

# Welcome to the Complete Facility

The full range of what Life Sciences facilities need.  
All from one provider. Delivered by experts who care.



# Over 100 Years of Maintaining Facilities Completely

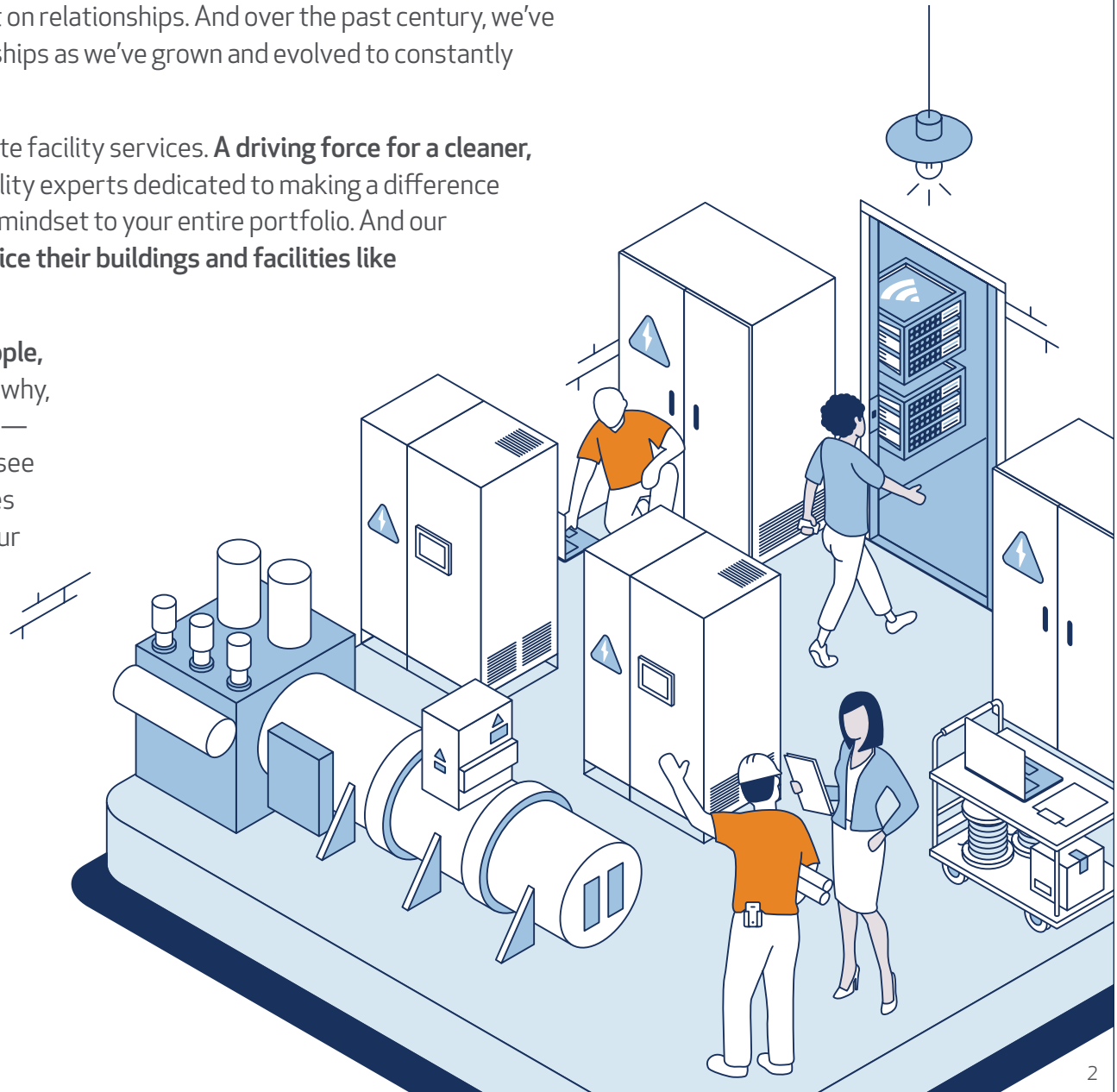
The service industry has always been a business built on relationships. And over the past century, we've dedicated ourselves to taking care of those relationships as we've grown and evolved to constantly deliver on our client's complete facility needs.

