

A man, a woman, and another woman are standing in a modern building with large glass windows. The man is pointing at a tablet held by the first woman, and the second woman is holding a laptop. They are all looking at the tablet. The background shows a city street with trees and buildings.

# ***FORWARD TOGETHER.***

How data and collaboration work together to help create healthier buildings for everyone.

# Healthier Starts Now

The pandemic has created a step-change for people's expectations of building health and safety. From indoor air quality to high-touch surfaces, people now require their buildings to be safe so they can be confident at work, in schools, traveling and cheering their favorite team.

ABM believes in solutions. That's why we are working closely with building leaders around the country to develop fact-based, collaborative approaches to achieve healthier buildings—now and for years ahead.

Our experts and team members do this by working to unify often disconnected building services and systems to create a building ecosystem that is healthier and more sustainable so everyone is more confident and more comfortable in your spaces.



Here is our plan to move forward together with leaders like you.

- Solutions for a Time of Transition
- Create Healthy First Impressions
- Design a Healthier Infrastructure
- Minimize Risk with Data
- Achieve Healthier Surfaces & Air
- Improve the Air People Breathe
- Safeguard the Surfaces People Touch
- Collaborate for Health & Wellness
- Take Positive Steps Now



# Solutions for a Time of Transition

Infection rates are decreasing, vaccination rates are increasing, professional sports stadiums are returning to full capacity, air travel is on the rise and the first wave of office reopenings is starting.

## Positive Signals and Questions

The signals of the long-awaited return to normal life seem to be here. However, as people return to work, schools, airports and public buildings, they will see these spaces differently than ever before. Is this building safe? Is it healthy? Can I be confident being here?

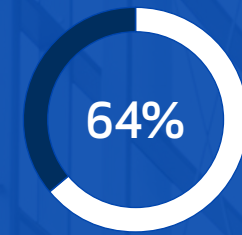
For more than a year, people have created their own bubbles to protect their own health and the health of their families. Returning to public life and to your building introduces risk. Your responsibility is to demonstrate that your facility is committed to occupant health and safety.

## Safety in Numbers?

Pew Research Center surveys about returning to the workplace indicated that 64% of people said they would feel uncomfortable returning, with 31% feeling very uncomfortable. Being exposed to the coronavirus was a major concern for 57% of respondents.

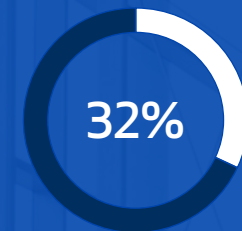
That concern is compounded by more than 30% of adults who remain skeptical of the vaccine. According to the May 2021 KFF COVID-19 Vaccine Monitor, 13% of adults said they would “definitely not get” the vaccine; 7% said they would if required by their employer, their school or another group; and 12% said they would “wait and see” how the vaccines affected others.

The combination of people being concerned about their own health and a group stating an unwillingness to be vaccinated is likely to create a tension in the workplace for corporate and facility leaders to manage. As much as the country wants an “all clear,” there will be a period of transition along with multiple protocols adopted during the pandemic becoming permanent.



of people feel uncomfortable about returning to the workplace

Pew Research Center



of adults remain skeptical of the vaccine

KFF COVID-19 Vaccine Monitor

# Create Healthy First Impressions

Throughout the next year, people will be returning to your buildings for the first time in more than a year. People who have been in the office will start seeing more and more colleagues return. Most companies say they will bring people back in phases.

This means that first impressions will be created and repeated throughout the year. Each of these first day moments will be personal. Each is your opportunity to create a safe, welcoming first impression throughout your building.

## First Impression Checklist

### ❑ Maintain or expand your cleaning, disinfection and safety protocols.

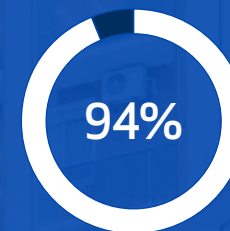
From doors and railings to elevators, escalators, public spaces, cafes, restrooms and offices, demonstrate your commitment to health and safety throughout your building by maintaining or expanding your cleaning and disinfection program.

