

# Total Building Health

Solutions to Drive Value for Owners,  
and Their Employees



# Scale and Expertise for Total Building Health

Both occupants and facilities managers are approaching re-entry in 2021 with higher levels of caution than ever before. The safety of buildings, high touch surfaces and indoor air quality are now essential for both occupant health and employee retention.

People expect to see and know that they are returning to safe workplaces for now and into the future. It's about delivering total building health and not merely traditional cleaning and climate control.

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 employees and owners' satisfaction.

ABM provides single-source services for more than four billion square feet of commercial office buildings around the nation, 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

**100+**

years of commercial  
janitorial expertise

**1,100+**

USGBC LEED-certified  
registered sites

**50%+**

of Fortune 500  
companies rely on ABM



**15+**

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

# Comprehensive Services for Total Building Health

From single office buildings to multiple sites and corporate campuses, 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 protocols 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 facilities 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 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 corporate 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 Corporate buildings with EV charging stations recognize a host of benefits from happier tenants, employees 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.



# 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 corporate office while building lasting occupant 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.



## Indoor Air Quality, Occupant Health and Employee Retention

ABM's EnhancedFacility program focuses on improving indoor air quality (IAQ) to foster better occupant wellbeing through improved building health, safety and efficiency. We can help you implement effective IAQ strategies to help reduce viral transmission.

Several new and advanced biohazard disinfection technologies for air and surfaces may be effective depending on the unique needs of the facility, including:

- Needlepoint bipolar ionization technology within HVAC systems
- Dry hydrogen peroxide generation,
- Far-UV and UV-C lighting technologies

For owners and facility managers, these recommendations help prioritize budgets—to focus on actions that will make the most impact.



# On-site Expertise Backed by National Resources

With ABM, exceptional, consistent service is a promise. We combine the knowledge of your building and market with our national operational capabilities and expertise.

ABM self-performs most of our facilities solutions, but has access to additional capabilities when you need them. This approach gives you deep support at a local level as well as consistency for management of facilities in different cities, states or countries.

## 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 corporate office, your employees 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 corporate office and employees. 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.





# Corporate Office, Data Centers and Branches

Read how ABM helped one of the largest banking institutions in the U.S. improve the quality and consistency of their janitorial services, cut costs, increase efficiency, and more.



This leading global financial services firm is also one of the largest banking institutions in the United States, with operations worldwide.

## Challenge

Visited by tens of thousands of customers, high-profile clients, and employees daily, it was important for the company's Northeast operations facilities to reflect its world-class brand. To achieve this, and ensure a pristine work environment to one and all, they needed to improve the quality and consistency of their janitorial services. The company recognized they needed a trusted facilities solutions partner to help. They also wanted a one-stop shop with a single point of contact who could manage and provide other specialty services for the operation's corporate headquarters, data centers, 1,000 branch offices, and 20 administration buildings. They turned to ABM because of our expertise and proven track record of innovation and success.

## Solution

ABM developed a customized program that was efficient, flexible, and cost-effective. We implemented best-practice quality management that included detailed daily work schedules, continuous training, regular inspections and reporting, and corrective and preventive action meetings to continually improve our service. The program integrated full-time day porters for the workday, after-hours night cleaning, and a host of other specialty services such as window washing, handyman services, and painting activity. By providing the appropriate number of highly-trained and qualified personnel, ABM's staff was able to more efficiently target specific area needs and requirements, handle daytime emergencies, and deliver personalized services with minimal disruption to employees and high-end tenants. Additionally, ABM implemented an Emergency Response Team (ERT) comprised of specially trained individuals to assist with flood issues, snow removal, and any other emergency required response. Now when natural disasters occur, ABM's ERT is immediately deployed, allowing the facilities to remain operable to staff and customers.

## Benefits

Without jeopardizing quality, ABM was able to provide the client with service and satisfaction they were looking for. This type of service delivery embodies ABM's corporate purpose "to take care of the people, spaces, and places that are important to you."

### CLIENT BENEFITS INCLUDED:

- Delivered reliable, high quality, personalized service with minimal disruption
- Cut costs and increased efficiency with appropriate staffing numbers and quality
- Provided continuous improvement through best practice quality management services
- Improved communication between staff and the client
- Increased visibility and transparency of janitorial operations





# 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.

## R&D 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)

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