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.**





# 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.

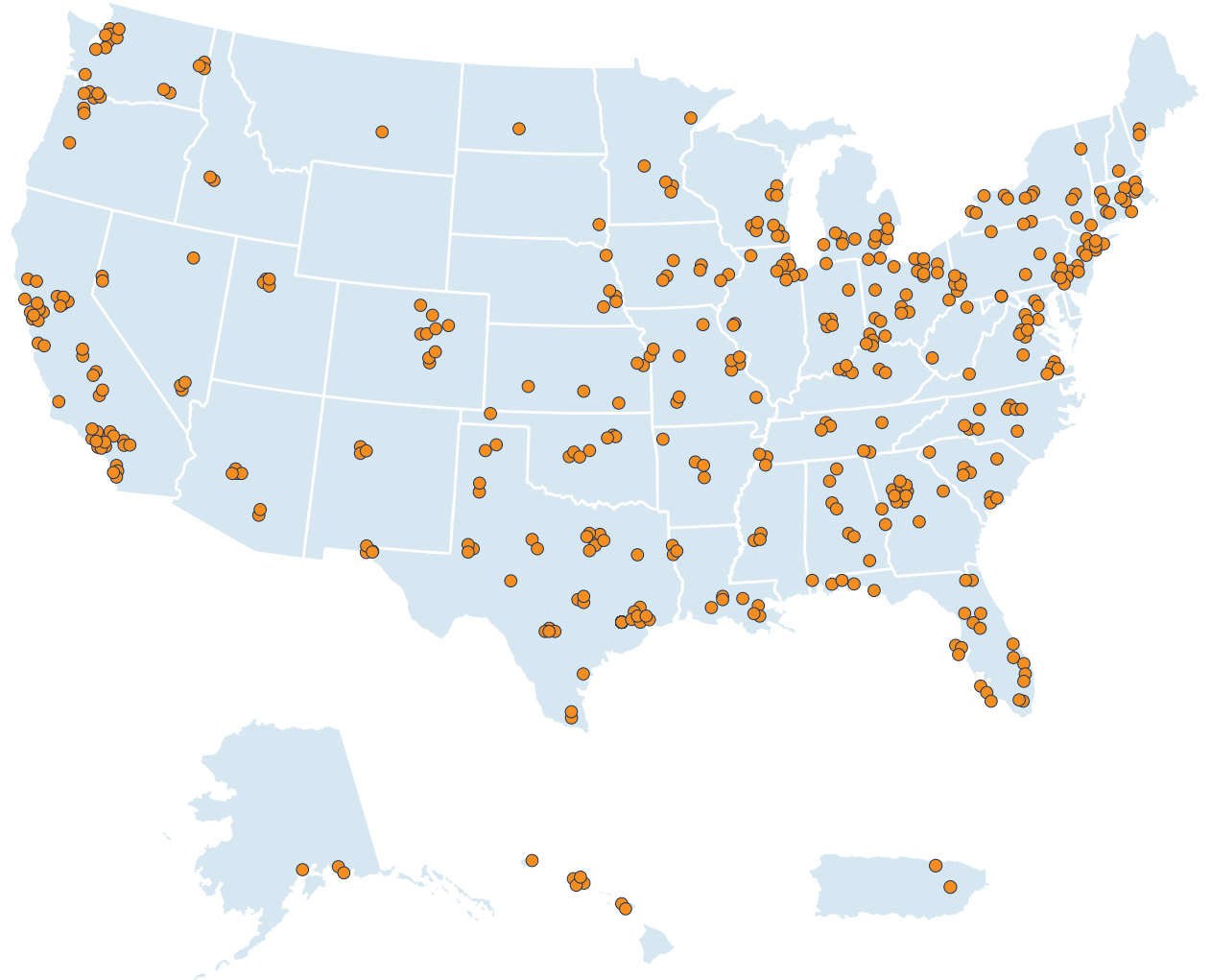
Our experts are highly trained and certified in facility systems and services. By working as one seamless operation, ABM delivers new levels of performance and efficiency.

