



*Driven to build quality Office Environments. **Faster.***



ABOUT





Since 1998, FRE Resources has been providing first-class real estate solutions for the customer service industry. A specialist in fast-track development and construction, FRE is committed to aggressive schedules with no margin for error. Our clients include national companies who depend on our ability to anticipate and overcome the unique challenges associated with building high-density and computer-intensive communication facilities.

As a strategically-focused firm, FRE Resources can handle all of your facility needs related to the demanding process of opening new, relocating or expanding operations. FRE will ensure that the process is completed as efficiently, expeditiously and cost effectively as possible. While working on a negotiated fee (cost-plus) basis, FRE becomes part of your team. We are able to travel anywhere to open a new facility, thereby saving money, time, and resources.

Considering the expertise, cost and time savings FRE Resources offers, we ensure the greatest value when you absolutely have to have it built right the first time.

FIRM OVERVIEW





Speed to Market

- We understand that your occupancy date is not negotiable.
- Our unique business model uses a direct purchase program and nontraditional work synchronization allowing us to complete your project on an expedited schedule.
- FRE was built for speed and is committed to meeting your schedule expectations/requirements.
- We have never missed a first call date!

Direct Purchase

- Our direct purchase program allows us to buy long-lead items/equipment before we hire subcontractors, which is imperative to meeting your schedule requirements and eliminates the construction mark-up.
- This unique approach saves you money and time.

Mobility of Services

- FRE can travel anywhere to become part of your construction team—ensuring successful completion within budget and on schedule.
- We work with you to develop a long lasting relationship, guaranteeing 100 percent customer satisfaction.



Experience

- Our focus is the development, design and construction of customer service centers and other quality office environments.
- We understand the challenges inherent in these urgent projects, as well as the ramifications of missing a date.
- Our team consists of architectural and engineering support and we use a proactive approach to finding cost-effective construction solutions during the design process.



WHY CHOOSE FRE





FRE Resources has established our core competencies to better serve you during the design and construction process. These include 1) **speed** to market, 2) **experience** in reducing your risk while meeting budget expectations and milestone dates, and 3) **savings** on equipment/ materials utilizing our national network of vendors for long-lead items. FRE has the ability to facilitate everything from development and design to construction and relocation.

Pre-Construction Services

Conceptual Estimating

FRE Resources performs a complete site analysis to determine feasibility of construction, availability of existing mechanical and electrical systems, and evaluation of site building restrictions. In turn, we provide you with a detailed conceptual estimate based on our detailed project cost database of more than seventy construction projects. We also supply a detailed schedule including "what if" estimates and scenarios.

Design

FRE Resources utilizes an industry specific programming questionnaire to help you determine design needs. The building is designed according to the conceptual estimate, scope and budget to reflect your individual requirements. FRE assists throughout the design process by hosting weekly design meetings and by providing additional value-added services to ensure an end product that is creative, efficient and functional.

Final Budgeting

FRE Resources assists in finding local and national bidders. We generate a detailed bid analysis based on vendor bids. This method guarantees you receive the best value and simplest process every time.

OUR SERVICES





General Contracting

Design-Build Services

FRE Resources offers a comprehensive menu of Design-Build services that are adapted to your particular needs. FRE's team of architects and engineers understand the critical nature of meeting milestone dates in the customer service industry and our specialty is speed. Throughout the entire Design-Build process, our focus is meeting your schedule and budget expectations.

Build-To-Suit Services

FRE Resources has the industry expertise to provide speed coupled with accuracy for your Build-To-Suit project. Our knowledge of phasing shell construction and tenant improvements allow for the quickest delivery in the industry, saving you time and money.

Renovation Services

FRE Resources has the experience to take any existing building and convert it into a state-of-the-art facility. Our construction process is not only cost-effective, but it also creates environments conducive to associate productivity and retention.

Data Centers

FRE Resources has assembled a team of experts including Data Center mechanical/electrical engineers, leading HVAC and power solutions manufacturers and data cabling vendors. Through these partnerships with industry leading professionals, FRE Resources is poised to deliver turnkey Data Center environments.