### ❑ Provide visual assurance of safety.

Clearly communicate building policies, social distancing guidelines, and your cleaning and disinfection practices with signage throughout your building. Share program details with your tenants to share with their employees.

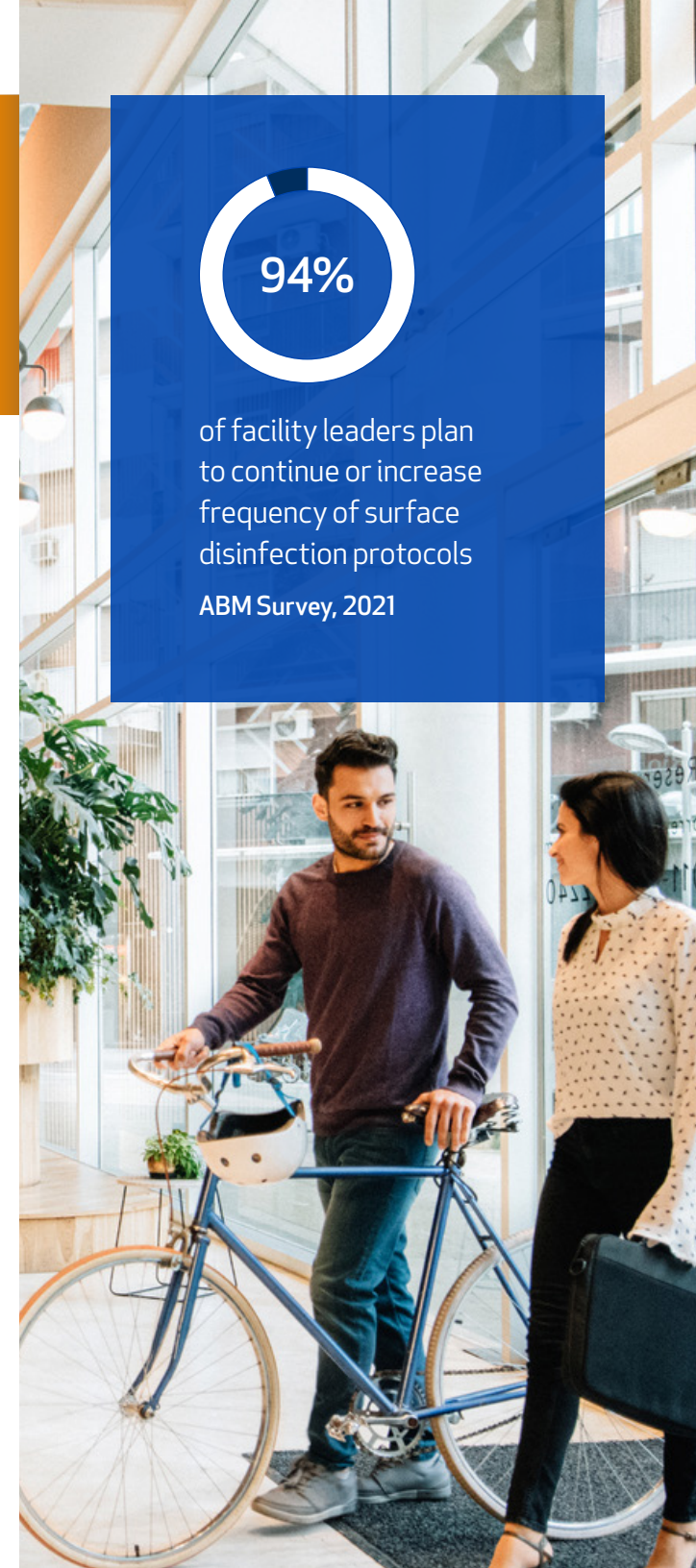
### ❑ Ensure cleaning teams are visible doing their work throughout the day.