## 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.

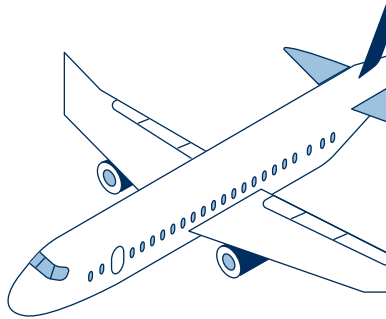
We're proud of the partners we serve, and the smooth, safe operations we help deliver every day.



# Taking Care of Your Entire Operation

## Aviation

- Airports
- Airlines



## Education

- Higher Education
- K-12 Education



## Healthcare

- Hospitals
- Medical Office Buildings
- Senior Living



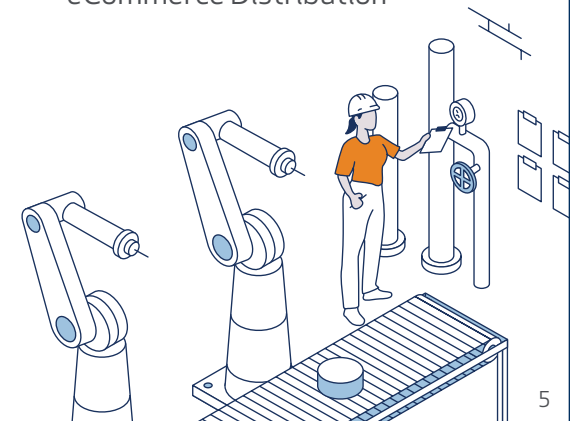
## Business & Industry

- 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
- Safety Training
- Predictive Maintenance
- 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
- Site Consultation & Analysis
- Integrated Technology & Reporting
- Preventive Maintenance
- Warranty Service & Repairs
- 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**

# Complete Facility Solutions for Life Sciences Operations

ABM delivers expertise specifically designed to drive value for every aspect of your Life Sciences controlled and non-controlled environments. By keeping your people healthy, your facilities compliant, your products contaminant-free and all your building systems up and running, we're helping you profitably operate at peak efficiency and prime productivity.

## Biotechnology

Put your time and focus into research and development, securing your intellectual property and building your team of skilled employees. ABM is an experienced and reliable partner that understands the current challenges and emerging opportunities in your space. We take care of everything from compliant cleaning to proactive maintenance programs, so you can take on operational efficiencies, uphold regulatory compliance and stay focused on the future.

## Medical Devices

Work with the focus and agility you need to navigate short product life cycles and stay at the leading edge of innovation and specialization in medical device advancement. ABM helps contain costs and risks with a team that's as equipped for reliable innovation as your company. With customizable dashboards, service benchmarking and work order management, you'll feel confident about your facilities while keeping your attention zeroed in on refining your products and developing new technologies.

## Pharmaceutical

Stay concentrated on researching, manufacturing and winning market share with your pharmaceutical breakthroughs. By outsourcing your facilities maintenance to ABM, you can rest assured you have a partner capable of helping you meet regulatory compliance and ensure patient health through the vital work you're doing—all while efficiently servicing your facilities and protecting your assets.

