

A photograph of a modern building interior, likely a shopping mall or office building. The space is characterized by a high, white, ribbed ceiling and large glass windows. Several escalators with glass railings lead to upper levels. People are seen walking on the ground floor and on the escalators. The overall atmosphere is bright and clean.

ABM *for* CRE

# Total Building Health

Solutions to Drive Value for Owners, Property Managers  
and Their Tenants

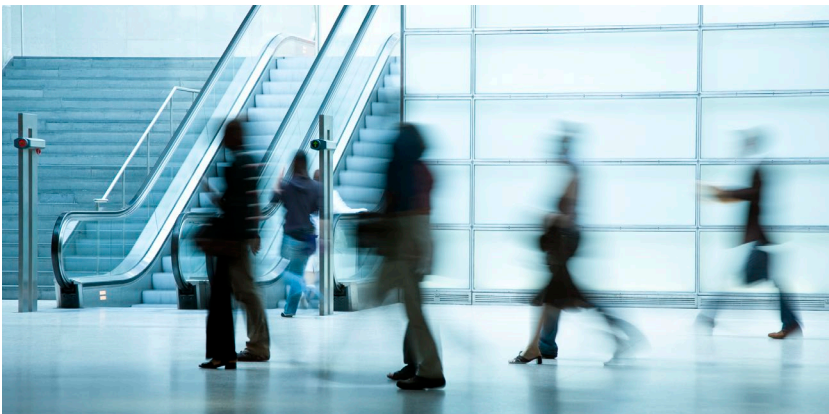
# Scale and Expertise for Total Building Health

Both occupants and property managers are approaching re-entry in 2021 with higher levels of caution than ever before. A healthy and visibly safe workplace is both essential and expected.

ABM teams have been working collaboratively with clients before the pandemic reached the U.S. and throughout the crisis to help ensure that buildings are safe and resilient for all occupants.

We deliver unparalleled scale, expertise, resources and technology to meet the janitorial and facilities solution challenges of today and for the years ahead. Integrated solutions and 1:1 relationships work together to deliver **total building health** to help keep occupants safe while achieving your tenants' and owners' satisfaction.

ABM provides single-source services for more than four billion square feet of commercial office buildings around the country, serving many of the top commercial real estate, property management and corporations in the country.



4B+

Square feet of commercial buildings serviced every day.

100K+

People nationwide.

1,100+

USGBC LEED-certified registered sites.

15+

Industries from Commercial Office Buildings to Manufacturing, Technology, Healthcare, Education and more.

100+

Years of commercial janitorial expertise.

50%+

Of Fortune 500 companies rely on ABM.

# Outcomes for Today and Years Ahead

ABM CRE solutions provide the expertise, services, resources and technologies you need to help maintain the cleanliness, health, safety and appearance of your buildings while building lasting tenant confidence. ABM is focused on creating programs for today's pandemic and beyond.

## Fact-based Risk Assessments

ABM has developed fact-based site audits for high-touch surfaces and a Healthy Building Risk Assessment for indoor air quality. These provide benchmarks and priorities for cleaning and disinfection along with needed improvements to HVAC systems to help manage viral spread.

## Access to Trained Cleaning Teams

With more than 100,000 employees nationwide, ABM attracts dedicated individuals who value a culture that provides a career path and not simply a job. ABM's focus on talent enables us to quickly attract, train and retain top people to help clients expand needed facility solution support which will be critical as more people return to their workplaces. We staff the right

teams with the right training, dedication and people skills to add value to your environment.

## Secure Supply Chain

As one of the largest purchasers of cleaning and sanitation products in the country, ABM has a dedicated supply chain for products, PPE and other critical materials that were in short supply during the early months of the pandemic. The size of our client base and our strategic purchasing agreements ensure ready access to material across a complex supply chain.

## Expert Advisory Council

The strategy for the development of ongoing innovation and training is backed by ABM's Expert Advisory Council. The council is composed of internal members, as well as consultants from leading academic institutions, who have spent their careers focused on Infection Prevention and Control for surface cleaning and disinfection and Industrial Hygiene and Engineering.

## ABM IMPACT:

### Commercial New York High-Rise, \$100K in Annual Savings

A high-end high-rise was experiencing frequent lighting outages and sky-rocketing utility bills. ABM modernized and improved common area lighting, decreased lighting maintenance and saved more than \$100,000 in energy costs.

- Midtown Manhattan, privately owned
- 700,000 square feet, 49 floors
- 18 corporate tenants

**CHALLENGE:** The original 1980s fluorescent lighting fixtures were causing frequent outages, disruption for tenants, compromised security and increased maintenance costs. The inefficient lighting resulted in huge utility bills and wasted energy.

**SOLUTION:** After an audit, ABM recommended replacement of 1,800 old fixtures. All elevators, bathrooms, mechanical rooms, lower level lobbies, corporate offices and the parking garage now have reliable, high-efficiency LED technology.

