



ABM Engineering Success Stories

How proactive ABM engineering solutions
are creating critical differences for clients.

Engineering⁺



Engineers Who Add More Value, Day In and Day Out

ABM provides comprehensive and proactive engineering solutions to clients in diverse industries across the country. While on-site engineering and day-to-day preventive maintenance is always job 1 for our chiefs and their crews, our clients say it's how our engineers consistently go above and beyond that makes the difference—for occupant comfort and for consistent operational efficiency.

Here are some recent success stories.



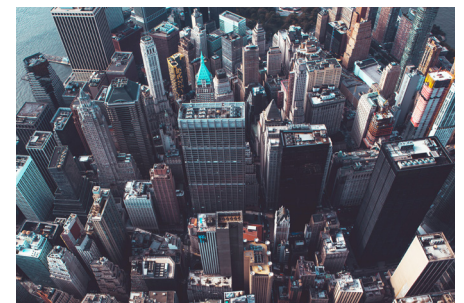
**Leading Multi State Credit Union:
Customized Solution Adds Value
Across All Operations**



**Northern California Emergency
Services Center: Resilience
Amidst Wildfire**



**Maintenance Center:
Overnight Response Keeps
24/7 Operations Going**



**Midtown NY High Rise: Lighting
Retrofit Generates Ongoing
Energy Savings**

Leading National Credit Union, 8 States

Customized Solution Adds Value Across All Operations

With a “people first” emphasis and branches stretching from the Pacific Northwest to the Southeast, this member-owned financial institution is powered by a “people-before-profit” philosophy.

The organization invests its 500,000+ members with personalized financial services, banking solutions and innovation to all aspects of its business. Its members work for some of the largest and most respected technology-oriented companies in the world.

Challenge 1: Subcontracted services falling short

In 2017, a new director of workplace services quickly identified that the company’s outsourced engineering and janitorial provider was falling short in both responsiveness and quality. As the director started to learn more about the existing relationship, they learned that part of the issues were because about 90% of the work was subcontracted. “I started looking for a better solution and knew of ABM.” Understanding that optimal employee experiences translate into outstanding customer experiences, the director sought out ABM for a customized approach.

Challenge 2: Critical support during the pandemic

The COVID-19 pandemic hit just a few years into the relationship. Because financial institutions are part of critical infrastructure, credit union staff were essential workers and had to maintain continuous operations. ABM was “proactive” in its response with EnhancedClean™ cleaning and disinfection protocols, enhanced air filtration and in ensuring that locations were covered for cleaning, paper, and health and safety supplies that were in short supply during early months of the pandemic. “That went straight to our executive team,” the director said. “This is an important partner for us.”



40+ Locations

LEED Gold Certified,
156,000 square-foot
corporate headquarters

500,000+ members

\$14B+ in total assets

Serves employees from
some of the world’s leading
technology companies

ABM client since 2017

Leading National Credit Union, 8 States

Solution: Customized solution to centralize control to elevate performance

The client's goal was to provide a customized approach for centralized engineering and janitorial support for 40+ locations across eight states. The director wanted single point accountability and services that aligned to the S&L's monthly quarterly business reviews and KPIs.

ABM's work serves more than 40 locations across eight states as well as the S&L's LEED-certified corporate headquarters. ABM's chief engineer works at the S&L's headquarters with a desk near the workplace services director and serves as a "command center" for engineering and janitorial services.

ABM's chief engineer helps troubleshoot for both engineering and janitorial services and escalates issues when needed.

ABM manages:

- Scheduled preventive and predictive engineering at all locations
- Climate control
- Energy efficiency
- Indoor air quality
- Community garden support
- Generator and uninterruptible power supply maintenance
- Demand work orders
- Job ticket response monitoring
- Janitorial
- Quarterly Business Reviews aligned to client KPIs

Results: A more responsive, more proactive partnership

- Over the past five years, ABM has become a partner to the director of workplace services and to the credit union.
- Provided needed cleaning/disinfection services and supplies to maintain operations during the pandemic
- Boosted response times
- Introduced green products as part of "Green Housekeeping Program" to ensure sustainable cleaning and maintenance for LEED Gold Certified headquarters
- Developed support metrics to help the credit union meet ambitious Environmental, Social and Governance goals

Today, ABM is part of the organization's long-range planning process and provides ready access to ABM technical expertise as the credit union works to meet the needs of its members and employees.

Engineering Services

Hands-on expertise

- Stationary chief engineer
- Engineering manager
- Engineering crews

Mechanical infrastructure operations and preventative maintenance

- Climate Control
- HVAC
- Filters
- Lighting
- Electrical & Power
- Physical Plant Operations

Specialized Technical Services:

- Electrical & Lighting
- Power
- Energy
- HVAC & Mechanical
- EV Charging

Resilience Amidst Wildfire

The emergency operations center serves as a hub for the county's fire, sheriff's office and 911 services. ABM provides comprehensive engineering services for the facility.