65+

leading Life Sciences companies rely on ABM

50+ million

square feet of pharmaceutical space serviced daily

25+ years

of experience serving the Life Sciences industry

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

## CASE STUDY: BIOTECHNOLOGY CENTER

# ABM High-Efficiency HVAC Retrofits and High-Performance Lighting Save 200,000 kWh of Energy Per Year

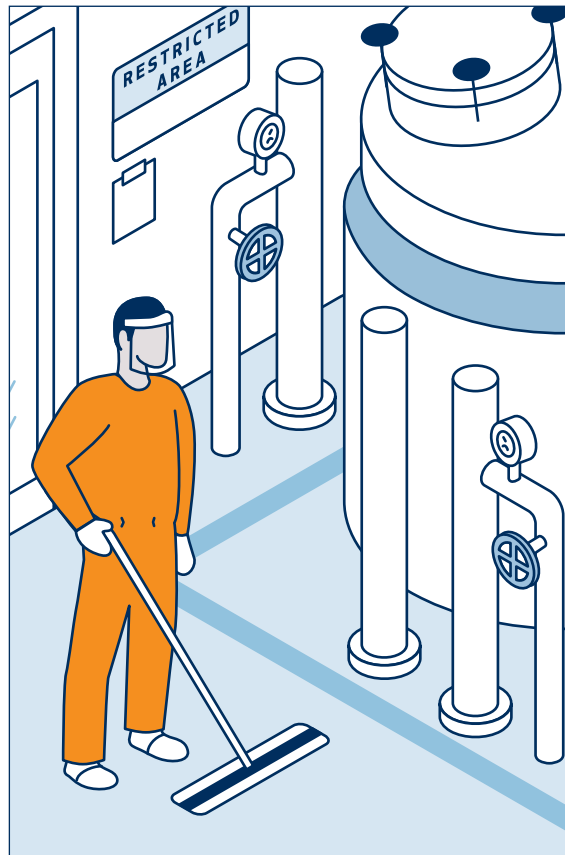
### Challenge

Originally built in 1991, this biotechnology center wanted to optimize its energy savings through capital improvements that needed to be funded by the ARRA grant in order to meet specific obligations.

### Solution

ABM installed a 32kW photovoltaic solar array to supplement the facility's electric demand, installed new high-efficiency HVAC retrofits, completed high-performance lighting system upgrades and implemented a state-of-the-art Tridium DDC control system to manage it all.

[Read the Full Case Study](#)



Benefits for client:

- **200,000 kWh energy savings per year**
- **Solar array to generate 41,000 kWh per year**
- **Improved controls with more efficient scheduling for events**
- **Improved indoor environmental quality, including comfort conditions and lighting levels**

Complete Building Care 

**ABM**  
Building Value

## CASE STUDY: INTERNATIONAL PHARMACEUTICAL COMPANY

# ABM Single-Source Facility Solutions Reduce Costs, Maintain Uptime and Deliver Quality

## Challenge

With patents on its best-selling drugs due to expire, the company needed to reduce facilities maintenance costs by shifting away from utilizing in-house subject matter experts (SMEs) and a wide variety of vendors for its facilities services—all while maintaining uptime and quality-level requirements.

## Solution

By helping the company centralize and streamline its maintenance efforts—and right-size the staff needed to perform and manage consistent, high-quality services across the company's entire facilities portfolio—ABM more efficiently leveraged the company's maintenance spend with the breadth and depth of its industry-certified facility services.

[Read the Full Case Study](#)



Benefits for client:

- *Simplified and improved reporting and information management*
- *Elevated short- and long-term **budgeting capabilities***
- *Streamlined overall management and **support resources***
- *Leveraged efficiencies and **economies of scale** by using a single vendor*
- *Increased worker **productivity, resulting in labor savings***
- *Implemented **national best practices** and standard operating procedures*

Complete Building Care 

**ABM**  
Building Value

# Trending Data and Response Plans in the Cleanroom Setting

## Challenge

Contamination within a controlled environment can lead to a variety of problems that can stretch all the way into the hands of your consumers and even leave your company out of compliance with the FDA. You might experience products breaking down after their release (due to above normal particulate levels), costly recalls (due to contamination) or even injury to consumers (due to contaminated products).

## Solution

In addition to clearly spelling out and following sanitation procedures and standards, your operation needs consistent measurement of microbes and particulate matter, pre-set alert limits and drafted response plans to readings above acceptable levels. Being proactive and responsive to your environmental monitoring (EM) data can help head these problems off by assuring a consistent state of control.

[Read the Full Whitepaper](#)



## Executive Summary:

- *Discover controlled environment **best practices***
- ***Great questions to ask cleaners at the RFP Stage***
- ***Explore two theoretical trending data scenarios and their solutions***





