



# OPERATIONS AND MAINTENANCE SERVICES

**U**nassuming and methodical in our approach, flexible and creative in our execution, and at all times highly responsive to our customers - these are attributes that characterize Burns and Roe in our project endeavors as we enter our fifth decade of providing contract Operations and Maintenance (O&M) services to Government and commercial clients worldwide. Our tradition, talent, and commitment to responsiveness builds success and long-term relationships with our valued customers.



K. Keith Roe  
Chief Executive Officer

**“BURNS AND ROE PROVIDES EXPERT OPERATIONS AND MAINTENANCE SERVICES. WE ARE DRIVEN BY EXCELLENCE AND COMMITTED TO RESPONSIVE SERVICE. WE MEASURE SUCCESS BY FOUR SIMPLE ELEMENTS:**

**Customers**  
Innovation  
**People**  
Teamwork”



## **CUSTOMERS**

**Long term relationships built on responsive customer service**

In 1964, the water supply was cut off to the U.S. Naval Base Guantanamo Bay and its 10,000 Naval and civilian personnel. Burns and Roe responded to the emergency and was able to start producing fresh water at the rate of one million gallons per day within five months. This project marked the beginning of Burns and Roe's operations and maintenance business and we have been actively supporting Guantanamo Bay ever since.

## **INNOVATION**

**Burns and Roe support services are more than just business as usual.**

Burns and Roe was responsible for the preliminary design and engineering of the Yuma Desalting Plant, the largest and most advanced reverse osmosis water desalting plant in the world. Burns and Roe applies the latest technologies in the operation and maintenance of the plant, continually refining our procedures in order to perform work at peak efficiency.

## **PEOPLE**

**Support service professionals who are trained, motivated and empowered to maximize efficiency, quality and customer responsiveness.**

In all, over 1,500 professionals covering the entire spectrum of technical and management services are available for your project's support. From professional engineers and accountants to lab technicians and tradesmen, we are ready to assist with your specific project requirements.

## **TEAMWORK**

**Seamless project coordination to ensure complete customer satisfaction.**

Burns and Roe programs are a team effort, with open communication among the customer, project personnel, suppliers and the home office. Through Burns and Roe, customers are connected to the diverse areas of expertise in the Burns and Roe family of companies.

## REAL PROPERTY MAINTENANCE

- Buildings and Structures Maintenance
- Family Housing Maintenance
- Billeting
- Custodial Services
- Roads and Grounds Maintenance
- Pest Control

## UTILITY OPERATIONS AND MAINTENANCE

- Desalination Plant Management
- Utilities Management
- Electrical Power Production
- Auxiliary Generator Operations and Maintenance
- Electrical Distribution
- Steam and Hot Water Heating Systems Management
- Potable and Nonpotable Water Systems Management
- Sewer and Waste Water Systems Management

## EQUIPMENT MAINTENANCE AND REPAIR

- Radar and Communications Systems
- Weather Systems
- Computers and Office Machines
- Electronics
- Furniture Repair
- Appliance Repair

## WORK MANAGEMENT

- Planning and Estimating
- Annual Inspection Surveys
- Preliminary and Final Designs
- Construction Program Documentation
- Maintenance Management Programs
- Work Control and Scheduling

## CREATED IN RESPONSE TO A CHALLENGE.

Burns and Roe relishes challenging projects. Our O&M origins lie in expeditious work done from February through July 1964 in preparing and adapting the U.S. Department of the Interior's Point Loma demonstration seawater conversion unit for shipment, and then reconstructing the unit for the U.S. Navy at Guantanamo Bay, Cuba, bringing it on line, and operating and maintaining it and successor Guantanamo Bay desalting units to the present day.

## DESALINIZATION, REVERSE OSMOSIS (RO), AND OTHER WATER TREATMENT TECHNOLOGY.

Burns and Roe continues to be a recognized leader in engineering and technical analysis related to water desalting programs worldwide. Burns and Roe has specialized in Desalting Plant management, operations, and maintenance, especially in work for Department of Interior's Office of Saline Water, and Office of Water Research and Technology, managing sites in California, New Mexico, and Arizona, as well as two portable/mobile reverse osmosis facilities. That legacy continues in Burns and Roe's current desalting projects at Yuma (Arizona), Paradox Valley (Colorado), and Guantanamo Bay (Cuba).

## YEARS OF GROWTH AND DIVERSIFICATION.

In the early-mid 1980s, Burns and Roe began a period of expansion and diversification. Existing U.S. Department of the Interior and U.S. Navy utilities projects led to further work for these two Government agencies, as well as for the U.S. Department of Energy. New work included all aspects of Facilities O&M and Installation Support Services

## BASE OPERATING SERVICES (BOS) CONTRACTS.

Burns and Roe has always aggressively pursued BOS contract opportunities, both alone and in joint venture. We have never shied away from Government workforce commercialization efforts, being part of one of the earliest BOS contractor teams on Diego Garcia in 1983, winning the A-76 transition of U.S. Department of Agriculture's Plum Island in 1991, and garnering the 613a (A-76 equivalent program) transition of three large U.S. Army Germany sites in 1998.