During the pandemic, cleaning teams were seen by the public as essential frontline workers. That is still true today. Take steps and staff teams to maintain a presence and cleaning frequency throughout the building, throughout the day.



of facility leaders plan to continue or increase frequency of surface disinfection protocols

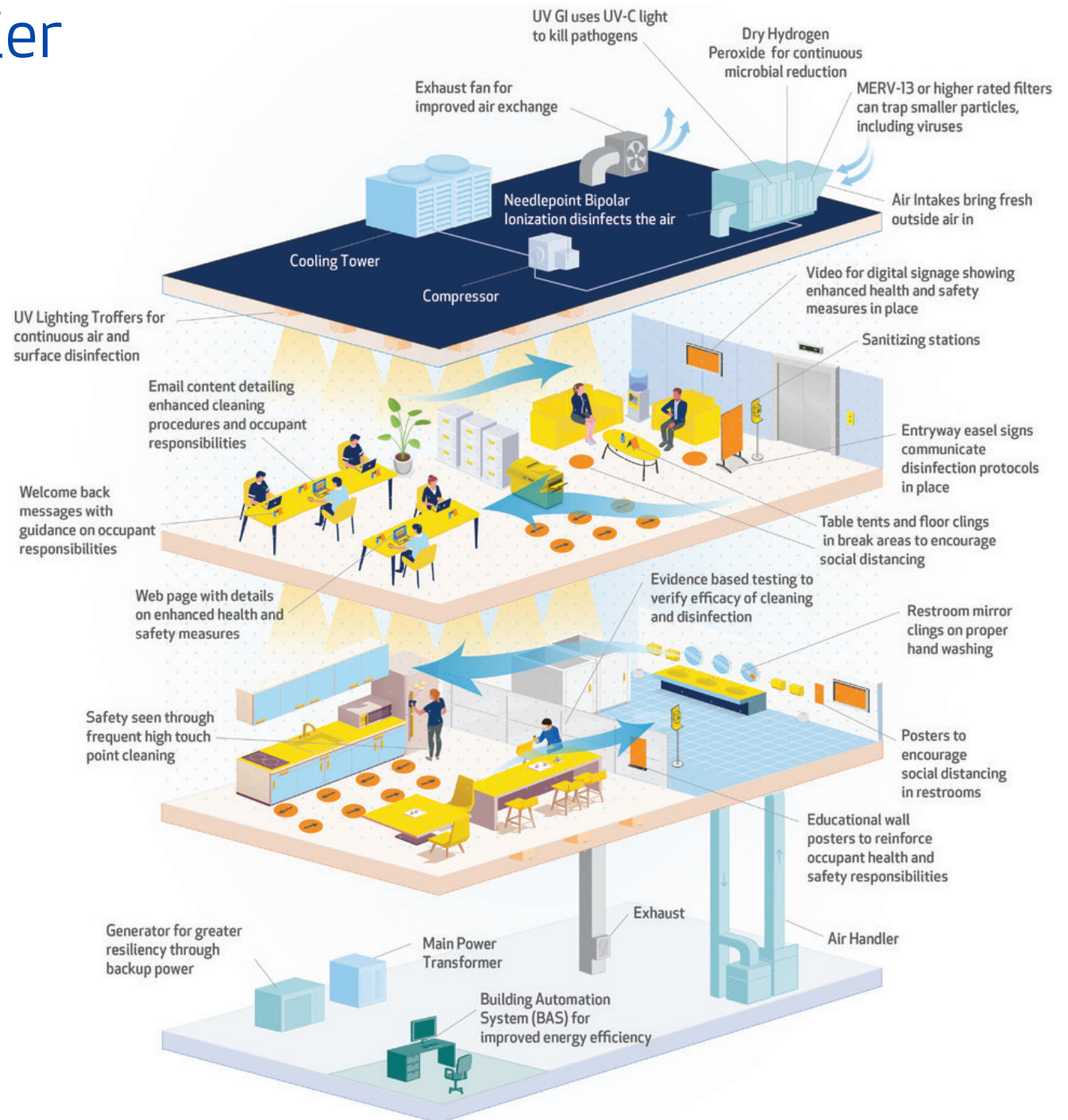
ABM Survey, 2021





# Design a Healthier Infrastructure

Every building is unique and requires an integrated approach to help create a safer, healthier environment to reduce viral spread. Here is how air quality improvements, surface disinfection and occupant communication work together to reduce viral transmission.



# Minimize Risk with Data

No two facilities are alike, so no two approaches to building wellness can be, either. The ABM Healthy Building Risk Assessment is a data-informed strategy to mitigate your facility's risk level and provide an actionable framework of solutions.