Comprehensive Construction Project Management

FRE Resources believes in providing a complete solution for your real estate needs. Therefore, we offer additional services such as overall schedule implementation, overall budget management, move coordination, furniture procurement as well as data cabling, security and audio visual installation. We realize that each client brings a unique set of needs/challenges and our team will work with you to provide a turnkey approach to ensure successful project completion.

Real Estate Development

FRE Resources provides development assistance when you are looking to expand or start new customer service center ventures. When speed is your main concern, our specialized approach provides you with knowledge of tertiary markets and construction expertise. We offer unparalleled experience and a single point of contact from development to occupancy.



OUR SERVICES



Branded Environments

FRE Resources offers our clients additional creative solutions during the construction process. FRE's team of design experts extend your brand promise and create a branded environment through utilization of finish materials, graphics, color, and organizational systems to your associates.

Benefits of Branded Environments:

Research shows workplace environments influence an associate's commitment to company values, productivity, and efficiency. The benefits of investing in branded environments are long-lasting and measurable.

- Increased ability to recruit and retain the best associates resulting in decreased training and human resources expenditures
- Increased associate understanding and enthusiasm for corporate culture, mission, vision and values
- Increased satisfaction and productivity experienced by associates that occupy the facility
- Increased customer satisfaction through attentive associate interaction



Data Cabling/ Security

Customer service centers, data centers and office environments are all data cable intensive facilities. At FRE we approach projects with a global perspective in an effort to deliver the most cohesive, timely and cost effective solution. FRE provides the client with the most flexibility by bidding out the data cabling to local vendors or utilizing our strategic alliance with a national data solutions vendor.

Benefits of providing Data Cabling:

FRE's team of industry veterans are expert integrators of data cable solutions into overall construction projects. This expertise and approach to delivering quality office environments provides measurable results.

- Costs due to lack of coordination between various vendors, which are typical in the industry, are rare if not non-existent.
- Fast track delivery of projects is enhanced by a holistic approach.
- Costs of data cable solutions can be cross referenced against FRE's portfolio of projects throughout North America to obtain market standard pricing.



Facility Fixtures and Finishes

FRE continuously strives to build quality office environments that focus on employee productivity and retention, while meeting schedule expectations and providing the most cost-effective solutions. The final fixtures and finishes on a project are critical to the overall success of any project. FRE has developed strategic national alliances with furniture vendors, lighting vendors and carpet vendors to further streamline the construction process.

Benefits of Facility Fixtures and Finishes:

- Expedited systems furniture solutions.
- A team of furniture experts we can bring to the table with industry leading case studies of what solutions work best for each particular office environment.
- High quality lighting solutions proven to optimize productivity and employee retention.
- Carpet purchased directly from manufacturer representatives provides best timing and competitive pricing.
- Carpet experts for leading national manufacturers who can advise clients in areas of cost, application, schedule etc.



OUR SERVICES

Comprehensive Construction Project Management





FRE Resources offers specialized assistance in the development of customer service centers, back office facilities, and data centers. FRE is equipped to provide development services when you are looking to expand or open new facilities in emerging domestic markets when speed and quality are required.

Our inclusive business approach allows us to focus on a comprehensive and cost-effective real estate solution to meet your budget and schedule expectations. FRE provides unparalleled knowledge of tertiary markets and construction expertise, allowing us to offer a seamless process from development to occupancy.



FRE Resources offers distinctive experience in the customer service center, general construction and real estate industries. Much of that experience was gained from working on the client side, gaining an understanding of client needs as well as what is expected from a developer. Timing is critical and milestone dates must be met in order to ensure successful project completion. Because this industry is time sensitive and often requires aggressive schedules with no margin for error, availability of real estate

becomes important to a client's decision making process. We also understand the importance of market demographics and labor statistics when choosing a community. Based on our industry specific experience, we know that design effects productivity and your bottom line. Throughout the development and construction process, you deal with decision makers, creating one point of contact for all of your needs. Whether you are looking to expand current capabilities or relocate to a new facility, allow FRE Resources to become part of your team and help you find the perfect solution.

