



Corporate Office: One Ames Court,
Suite 204
PO Box 1010
Plainview, NY 11803
Phone: 516-933-4040
Fax: 516-933-3738
www.FDRServicesCorp.com

Company Overview

FDR Services Corp. began operating in 1973 as a laundry facility, providing cleaning and processing of nursing home residents' personal clothing. As its reputation within the healthcare industry grew, FDR Services made its first major acquisition and purchased its first plant in 1977. Over the next twenty years, FDR Services continued to expand and increase its market share and geographical service area. By 1998, FDR had become one of the largest privately owned Healthcare Laundry Service Companies on the East Coast. Towards the end of this year, FDR was sold and other ventures were started.

In 2005, FDR services Corp. was re-introduced in the healthcare marketplace in order to instill the quality standards they have represented in the industry over the past thirty years. With their Value added services and programs, FDR Services can provide their customers with the personalized service that no other healthcare laundry service can offer.

FDR Services Corp. presently consists of three state of the art facilities located in Plainview, New York; Paterson, New Jersey; and Front Royal, Virginia. Plant locations and service areas plan to increase consistently throughout the East Coast over the coming years.



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Mission Statement

Our mission is:

To encourage employees to be proud, secure and conduct themselves with a sense of urgency in an enjoyable and productive working environment.

To ensure our customers are provided with high quality products, services and responsive management commitments.

To establish a sense of partnership and confidence with Our customers and suppliers.

To exercise corporate responsibility through continuous support to the communities we serve.

To enhance the service we provide to our industry by continuously evaluating the services we provide while listening to our customer's requests.



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Services Offered

- ◆ **Linen Rental Services** provided both to the hospital and nursing home marketplaces.
- ◆ **Customer-Owned Goods (C.O.G.)** are washed and processed with a 24-hour turn-around.
- ◆ **Personalized Residents' Clothing System** is provided to nursing home residents.
 - Use of individual bar-coded nets per patient to insure problem free handling of residents' clothing.
 - Services are offered on hangers or in heat sealed packages.
- ◆ **Bar-Coded Uniforms** for all departments in a health care facility.
 - Clean, sanitized garments are delivered once per week to each department and to the convenience of the end user.
 - Garments are personalized to the individual and the department.
 - Daily, weekly, and monthly management reports are provided for tracking of garments.



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Value Added Services

- ◆ **Linens Conservation:**
 - Dedicated Service Team
 - Sponsorship of Annual Linens Awareness Days
 - Linens Committee Development and/or Participation
 - Inventory Management Specialists
 - Joint Commission & O.S.H.A. Assistance
 - On-Site Staff Education
 - Analysis of Patient Day Statistics
 - Customized Product - Mix

- ◆ **In - Service Training:**
 - Proper Application & Use of Items
 - Product Safety Education
 - Security Education

- ◆ **Quality Assurance \ Total Quality Management:**
 - An Extension of Facility's Management Team
 - Sampling Procedures
 - Customer Surveys
 - Floor Surveys
 - Attendance at Council Meetings

- ◆ **Reporting:**
 - Monthly Linens Usage Reports
 - Monthly Chemical \ Lab Reports
 - Quarterly Linens Loss Report
 - Account Linens Usage History
 - Customer Service Reports