

Welcome to the Complete Facility

The full range of what manufacturing and distribution facilities need. All from one provider. Delivered by experts who care.



Over 100 Years of Maintaining Facilities Completely

The service industry has always been a business built on relationships. And over the past century, we've dedicated ourselves to taking care of those relationships as we've grown and evolved to constantly deliver on our client's complete facility needs.

Today, ABM is one of the largest providers of complete facility services. **A driving force for a cleaner, healthier, more sustainable environment.** We're facility experts dedicated to making a difference by bringing creativity, professionalism and a service mindset to your entire portfolio. And our customers know they can count on us to always **service their buildings and facilities like they're our own—because we work there, too.**

Our purpose has always been to **take care of the people, spaces and places that are important to you.** That's why, for us, Complete Building Care is more than a service—it's a promise. And throughout this guidebook, you'll see just how much complete facility solutions, capabilities and values-driven culture are at the very core of all our relationships—at the very core of all of our work.

And by working together, we're making good on our constant promise to you:

**Complete Building Care delivered
by experts who care.**



Integrated solutions for every inch of your building

A functioning facility is more than meets the eye. It's a complex combination of specialized components and systems, each with specific needs and challenges. Keeping it all running requires deep expertise in each area—and a full understanding of how they all work together.

That's ABM. That's Complete Building Care.

Through care and dedication, our more than 100,000 facility experts provide stress-free building solutions that ensure consistent, effective results across every inch of your spaces.

That's HVAC & Mechanical, Indoor Air Quality, Disinfection, Electrical Power, Lighting, Parking & Transportation and every critical component specific to your building.

Our full suite of specialized services work together—just like our **teams work right alongside yours**—to deliver integrated solutions that help make your operations more streamlined, more dependable and more cost-effective.

We service more than 6 billion square feet of buildings daily—and can do the same for all of yours.



Solutions Built for Industry Leaders, by Industry Leaders

The team you need

For over a century, we've continuously proven ourselves as a leader in building maintenance. Our specialists and technicians are responsible for facilities large and small, in every industry and sector.