Our assessment was developed by ABM experts and an independent Expert Advisory Council. It identifies frequent touchpoint and indoor air quality challenges and outlines recommendations for the most effective and cost-efficient solutions.



## Risk Data and Benchmarks

The assessment breaks down your risk into two key parts: likelihood of incidence and severity of hazard.

### Likelihood of incidence key factors

- Your industry
- Facility population density
- Visitor protocols and traffic
- HVAC and ventilation evaluations/benchmarks of air mix and air changeover against recommendations

### Severity key factors

- Health of occupants, including age and underlying conditions
- Vaccinations
- Risk and exposure to new strains of COVID-19



## Benchmarks and Priorities

The assessment provides data to establish benchmarks and priorities to develop an integrated strategy customized to your building and occupants. This creates the blueprint to help facilities ramp up, reopen and deliver more protection from every angle of building wellness.



## Continuous Validation

Ongoing data and monitoring such as ATP testing, service validation reporting with our Digital Cleaning Log, and indoor air quality testing helps glean actionable insights to fine-tune your facility's services to maximize health and safety for the long term.

**Get the facts.** Take the next step towards a healthier, safer space for your occupants. Schedule your Healthy Building Risk Assessment at **EnhancedFacility.com**.

# Achieve Healthier Surfaces and Air

The pandemic has given us all a chance to help rebuild the idea of healthy buildings from the ground up—not just until we make it through the pandemic. Disinfection of surfaces and air will be an amenity that occupants look for as a standard.

ABM's approach to occupant wellness is fact-based, expert developed and strategic. It helps mitigate both air and surface based viral transmission risks, while increasing efficiencies and the financial health of your operations. No other provider offers both surface and air quality solutions for disinfection.



## Surface + Air Solutions

ABM EnhancedClean™ and EnhancedFacility™ programs work together to help reduce viral transmission on surfaces and in the air. This unified approach helps you create a healthy ecosystem for occupant wellness throughout your building.



## ABM EnhancedClean™

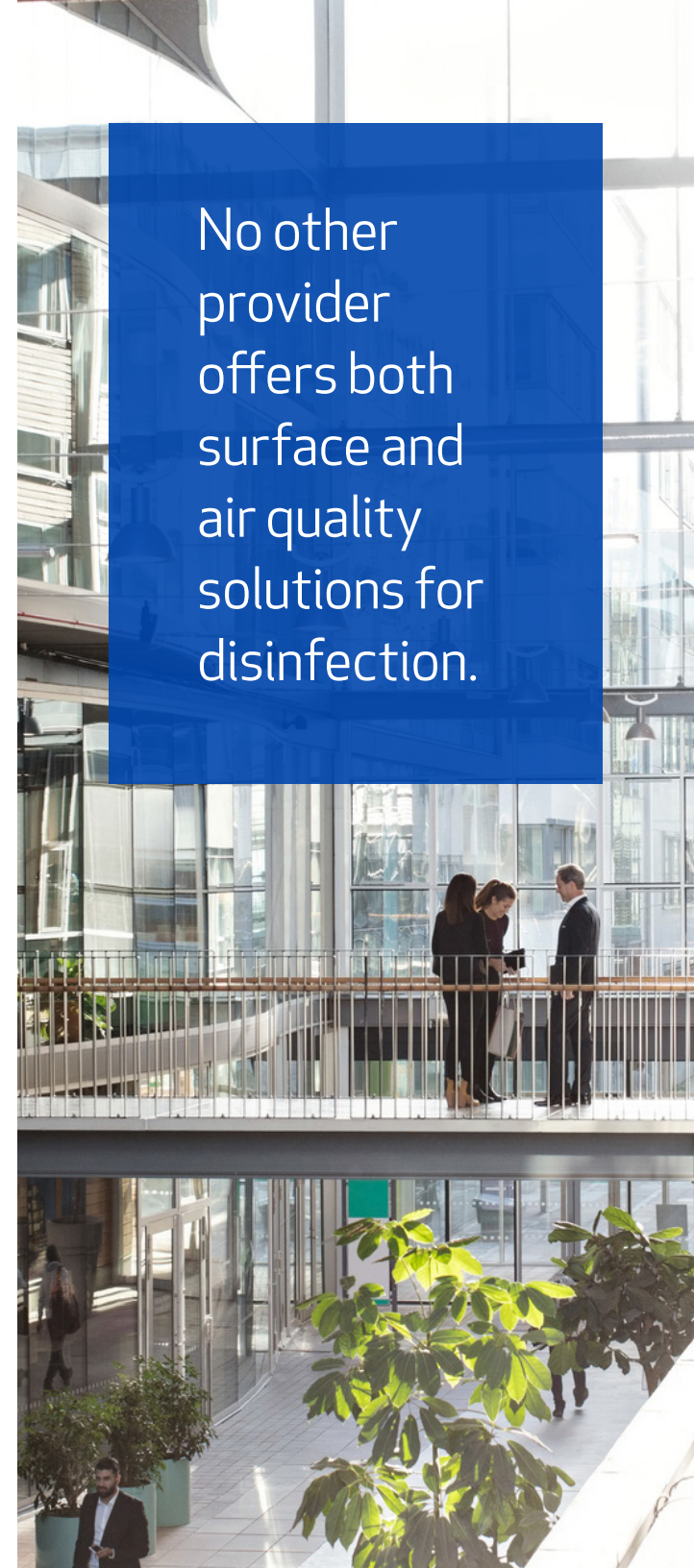
ABM EnhancedClean™ is a three-step approach for cleaning and disinfecting surfaces. It is based on a comprehensive site audit, hospital-level protocols and training accredited by the ANSI National Accreditation Board.