- HVAC & Mechanical
- Electrical Systems
- Emergency Power Generation
- Mechanical & Electrical Plant Equipment
- Building Automation System Controls

Challenge: Wildfire threatens emergency operations, building safety and occupant health

In the fall of 2019, a massive wildfire in an adjacent county was raging through the wine country and the rugged, forested terrain of the region. The wildfire eventually burnt nearly 80,000 acres, threatening more than 90,000 structures until it was contained.

During the fire, the emergency center's HVAC systems were compromised, threatening critical response for the county's emergency operations and first responders.

Solution: ABM emergency action plans

In the midst of the crisis, power outages and mass evacuations, ABM teams implemented emergency action plans to improve indoor air quality and ensure continuous power to support the emergency operations on site.

- Charcoal filters installed to reduce smoke particulates
- Air purges performed to improve indoor air quality during lulls in the EOC
- 24/7 EOC support provided with modified shifts for ABM teams
- Emergency generators manned during frequent power outages

Results: Above and beyond action maintains operations

Despite nearly two weeks of fire danger, ABM engineering teams kept the emergency operations hub running and responding.

- EOC power was not interrupted
- Air quality was improved for first responders despite the extensive smoke
- ABM was asked to build integrated action plans for future fires and emergency events

ABM engineers also volunteered to come in to support the EOC after ensuring their own families were safe from the fire.



Two-building, **465,000** square-foot office complex on **35** acres

~118,000 square feet for county first responders

LEED Gold Certified

Hub for Emergency Operations Center, Fire Department, Sheriff's Office and 911 services

San Jose, CA

Overnight Response Keeps 24/7 Maintenance Center Operating

This Regional Transit Facility serves as the “nerve center” of a commuter railroad, where dispatchers direct and monitor train traffic. It also accommodates inspections, maintenance, repairs, train washing and storage. ABM has provided on-site facilities services for the facility since it opened in 2007.

Operating 24x7, the facility includes a central control building, a three-floor, 58,800 square-foot maintenance shop building, a 3,000 square-foot water treatment plant, a fueling station and an automated train wash. ABM’s work includes engineering services and maintenance for the facility’s lighting and electrical systems.

Challenge: Late night damage blocks access

At about 10 p.m. on a Saturday night, a disoriented driver crashed into a light pole, completely blocking the main entrance and preventing access to the facility. The facility did not have a vendor in their system capable of responding to the situation immediately and reached out to ABM for assistance.

Solution: Instantaneous response

ABM’s local account manager contacted our Lighting and Electrical group for an emergency response to safely remove the pole. ABM:

- Sent a representative to assess the situation and develop a plan to safely remove the damaged pole
- Provided an estimate to the facility representative, who in turn gave verbal and email approval for the work to commence
- Completed work within 6 hours of being alerted

The damaged pole was removed and work was completed at approximately 4 a.m., and the next morning’s shift change was able to occur without interruption to site operations.

Results: Overnight response keeps facility on track

ABM was able to leverage internal resources to meet the client’s emergency needs in a situation that typically requires an outside subcontractor. This enabled a faster response and eliminated the need for a separate contract or insurance certificates for the work prior to performance.



Centralized Equipment Maintenance & Operations Facility

24x7 operations

Multiple buildings:
Central control building,
58,800 square-foot maintenance shop, 3,000 square-foot water treatment plant

20 acres

ABM client since 2007

New York City High Rise

Lighting The Way to \$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 annually in energy costs.

Challenge: Inefficient lighting

Built in the early 1980s, the building's original fluorescent lighting fixtures were causing costly issues. Frequent outages were disruptive to tenants, compromised security and increased maintenance costs. In an age of high utility rates and focus on conservation, the outdated and inefficient lighting technology resulted in huge utility bills and wasted energy. To permanently fix the increasingly costly situation, the building owner determined it was time for a lighting upgrade.

Solution: New options from a proven partner

Learning that its long-time janitorial partner, ABM, was also a leading provider of electrical and lighting solutions, they turned to ABM teams for advice. As a product-neutral expert in energy-saving lighting retrofits, ABM has saved many clients millions in energy and utility costs over the years.

After an extensive audit, ABM found the best solution for this building was to replace 1,800 old fixtures in the common areas. All the elevators, bathrooms, mechanical rooms, lower level lobbies, corporate offices and the parking garage were replaced with high-efficiency, cost-effective LED lighting fixtures and technology.

700,000 square feet

49 floors

1980s construction

18 corporate tenants

Privately owned



New York City High Rise

For this building owner, ABM followed a process we use across our clients: We let the data and the problem drive the solution. In this case going beyond the retrofit to gain an energy rebate.