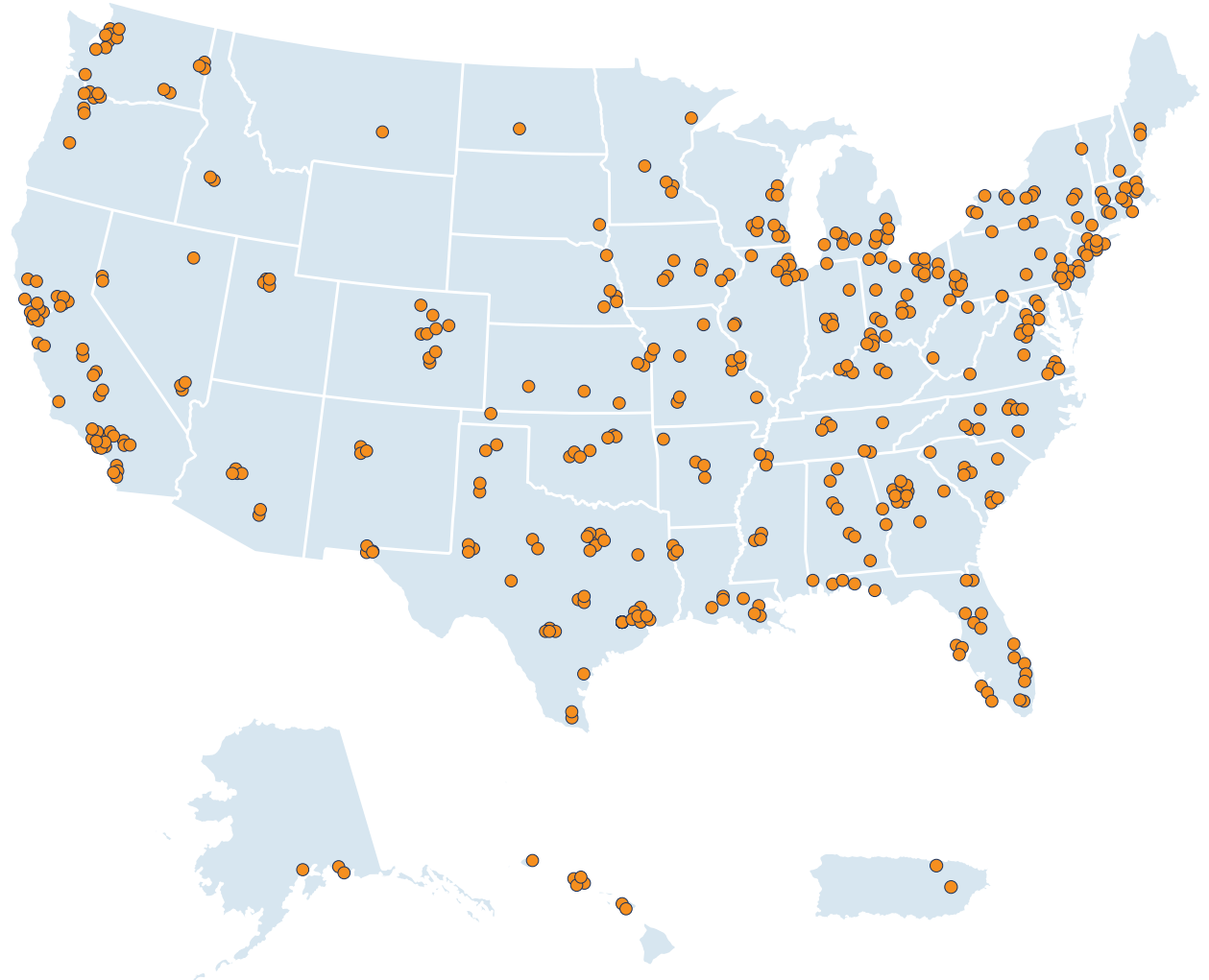
Our experts are highly trained and certified in facility systems and services. By working as one seamless operation, ABM delivers new levels of performance and efficiency.

We've got roots in every region

Behind every facility is a company, an economy and a community—and ABM facility services help leaders build all of them.

Our team members are your neighbors, serving in over 350 locations across the U.S. and beyond. ABM combines local understanding with world-class expertise for Complete Building Care that's truly complete.

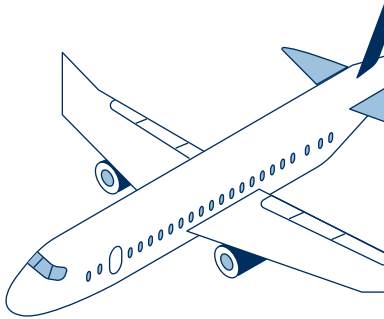
We're proud of the partners we serve, and the smooth, safe operations we help deliver every day.



Taking Care of Your Entire Operation

Aviation

- Airports
- Airlines



Education

- Higher Education
- K-12 Education



Healthcare

- Hospitals
- Medical Office Buildings
- Senior Living



Business & Industry

- Banking & Financial
- Commercial Properties
 - Commercial Office Facilities
 - Commercial Real Estate Facilities
- Government
 - Federal Government
 - Local Government
- Hospitality
- Retail Stores
- Sports & Entertainment
 - Convention Centers
 - Museums
 - Stadiums & Arenas



Manufacturing & Distribution

- Industrial & Manufacturing
 - Automotive
 - Food & Beverage
 - Nuclear Power Services
- Life Sciences
 - Biotech
 - Medical Devices
 - Pharmaceutical
- Technology & Data Centers
 - Data Centers
 - Semiconductors
 - Software & Consumer Technology
- Warehouse & Distribution
 - eCommerce Distribution