"Using FRE Resources made an otherwise complicated process a flawless one," says John Clyne, Vice President, AllianceData. "I was able to speak to the same person about development and construction, and he guided me through the entire project. There was no miscommunication between the different parties, resulting in a project that was done on time and on budget."



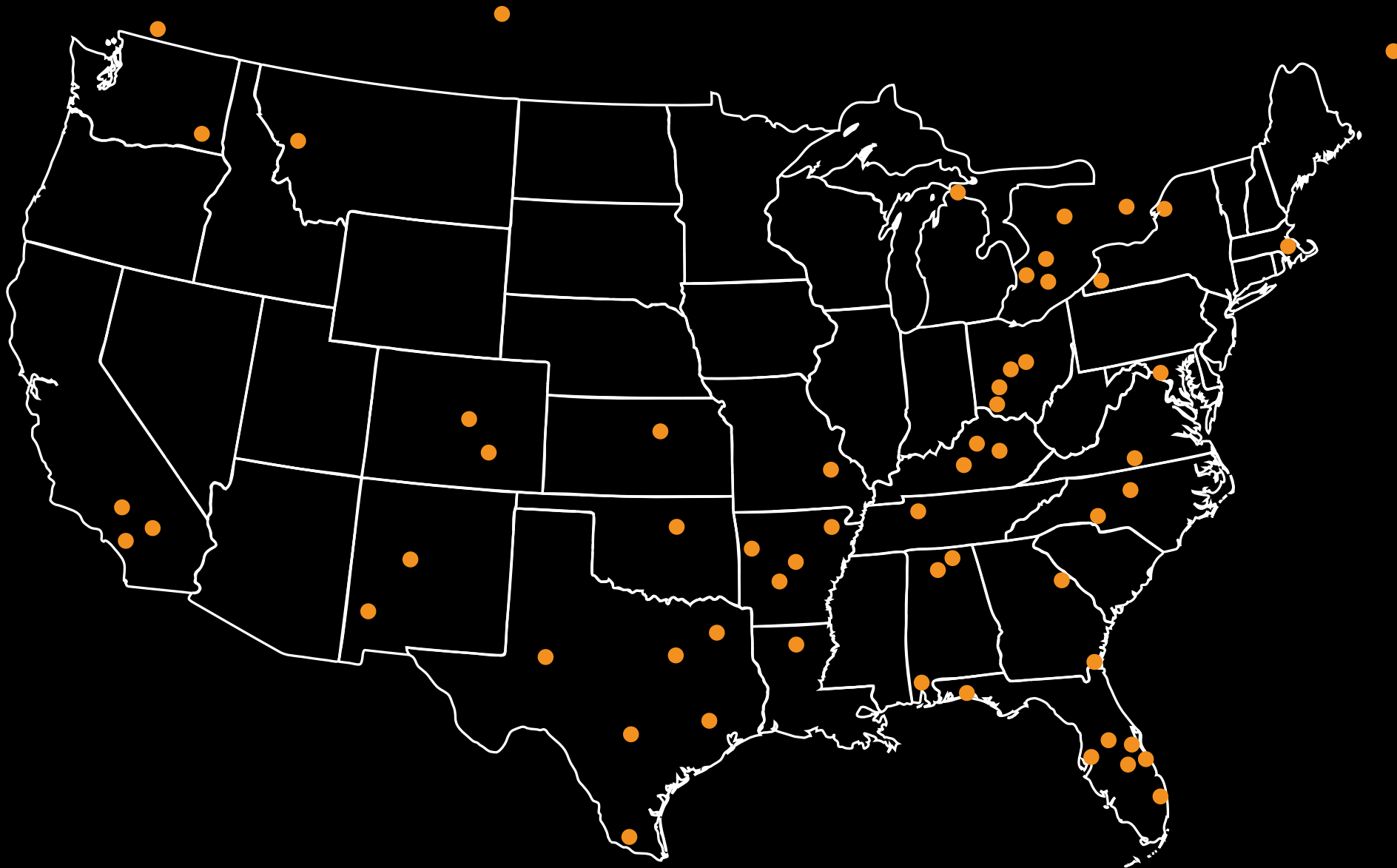
OUR SERVICES

Real Estate Development





PROJECT SPOTLIGHTS



PROJECT MAP



ACCENT Marketing Services
 Accor Economy Lodging
 Adelpia Communications Corporation
 AllianceData
 Amazon
 American Water
 Boston Realty Investment Group
 Cardinal Health
 CentraTek, LLC (T-Mobile)
 Coca-Cola Enterprises, Inc.
 Cross Country Home Services
 DIRECTV, Inc.
 Electronic Data Systems
 Experian
 Express Scripts, Inc.
 Innovation First Notice
 IRMC
 lock/line, Inc.
 Mariner Health Care

Marriott International
 MedSolutions, Inc.
 NCO Group, Inc.
 Pacific Pulmonary Services
 Policy Studies, Inc.
 Protection One
 SiTEL
 StarTek
 Starwood Hotels & Resorts Worldwide, Inc.
 Stream International, Inc.
 SubmitOrder.com, Inc.
 Synchrony
 TeleSpectrum Worldwide, Inc.
 TeleTech
 TELvista, Inc.
 The Sutherland Group
 Three C Group
 Verizon Wireless
 Walgreens

CLIENT LIST





POPULATION

MSA population estimated at over 236,000 in 2003

LABOR MARKET

Wages \$2 per hour less than any other market with a spec building ready to go

MILITARY BASE

Over 30,000 soldiers and their families located in community

LOCATION

Within 250 miles from the population center of the United States

ACCESSIBILITY

45 minute drive to Nashville International Airport

RECOGNITION

Rated one of the Top 10 Best Cities for Relocating Families



PROJECT PROFILE

Location	Clarksville, TN
Size	52,800 SF (expandable)
FRE Role	Developer Design-Build Contractor
Mechanical Engineer	RSL Commercial
Electrical Engineer	Liles Engineering Design
Type	Build-To-Suit

FRE Resources is the Developer and Design-Build Contractor for this 52,800 SF speculative customer service center in Clarksville, Tennessee. This project offers prospective clients the ability to incrementally expand (8,500 SF) the site to accommodate any size requirements. The shell is complete and ready for leasing and tenant improvements. Call us today to discuss your project specifications.

