mail, etc:

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