SERVICES WE PROVIDE

Complete Care for Every Operation



EnhancedClean™



Janitorial



EnhancedFacility™



Landscape & Turf



Electrical Power



Lighting



Energy



Mission Critical



EV Charging



Parking & Transportation



Facilities Engineering



Specialty Services



HVAC & Mechanical



Integrated Facility Services

Complete care
you can count on

350+

offices in the U.S. and abroad

100,000+

employees

15+

industries served

110+

years of experience innovating
facilities management

6+ billion

square feet of buildings
serviced daily

50%

of Fortune 500 companies
rely on ABM

Complete Building Care 



Optimize Operations With Complete Facility Solutions

ABM applies expertise in all building systems to deliver complete care

From planning to installation to maintenance, ABM delivers an entire suite of integrated, innovative solutions that work seamlessly with your team and facility.



Electrical Power

Electrical systems impact nearly every aspect of your facility and business. ABM helps you minimize risk and maximize productivity with electrical solutions.

Safety. Compliance. Uptime. All from a single provider.

- Acceptance Testing
- Predictive Maintenance
- Safety Training
- NFPA 70E Compliance

Lower administration and energy costs

Fewer system failures

Increased return on capital investment



Electric Vehicle (EV) Charging

Whether you're responsible for a local government, car dealership, university or any other facility, ABM has the scope to design, self-perform and manage a turnkey EV charging implementation that's customized for your facility and your key metrics.

- EV Charger Procurement & Installation
- Preventive Maintenance
- Site Consultation & Analysis
- Warranty Service & Repairs
- Integrated Technology & Reporting
- Electrical Testing

20,000+ EV charging ports installed by ABM in the U.S. and Canada

30% of all new vehicle sales will be EVs and hybrids by 2025

80% of municipal bus fleets will be EV globally by 2040



Mission Critical

As your critical system partner, ABM understands the risks of downtime and outages. That's why, for data centers and network facilities, our experienced and certified technicians keep sensitive and complex equipment running at optimal levels.

- Certifications & Clearances
- Electrical Testing
- Facilities Project Management
- QA/QC/QI/TQM
- Energy Assessments
- CFD Modeling
- Operational Readiness

35+ million square feet of mission critical facilities serviced

24/7/365 uptime for your critical infrastructure

35+ years of mission critical systems experience



Facilities Engineering

ABM engineers analyze your facility's conditions and operations to custom-build a complete program that conserves energy, lowers your risks, reduces overhead costs and decreases administrative and subcontractor labor demands.

- Building Automation Systems
- Preventive & Predictive Maintenance
- Energy Savings
- Power Testing
- EV & Fleet Charging
- Equipment Inspections

10,000+ certified ABM engineers supporting facilities in the U.S.

10%+ cost reduction with ABM programs and operating efficiencies

\$5,000+ per minute saved by preventing critical system outages



HVAC & Mechanical

Whether you're maintaining aging infrastructure or a complex new system, facilities need care. ABM keeps HVAC, mechanical, plumbing and piping components operating properly so performance is up and capital expenditures are down.

- Preventative Testing
- Commissioning
- Installation
- Maintenance
- Plumbing & Piping
- Repairs & Retrofits
- Test & Balance

500,000 heating and cooling systems maintained

24/7/365 emergency support service

30 years of experience on average for our facility experts



Janitorial

Nothing says “care” like cleanliness. Shining floors, fresh-smelling air, well-stocked restrooms, smudge-free windows. ABM serves as a seamless extension of your team, with a highly trained janitorial staff and advanced cleaning technologies.

- Green Cleaning & Recycling Services
- General Maintenance
- Carpet & Floor Care
- Staffing & Specialty Services
- Construction Cleanup
- Sanitation & Sterile Room Cleaning

100+ years of commercial janitorial expertise

4 billion square feet of buildings cared for every day

1 single-source commercial janitorial partner



Landscape & Turf

When people step onto your property, they form an immediate opinion about your business. With careful attention and proven procedures, ABM groundskeeping teams keep your landscape and turf attractive, pest-free and sustainable.

