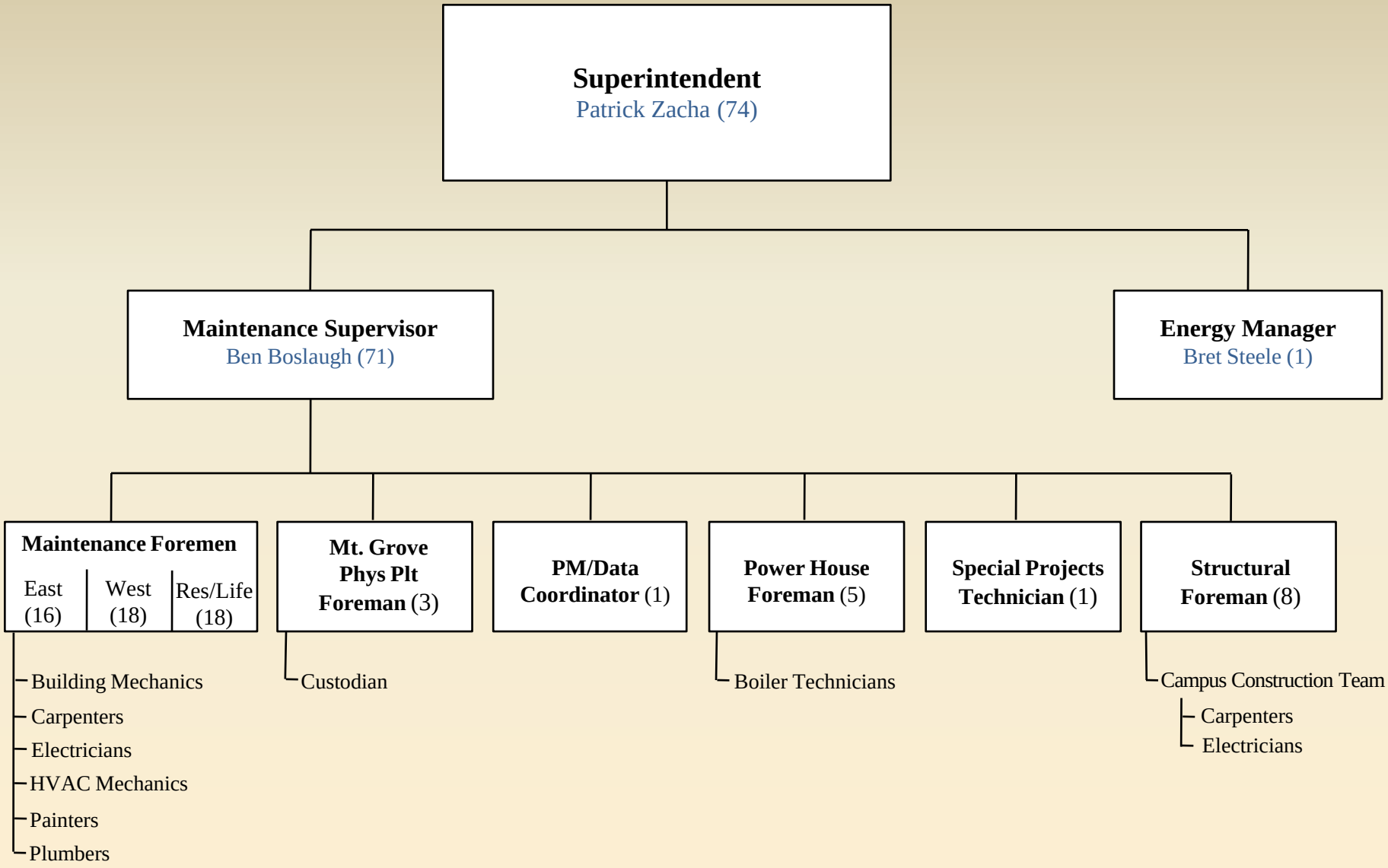FACILITIES MANAGEMENT – Facilities Maintenance 2009