## TO THE ENDS OF THE EARTH.

Burns and Roe firmly believes in going where the work is. BOS/O&M contracts have taken Burns and Roe, our managers and employees to Diego Garcia in the Indian Ocean; Johnston Atoll in the Pacific; Guantanamo Bay, Cuba; Roosevelt Roads, Puerto Rico; The Republic of Singapore; Labadee Peninsula, Haiti; as well as numerous locations within the Continental United States. Burns and Roe covers the globe.

## **No Job Too Big; No Job Too Small.**

Burns and Roe has no pre-set limits on the size of its projects. Through prudent teaming decisions, Burns and Roe can and has successfully managed contract staffs ranging from 15 to 1,500 employees. Burns and Roe honors its Small Business and Small Disadvantaged Business commitments, and engages subcontractors, vendors and suppliers who provide quality goods and services, while meeting contracting goal and requirements. Burns and Roe ensures that all clients receive consistent "Best to the Best" contract services.



**THE BURNS AND ROE PROJECT "O&M TIMELINE" IS REPLETE WITH SIGNIFICANT CONTRACTS, EVER INCREASING IN SCOPE AND COMPLEXITY FROM 1964 TO THE PRESENT. BURNS AND ROE'S GROWTH AND DIVERSIFICATION ARE CLEARLY DISCERNABLE FROM THE NUMBER, TYPE, AND SIZE OF THE PROJECTS ACCOMPLISHED, AND THE DIFFERENT CUSTOMERS SERVED. BURNS AND ROE CONTINUES TO EXPAND ITS HORIZONS FOR POTENTIAL GOVERNMENT AND COMMERCIAL CLIENTS.**

## **PROJECT SUPPORT**

- Management and Administration
- Financial Tracking and Reporting
- Environmental, Safety and Health Management
- Fire Protection and Crash Rescue
- Security Services
- Solid Waste Collection and Disposal
- Publications/Technical Library Management
- Audio-Visual Services
- Hazardous Material Control and Management

## **MAINTENANCE MANAGEMENT SYSTEM**

Our state-of-the-art Maintenance Management System is integral to our project maintenance and operations. It reduces equipment downtime, lowers costs, and tracks essential performance data permitting managers to make informed and timely decisions. This application, offers a variety of functional systems including:

- Equipment Management
- Task Order Management
- Work Order Management
- Inventory Management
- Purchasing Management
- Labor Management
- Statistical Predictive Maintenance
- Financial Management
- Quality Control
- Safety Management
- Information Technology



### PERSONNEL SUPPORT

- Food Service Operations
- Morale, Welfare and Recreation Services
- Training
- Medical Services
- Retail Operations

### SUPPLY AND PROCUREMENT

- Storage and Warehousing
- Ammunition Handling and Storage
- Packing, Crating and Shipping
- Procurement Management and Operations
- Property Management and Inventory Control

### TRANSPORTATION

- Vehicle Operations
- Equipment Maintenance
- Air Terminal Operation
- Aircraft Ground Service
- Bulk Fuel Systems Management
- Port and Harbor Operations
- Stevedoring
- Traffic Management

### A COMMITMENT OF RESPONSIVENESS.

Every project is important to Burns and Roe, and our customers enjoy relationships with Burns and Roe site managers and corporate staff who are genuinely committed to providing the most responsive service on a continuing basis. One need only examine the Burns and Roe project history to see the long-term duration of many of our projects. Contract renewals, in several cases resulting in tenures of 15 years or more, are not unusual for Burns and Roe, where Customer Satisfaction always comes first.



### OUR LEADERSHIP.

Burns and Roe strives to provide its projects with the best possible managers and supervisors. For project leadership positions, Burns and Roe selects only individuals that are fully qualified technically, possess all required certifications, and who have clearly demonstrated the necessary training, experience, and skills. These qualities are, in

turn, mirrored in the individuals comprising the Burns and Roe Corporate staff. Burns and Roe customers receive quality, timely, cost-effective, and responsive services from every level of the Burns and Roe organization.

### AN EYE FOR THE FUTURE

Burns and Roe continues to pursue Facility O&M work in the governmental and private sectors. We have demonstrated that we can successfully manage even the largest and most



complex projects, with dozens of functional areas spread over multiple sites. The opportunity to simultaneously manage U.S. Government, state and local government, and private sector work provides a unique chance to diversify our workload base, while streamlining our overhead requirements. Burns and Roe will continue to examine upcoming contracts and commercial activity/private industry outsourcing studies to ensure we strike a proper balance of client and work types in seeking new opportunities.

### WHAT CAN BURNS AND ROE DO FOR YOU?

Burns and Roe seeks to maintain long-term relationships with you, our satisfied customers. While no one company can possibly take on every type of services work, Burns and Roe has become as diversified a firm as one is likely to encounter; for example, at the Naval Station Guantanamo Bay, we have been managing encompassing water and electricity production and distribution, air operations support, port and harbor services, supply and warehousing services, and a Task Order contract to perform facility alterations and repair work on demand. Above all else, we remain committed to being most responsive to our customers.





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