- Landscape, Grounds & Turf Maintenance
- Commercial & Industrial Landscapes
- Golf Course Maintenance & Renovation
- Athletic Field Maintenance
- Theme Park Grounds Maintenance
- Irrigation Systems
- Exterior Pest & Plant Fertilization Management
- Arbor Care
- Aquatic Maintenance

25,000+ acres of landscaping and golf courses managed

500,000+ seasonal flowers planted each year

90% landscaping customer retention rate



Lighting

Proper commercial lighting impacts productivity, safety, sustainability and operating costs. ABM provides cost-efficient care for your electrical power and lighting system to improve your building’s environment and reduce both costs and risks.

- Lighting Upgrades
- Energy Saving Retrofits
- Advanced Controls
- Exit/Emergency Lighting
- Group Relamping
- Ultrasonic Pole Inspection
- Thermal Imaging

400,000 parking lot lights and lighting poles maintained

25% average energy use devoted to electric lighting in U.S. commercial buildings

75% energy savings possible through LED retrofits and smart building controls



Energy

As your energy solutions provider, ABM ensures that your facility benefits from efficient electrical usage, lower operating costs and increased sustainability. Partnering with ABM helps take the guesswork out of energy savings.

- Energy Performance Contracting
- EV Charging Ports
- Solar Power Infrastructure
- Preventative Maintenance
- Lighting Controls
- HVAC Efficiency

\$400B+ yearly savings for commercial and industrial facilities

24% average energy efficiency improvement

\$40B+ saved with 10% energy efficiency improvement



Parking & Transportation

Your parking environment and operators are often the first experience customers have with your brand. Daily visitors expect arriving and leaving to be hassle-free. So trust ABM, a parking management and transportation leader since 1966.

- Shuttle Services
- Valet & Special Event Services
- On & Off-Street Parking Management
- Mobile Phone & Web-based Solutions
- Janitorial & Special Services
- EV Charging Ports
- Electrical Power
- Lighting

1+ million vehicles parked every day

4.5 million shuttle passengers transported daily

\$1.5+ billion in parking revenue collected for ABM clients



Integrated Facility Services (IFS)

At the center of Complete Building Care is our IFS offering. And through our innovative applications of technology and expertise, we work smarter and more efficiently to provide facility services delivered cost-effectively and reliably. ABM maintains every inch of your operation to extend the life of your facility—all with minimal hassle and maximum control and consistency.

- Electrical Power
- Energy
- Janitorial
- Landscape & Turf
- Maintenance & Repairs
- Mechanical Maintenance
- Parking & Transportation

100% care for your facility systems

70%+ of facility service costs arise from labor, and IFS reduces that

1 team, 1 purpose, 1 provider

Manufacturing & Distribution: The Complete Facility

ABM delivers expertise specifically designed to drive value for manufacturing and distribution operations. By keeping your people healthy, your facilities clean and your building systems up and running, we're helping you operate at peak efficiency and prime productivity.

Manufacturing: Comprehensive services for non-stop operations

ABM's specialized manufacturing solutions create healthier, safer facilities that maximize employee productivity and morale everywhere—from your front office to your assembly lines and your warehouses. That's how our manufacturing expertise and scale are able to drive outsized value to achieve your facility and business goals—all without sacrificing health or employee well-being.

With a complete range of facility services, we're more than capable of helping you maintain a safe, clean and comfortable workspace for your employees. Moreover, we deliver it all while keeping safety, reliability and compliance top of mind and expertise on call, thus helping to create new efficiencies that positively impact both your operations and your budgets.

Warehousing & Distribution: Delivered without disruption

Today's distribution centers must manage shipments with high expectations. And no matter what's getting shipped, your warehouse and fulfillment operations need to always be safe, secure, nimble and dependable.