Services:

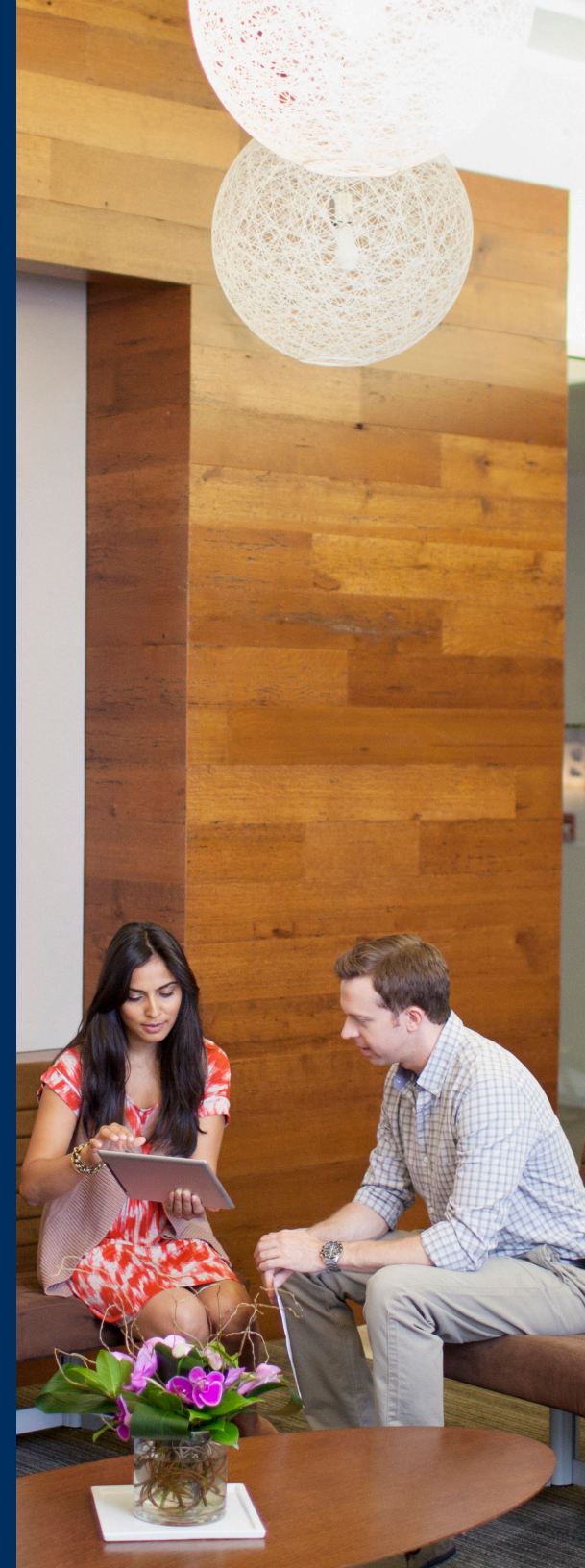
- Building and lighting systems audit
- Lighting fixture and technology recommendations
- Lighting retrofit
- Rebate management with Con Edison

Results

By modernizing and improving common area lighting, ABM helped the building owner generate ongoing cost savings, decrease lighting maintenance, improve safety and enhance the tenant experience.

- \$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

This Manhattan office tower is one example of how ABM gives clients expedited access to experts in specialized technical services to meet ever-changing building needs. ABM solutions frequently focus on solving the immediate problem in ways that generate ongoing savings.



ABM Engineering+: Expertise at scale

ABM has listened to clients and developed a more comprehensive, more accountable and more valuable approach to self performance of on-site facilities engineering: Engineering+.

Our approach is customized to today's facility managers, who demand a more proactive and integrated approach to create healthier, more comfortable and more efficient spaces.

ABM provides on-site engineering expertise plus expedited access to specialized technical services—all supported by the resources, training, certifications, talent pipeline and standardized operating procedures of an industry leader.

Industries

- Aviation
- Commercial Real Estate
- Data Centers/Technical Services
- Healthcare
- Hospitality
- Life Sciences
- Manufacturing & Distribution
- Residential
- Retail
- Sports & Entertainment



10,000+ Engineers

1 BILLION+ Square Feet
Served

\$6.4 BILLION Annual Revenue

350+ U.S. Branches

1,750+ Maintenance
Technicians on the Road

It's Time to Get More from Your Engineering Services.

Every day, ABM engineering solutions are adding more value for clients by driving operational efficiencies, building asset value and elevating occupant experiences. Let us show you how ABM's engineers, operational best practices and specialized technical services can give you more.

Call our engineering team at **1.877.201.0109**
or visit **abm.com/engineeringplus**