## ABM EnhancedFacility™

EnhancedFacility™ is a comprehensive program for healthier indoor air quality. It uses data from the Healthy Building Risk assessment to identify priorities and deploy optimal, integrated solutions.

No other provider offers both surface and air quality solutions for disinfection.





# Improve the Air People Breathe

For the past year, evidence has been mounting that COVID-19 is spread through the air. The scientific community has pressed for steps to address indoor air quality (IAQ).

## WHO Indoor Air Quality Guidelines

In March 2021, the World Health Organization released its “Roadmap to Improve and Ensure Good Indoor Air Ventilation in the Context of COVID-19.” It focuses on the importance of “understanding and controlling building ventilation” in ways that can “improve the quality of the air we breathe and reduce the risk of indoor health concerns,” including the prevention of viral spread.

The roadmap defines key questions to assess indoor ventilation and major steps to reach recommended ventilation levels or improve indoor air quality.

“The risk of getting COVID-19 is higher in crowded and inadequately ventilated spaces where infected people spend long periods of time together in close proximity.”

– World Health Organization  
March 2021





## The Data of ABM EnhancedFacility

ABM understood the risks of indoor air early and introduced its EnhancedFacility program in September 2020. Developed by independent and ABM experts, it uses a data-driven approach to understand risk and prioritize solutions.

### STEP 1



#### Healthy Building Risk Assessment

- Assessment of your facility's risk level based on severity of hazard x likelihood of incidence
- HVAC inspection
- Effectiveness of disinfection protocols
- Turnkey financial solutions

### STEP 2



#### HVAC System Optimization: Methods for improving IAQ and overall building health

- Ventilation and humidity control
- Proper filtration
- HVAC disinfecting technologies
- Building controls



#### Disinfecting Lighting Solutions

- Enables continuous disinfection of air contaminants.



#### Touchless Fixtures and Doors

- Reduces the number of high-touch surfaces within a facility.

### STEP 3



#### HVAC Preventative Maintenance

- Promotes optimum filtration and disinfection
- Saves energy
- Prevents unnecessary repairs
- Extends the life of your system



#### Energy Efficiency Upgrades

- Reduces operating costs to move funding into other facility improvements.



#### Electrical Preventative Maintenance

- Mitigates life and safety risk, reduces downtime and increases reliability.

**Understand Your Air.** To speak with an ABM air quality expert or schedule a Healthy Building Risk Assessment, visit [EnhancedFacility.com](https://www.enhancedfacility.com).