Accomplishing this requires a delicate balancing act behind the scenes. That's where ABM comes in. To ease your facility concerns. To reduce your liability. To help you operate efficiently with our expert, integrated, complete facility solutions. From reliable staffing support to janitorial, HVAC maintenance and more, our innovations help you run a more agile, more productive facility.

Some of the largest companies in the industry rely on us to keep their goods safe and their distribution facility running smoothly. And ABM is equipped and dedicated to keep you delivering without disruption—and your customers constantly impressed.

700+

manufacturing facilities
rely on ABM

25%

decrease in spending from hiring
ABM cross-trained employees

75+ million

square feet of warehouse space
serviced each day

- *Janitorial & Disinfection*
- *Facilities Engineering*
- *Cleanroom & GMP Cleaning*
- *HVAC & Mechanical*
- *Indoor Air Quality (IAQ)*
- *Electrical Power*
- *Lighting*
- *Energy Performance Contracting*
- *Mission Critical Solutions*
- *Integrated Facility Services*

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CASE STUDY: THE SCHWAN FOOD COMPANY

ABM Team Integrates and Performs Seamlessly Within the Company's 200,000 Sq. Ft. Facility

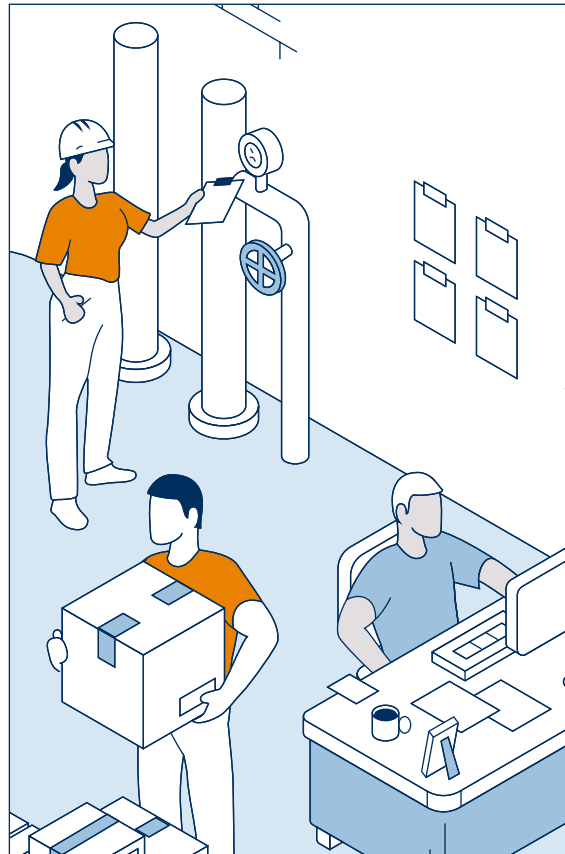
Challenge

This prominent food distributor wanted a partner that could work side-by-side with their warehouse teams to elevate employee morale and maximize workplace safety.

Solution

The ABM facility services team and Schwan Food Company employees worked as one team, improving the warehouse culture, personalizing the hiring process and sustaining a near-perfect safety record.

[Read the Full Case Study](#)



The enhanced safety and employee engagement worked in tandem to:

- *Drastically decrease employee turnover*
- *Lower their damage rate to 1%*
- *Decrease damage by 65%*
- *Achieve a near-perfect safety record*

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ABM
Building Value

CASE STUDY: GLOBAL AUTO MANUFACTURER

ABM Steps Up as an Integrated Partner in Company's Northeastern U.S. Production Facilities

Challenge

When an internationally known auto and engine manufacturer wanted to streamline their janitorial service, they traded in their in-house team for their first outsourced provider.

Solution

This one service soon evolved into a valuable, multi-year partnership in their U.S. plants. From janitorial and engineering to landscaping and paper shredding, ABM provides full-service facility solutions that help the auto manufacturer optimize operations while increasing efficiencies, revenue and team morale.