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NOW AVAILABLE
Clarksville, Tennessee





PROJECT PROFILE

Location	<i>Pueblo, Colorado</i>
Size	<i>73,800 SF</i>
	<i>600 Agent Seats</i>
FRE Role	<i>General Contractor</i>
Mechanical Engineer	<i>Shappley Design</i>
Electrical Engineer	<i>Liles Engineering Design</i>
Type	<i>Renovation</i>

FRE Resources served as the General Contractor for this 73,800 SF project for Express Scripts. This vacant Sears location was renovated to house 600 agents and was completed in thirteen weeks. FRE was responsible for designing a space that would be aesthetically pleasing, highly functional, and cost-effective. One key feature of this project included the installation of Tate's 18-inch raised, integrated-access floor system throughout the entire center with modular cabling and a mixed distribution HVAC system.

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EXPRESS SCRIPTS, Inc.

Pueblo, Colorado





PROJECT PROFILE

Location	<i>Ennis, Texas</i>
Size	<i>77,509 SF</i> <i>625 Agent Seats</i>
FRE Role	<i>Developer (FRED)</i> <i>Design-Build Contractor</i>
Architect	<i>RSL Commercial</i>
Mechanical Engineer	<i>Shappley Design</i>
Electrical Engineer	<i>Liles Engineering Design</i>
Type	<i>Build-To-Suit Development</i>

FRE Resources served as Developer and General Contractor to complete this 77,509 SF build-to-suit for AllianceData. This facility houses 625 agent seats and was completed in nine months. While constructing the shell, FRE endured the second wettest January in recorded Ennis history. Soils varied 15" between dry and saturated state and required injections of chemicals and water for stabilization. Although weather delays and expansive soils delayed shell construction by six weeks, FRE was able to make up this time because of the industry/construction knowledge and AllianceData was able to start training and taking calls on the originally scheduled date.

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AllianceData
Ennis, Texas





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