# Safeguard the Surfaces People Touch

The combination of rigorous cleaning, disinfection and personal hygiene help facilities and occupants work together to ensure health and wellbeing. As your facilities return to normal occupancy levels, there will be a heightened sense of scrutiny for demonstrating that you provide the peace of mind of clean and safe environments.

## The Rigor of ABM EnhancedClean

The ABM EnhancedClean program is a three-step approach that delivers healthy spaces with a certified disinfection process developed in partnership with our Expert Advisory Council, which includes board certified experts in infectious disease and industrial hygiene.

## Consistency and Frequency

ABM's trained team members provide consistent intervals of frequent high-touch point cleaning and broad disinfection. The work gets done the right way with visual reassurance that your facility is committed to elevated cleaning practices.

## Validated Training

ABM's training program for EnhancedClean Facilitators is accredited by the ANSI National Accreditation Board. This means that the program was proven to adhere to rigorous third-party standards, adding validation that all EnhancedClean work is supported by a best-in-class training program.



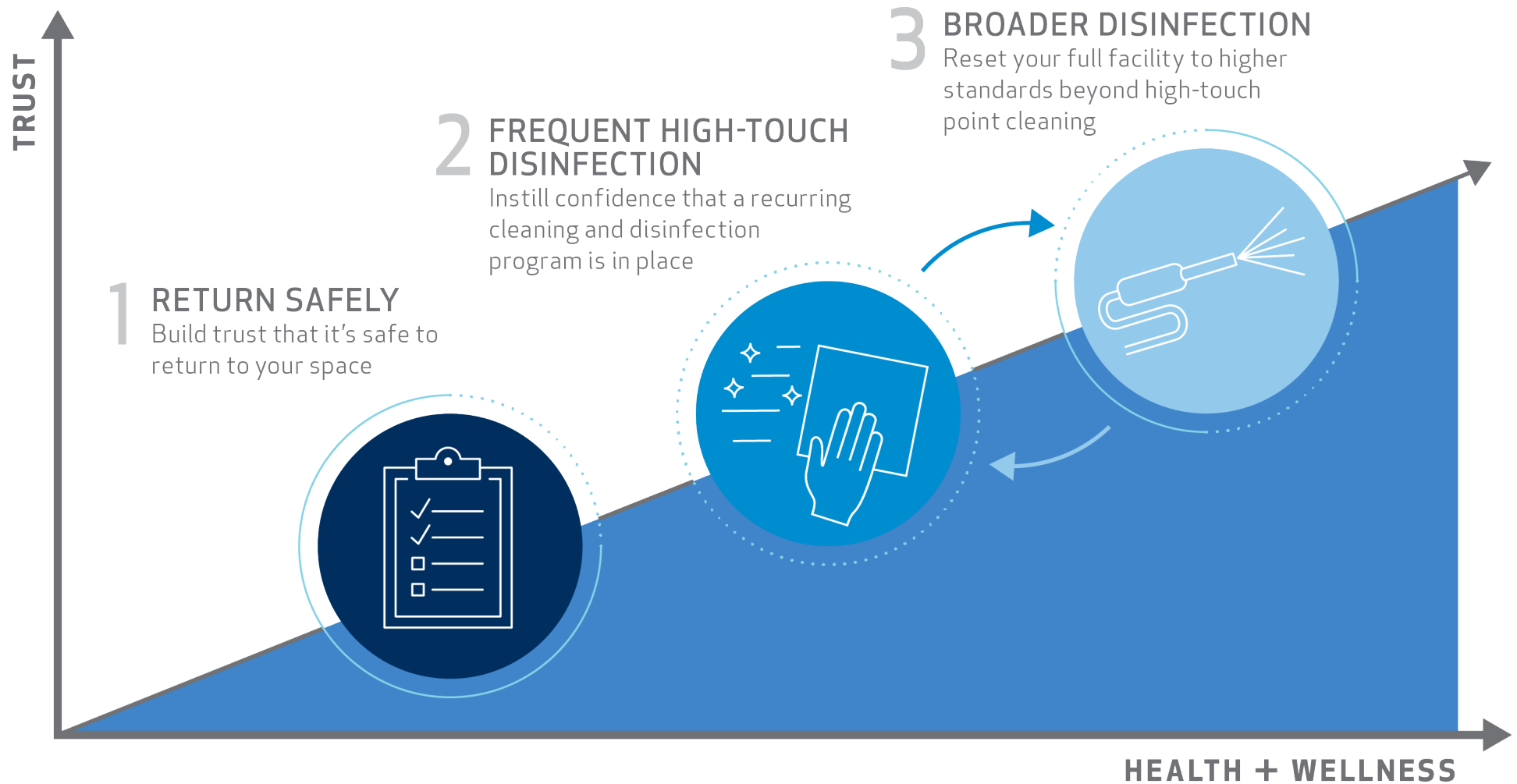
## Access to Trained Resources

As more people return to your buildings, you may face a greater need for trained janitorial teams. However, these roles are in high demand with record low unemployment in the cleaning industry. ABM is working with clients to ensure team members are in place as their needs scale over the next months.





# EnhancedClean: An Industry-Defining Standard of Cleaning and Disinfection



**Get Safety Seen.** To learn more about EnhancedClean or to speak with an ABM expert, visit [EnhancedClean.com](https://EnhancedClean.com).

# Collaborate for Health and Wellness

For more than a year, ABM has collaborated with like-minded facility leaders to formulate a data-driven response to what is a public health crisis. As we collectively work ahead, our goal is to create spaces that people can be fully confident in occupying and enjoying this year and for decades ahead.

## Interdisciplinary Expertise

The ABM Expert Advisory Council is composed of leading experts in infectious disease, industrial hygiene and engineering. It provides an independent third-party perspective to support ABM in the value we deliver to clients. This includes continued efforts to maintain consistent, high quality standard operating practices; offer clients the latest equipment and technologies; and equip our team members with best-in-class training and certifications. ABM methods are fact-based and supported by scientific approaches.