[Read the Full Case Study](#)



- 5% increase in cost savings year over year
- Streamlined processes and upgraded SOPs
- Record 89% in-house satisfaction results
- 30% increase in scope of ABM services within the span of one year
- Dedicated team to adapt quickly to service changes
- The daily guidance of a professional services provider and partner

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Building Value

The State of the E-commerce Facilities Services Industry

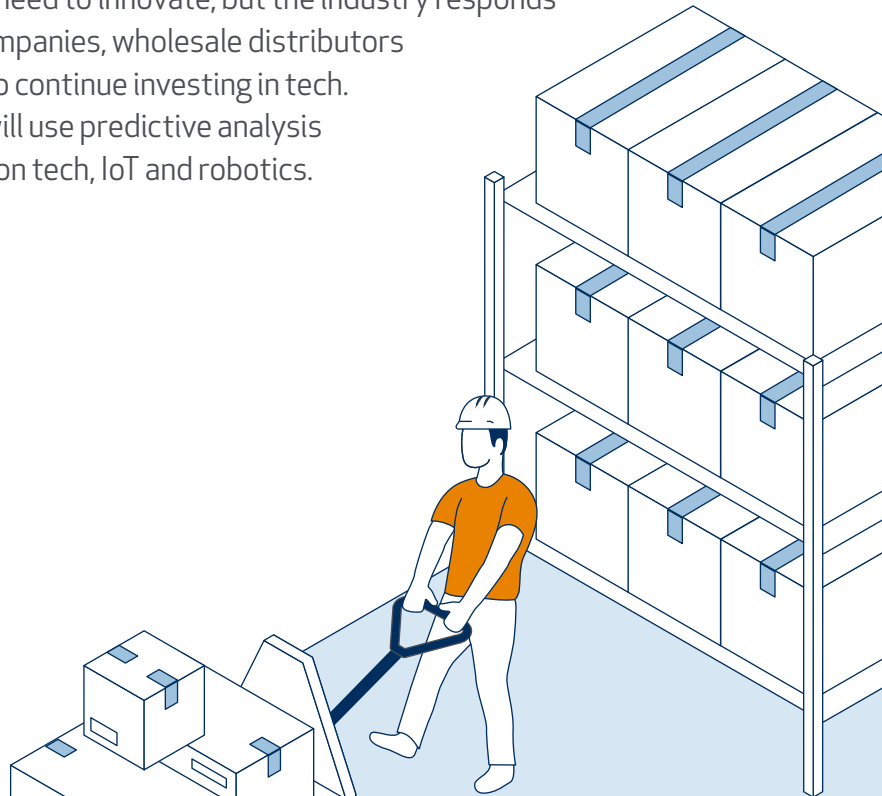
Challenge

E-commerce has driven retail industry growth for years. One of the most important trends is the shift toward consumers adopting e-commerce as a supply channel for a wider range of product categories. This accelerated growth requires e-commerce companies to review approaches and look at facility and logistics management processes more strategically.

Solution

The study showed that these companies need to innovate, but the industry responds at varying speeds. Many e-commerce companies, wholesale distributors and third-party logistics providers plan to continue investing in tech. In two or so years, most of the industry will use predictive analysis and add more sensors, building automation tech, IoT and robotics.

[Read the Full Article](#)



- 39% of e-commerce companies have a facility management strategy
- Of all sustainability strategies, solar energy is of most interest to e-commerce companies
- Facility operational changes due to the COVID-19 pandemic have been both deep and widespread
- Labor issues include being short-staffed and the number of productive hours as a percentage of total worked

Complete Building Care Delivered by Experts Who Care

From planning to installation to maintenance to management, ABM provides an entire suite of integrated, innovative solutions that work seamlessly with your team and facility. All to provide Complete Building Care.

We service more than 6 billion square feet of buildings daily—and can do the same for all of yours.



ABM.com/Complete