As a market partner of Con Edison, ABM helped the building owner receive an \$80,000 rebate to help pay for the project.

#### BENEFITS:

- \$100,000 in annual energy and electrical savings
- \$80,000 rebate
- 79kWh reduction in annual energy usage
- Decreased lighting maintenance costs
- Increased lighting quality
- Improved building efficiency and productivity



# On-site Expertise Backed by National Resources

From single office buildings to multiple sites, ABM provides a single-source of expertise and services to deliver quality building maintenance to make your spaces safe and comfortable for your occupants.

ABM CRE comprehensive services are staffed and managed by teams recognized for their training, consistency and attention to detail. This gives you the ability to easily add services and gain operational and cost efficiencies.

## Understanding Your Building's Unique Needs

One size does not fit all. ABM people consistently take the extra steps to understand every square foot of your buildings, your tenants and your priorities. This enables us to customize solutions for your immediate needs while providing ready access to expanded services.

## Performance and Value Metrics

ABM quantifies the value it delivers to your buildings and tenants. We use comprehensive metrics in team training and in evaluating the work we do in your facility. Our culture is based on continuous improvement.

## Proactive Solutions

ABM often starts with clients by providing a core service such as janitorial or engineering. Over time, our understanding of your facility and priorities enables us to proactively recommend additional solutions to maximize your facility service budget, streamline operations and simplify vendor management.



# Comprehensive Services for Total Building Health

From single office buildings to multiple sites, ABM provides a single-source of expertise and services to deliver quality building maintenance to make your spaces safe and comfortable for your occupants.

ABM CRE comprehensive services are staffed and managed by teams recognized for their training, consistency and attention to detail. This gives you the ability to easily add services and gain operational and cost efficiencies.

## Commercial Janitorial

Clean, disinfected public spaces and offices are now an essential sign of building health and safety. ABM provides a full range of expert commercial janitorial services and follows strict protocol that reassure and make a positive impression on occupants. Our team of well-trained, personable, trustworthy janitorial pros will help keep your office clean and welcoming.

## Cleaning and Disinfection with EnhancedClean™

Our EnhancedClean program helps property management professionals offer building occupants safer, healthier spaces. Our certified disinfection program was developed alongside independent experts in infectious disease and industrial hygiene. A three-step approach and certified training ensure that high-touch and other building surfaces are cleaned and disinfected with the correct frequency and products to help manage viral spread. The program is continuously updated to reflect best practices.

## Improving Indoor Air Quality with EnhancedFacility™

The ABM EnhancedFacility program delivers a fact-based approach to understanding potential indoor air quality risks, priorities and recommended solutions tailored to the unique needs of your building. An 11-question Healthy Building Risk Assessment provides data to establish a baseline and cost-effective strategies to improve IAQ to help reduce viral transmission.

## Facilities Engineering

Keep your commercial office building safe, comfortable and energy efficient. With ABM's best-in-class engineers as your maintenance team, you can be confident in the consistent quality of your facility. We will analyze your conditions and operations to customize a program that conserves energy, lowers risk and cost, and controls administrative and subcontractor labor demands.

## Parking and Transportation

Park and transport your visitors and employees with confidence and convenience. Our people will ensure that your people feel happy and secure. ABM undertakes stringent employee screening, hiring and training procedures across every role from shuttle service to parking facility management. We serve parkers and parking facilities with technology and know-how to keep costs down and satisfaction up.

## Landscape & Grounds

The moment people step onto your property, they form an opinion. Your grounds maintenance should project the best image of your building for visitors and enhance the environment for your customers. ABM will tailor a solution that provides an attractive, pest-free landscape, customized to your needs.

## Electrical and Lighting

ABM electrical and lighting experts take a proactive approach to reduce energy, improve building safety and enhance the visitor experience—without adding operational cost. ABM is one of the only electrical service providers in the country with the expertise and capabilities to self-perform the entire spectrum of NFPA 70E compliance services. Our teams help improve system reliability, increase equipment uptime, enhance safety, reduce costs and prevent unexpected failures.

## HVAC and Mechanical

ABM takes a proactive approach to facility maintenance and has the expertise to protect your assets, reduce capital expenditures and realize energy savings. We provide HVAC and mechanical solutions to keep your systems running efficiently, effectively, safely and sustainably, so you can boost the performance of your building and ensure the comfort and safety of everyone inside.



## EV Charging Stations

The growing number of electric vehicles (EV) has shifted the refueling paradigm. Commercial buildings with EV charging stations recognize a host of benefits from happier tenants, competitive differentiation and new revenue streams. ABM is a leading installer of EV charging stations and has the experience and capabilities to bring this innovative offering to your commercial building.