## Trained and Certified Frontline Team Members

ABM's Certificate Program in Janitorial Cleaning for Infection Control—the curriculum our EnhancedClean Facilitators complete—has received ANSI accreditation. This external validation speaks to the rigor of our training program. ABM Disinfection Specialists are internally certified. Online learning modules complement in-person training including the proper use of PPE, disinfectants, equipment use and more. ABM team members work hard the right way.

## Unmatched Resources and Supply Chain

Planning for necessary supplies is a crucial part to execute reentry protocols. ABM is well-positioned to be first in line for products from our supply chain network. Disinfectants and equipment are vetted by our Expert Advisory Council to ensure that every component of our program is effective, safe and contributes to delivering healthy spaces developed to reflect recommendations of the Centers for Disease Control and Prevention (CDC), the World Health Organization (WHO), the Occupational Safety and Health Administration (OSHA), the U.K. National Health Service (NHS) and other government agencies. ABM resources are comprehensive and deep.

## Funding Assistance Is Available

ABM has the unique ability to collaboratively work with clients to help overcome budget challenges to fund capital improvements before the capital is available and pay over time with generated savings. This enables you to get key projects in place more quickly and make sure capital is focused on the outcomes and benefits that you need now. Funding assistance is available and can help address health and safety concerns now for both public and private entities. ABM's experts help identify grant and low-cost loan opportunities.





# Take Positive Steps Now

Like you, ABM team members believe that it is time to get back to work, to school, to shopping, vacations, family trips and cheering for our favorite teams. It's time to get back to healthy, safe and productive lives.

ABM is proud of the collaborations we have formed with leading corporations, property management companies, school districts, universities, airports and sports stadiums to help ensure that people return to life with a sense of confidence and wellbeing.

We are also working with our clients to ensure that their buildings, systems, protocols and teams work better together to be more efficient, more sustainable and healthy for everyone.

Let's talk about how we can move forward together today.



Visit **EnhancedFacility.com** and **EnhancedClean.com** to learn more or call **866.624.1520** and press option 3 to talk to an ABM expert.

## ABM FACILITY EXPERTISE

**6.4 BILLION**

Square feet of building serviced every day.

**50% +**

Fortune 500 companies rely on ABM.

**100,000+**

ABM people.

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