## Specialty Services

ABM is also staffed to help you centralize the completion of smaller maintenance tasks instead of working and coordinating with multiple vendors. From window cleaning to handyman services, painting and seasonal work, ABM has specialized teams on-call to help on a wide range of maintenance and cleaning projects.

## Mission Critical

Unplanned downtime can cost you millions of dollars and put your business at risk. Partnering with ABM gives you a single source for maintenance, operations, and management of mechanical and electrical equipment. Our experienced, factory trained and certified technicians keep even the most sensitive and complex environments running at peak efficiency.



# ABM IMPACT:

## Rebirth of a Historic 2-Million Square Foot Urban Landmark

To bring a historic building back to life as a vibrant urban landmark with offices, restaurants, stores, residences and event space, the developer brought in ABM from almost day one.

### History Reborn into Urban Chic

Located at the end of an urban walking path along a former rail line, the facility dates back to the 1920s and served as a warehouse, store and corporate offices in the 1980s before remaining vacant until renovation and reopening in 2014.

The expansive complex features reclaimed wood floors, exposed brick and up-cycled iron details. Windows have their original glass panes, which have been restored for energy efficiency.



- 10 stories
- 550,000 sq. ft. of Class A loft office space
- 300,000 sq. ft. of retail
- 40,500 sq. ft. of educational space
- 33,000 sq. ft. of open space and landscaping
- 260 apartments
- Event and rooftop entertainment areas
- \$300 million in rehab
- National Register of Historic Places
- LEED-Gold certification

# Rebirth of a Historic Landmark

## A Partner Committed to Every Detail

ABM's Special Services division helped the property owner/developer, starting with a walk through when the building was a hollowed-out shell. ABM identified priority projects from renovation to opening and ongoing maintenance.

## Ongoing Support and Maintenance

ABM janitorial division now provides ongoing support for anything related to maintenance. ABM's Special Services remain at the ready when needed for advice or projects. When it is needed, our team is there. To be available for immediate needs ABM's Account Director has an office onsite.

## Multi-Use Takes a Multi-Talented Partner

This iconic property must maintain its brand—everything must be kept clean, beautiful, welcoming, safe, sustainable and functional. ABM provides green cleaning, day porter, trash removal, pressure washing, graffiti removal, periodic deep cleaning, painting, and other interior and exterior services.

## Teamwork, Branding and Customer Experience

Many ABM teams are public facing, so emphasis is placed on building a team that cares about service excellence and serves as an extension of the brand and its collaborative “we’re all here for the same reason” culture.

Both ABM and clients interview applicants for job expertise and excellent social and communication skills to serve as ambassadors who greet and direct visitors. No detail is overlooked. The ABM team even wears vintage-look uniforms to reflect the landmark property's history.

### INITIAL PRIORITY PROJECTS:

- Floor and hard-surface restoration; concrete cleanup, sealing and grout restoration
- Pressure washing; concrete, brick, parking lot, beams
- Graffiti removal; painting interiors and some exterior
- Window washing
- Carpet extraction and repair
- Restroom countertop polishing and acid washing; minor plumbing repairs
- Parking lot striping

**“We believe in a hands-on, eyes-open, proactive service with a partnership mindset.”**

—Cecilia Cordero,  
ABM Account Director





# Best Practices from the Largest Companies in the Country

ABM is one of the largest facility solution companies in the world, working with companies in all industries and sectors, from Fortune 500 leaders to the top property management companies, manufacturers, airlines, airports, universities and healthcare systems.

## Expanded Expertise

ABM applies best practices across all our clients. Our depth in healthcare was the core of our EnhancedClean program that brought hospital-grade processes and protocols for enhanced cleaning and disinfection to help facilities in all sectors respond to the pandemic to help keep people safe. With ABM, you gain both specialized and expanded expertise to incorporate new systems and technologies to facility management and total building health.

## Dedicated Training

ABM applies a consistent and disciplined approach to all the services we provide. Best practices in process, training, protocols and measurement enable us to deliver higher quality and higher cost efficiencies.

## Innovation for What's Next

As an industry leader, ABM has teams identifying and prototyping new technologies and systems to optimize facility solutions and health. We are a national leader in EV installations. Instead of seeing facility solutions as a set of discrete services, we are working with many clients to adopt a holistic approach to create new efficiencies and values through services that work more closely together.



# A Higher Level of Facility Solutions with Total Building Health

While the pandemic may be a moment in time, our clients and teams believe it will have lasting impact that will require more comprehensive approaches to cleaning, disinfection and overall building health to help keep people safe.

ABM believes that our unparalleled expertise in facility solutions and janitorial services will drive outsized value for your assets, tenants and business goals. We excel in establishing the 1:1 partnership that is critical to understanding your priorities along with both the right services and flexibility to gain additional support and supplies when needed.

Let us demonstrate how we can bring new thinking and new success to help you care for your buildings.

[ABM.com/CRE](https://abm.com/cre)  
**866.624.1520**

