

Welcome to

# Complete Building Care

The full range of what schools and campuses need.  
All delivered by facility 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.

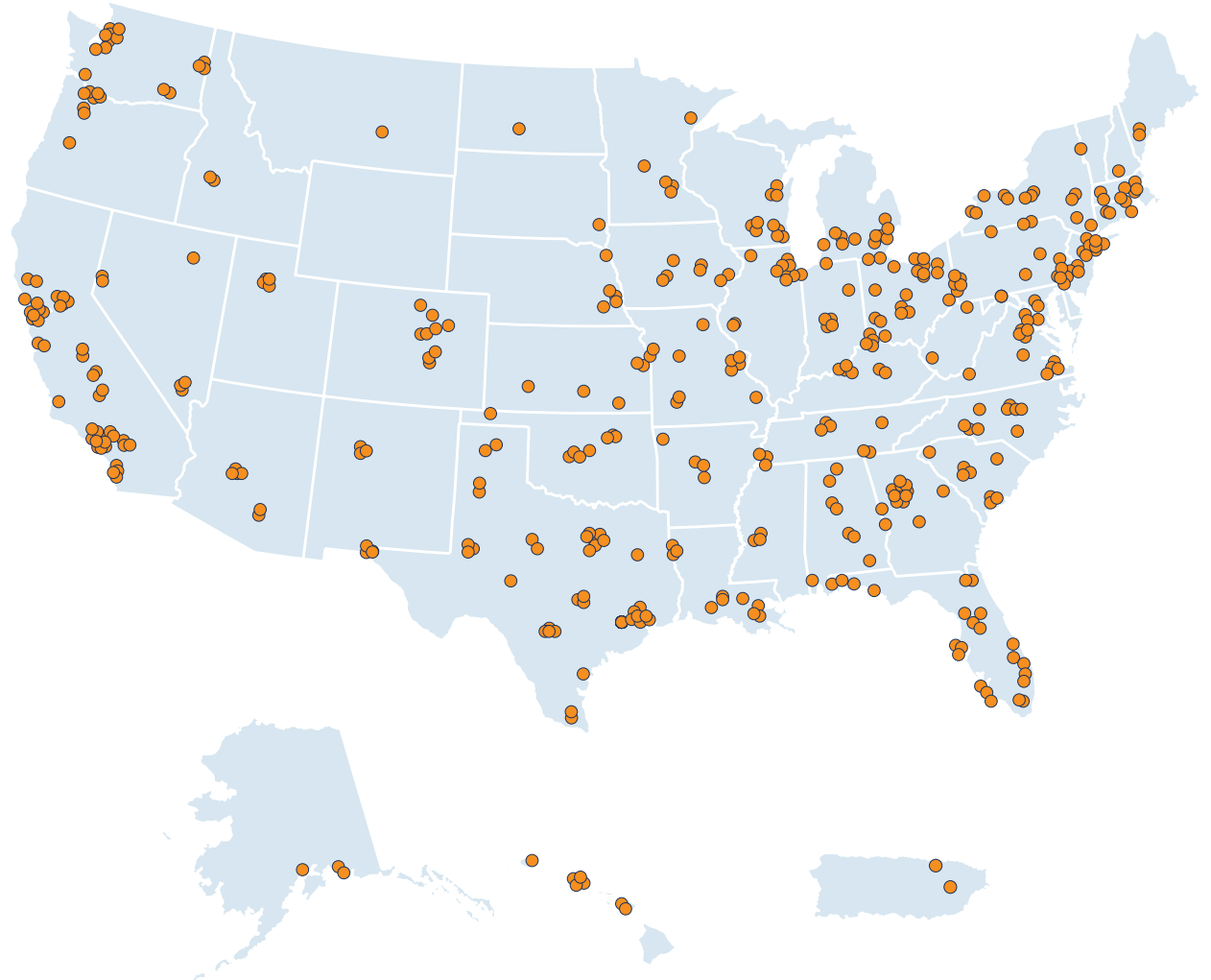
Our experts are highly trained and certified in facility systems and services. By working as one seamless operation, ABM delivers new levels of performance and efficiency.

## 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.

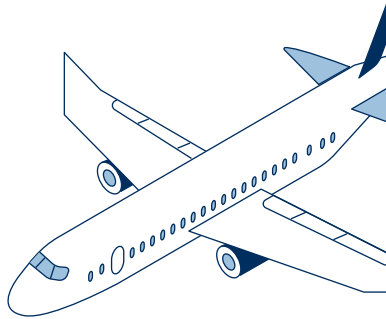
We're proud of the partners we serve, and the smooth, safe operations we help deliver every day.



# Taking Care of Your Entire Operation

## Aviation

- Airports
- Airlines



## Education

- Higher Education
- K-12 Education



## Healthcare

- Hospitals
- Medical Office Buildings
- Senior Living



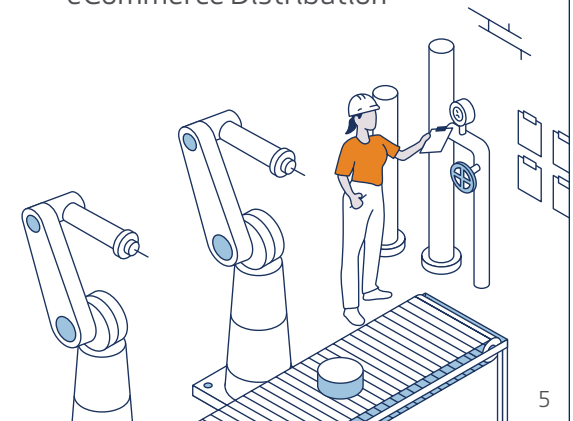
## Business & Industry

- 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 Building Care for Education

Something critical for your class notes: Top-notch facility services help improve learning outcomes for students. ABM's complete facility solutions enhance student safety and security, enabling teachers and professors to effectively educate more students and helping administrators lower operating costs. All while improving the health of education buildings and saving each client an average of over \$20 million.

## Higher Ed: Services that create a higher-quality campus

ABM's dedicated experts and high-quality facility management services help you attract and retain students for your college or university. From dorms and dining halls to quads and classrooms, ABM creates attractive, comfortable, sustainable learning environments.

We help you reduce operating expenses with complete, cost-effective, customized facilities solutions for your campus. All to give you more control, generate less waste and grow funding for critical infrastructure upgrades and maintenance. All to create greater savings for you to reinvest in your students.

## K-12: Deliver more for your students, faculty and community

Across hundreds of K-12 classrooms, hallways, communities and districts, ABM has helped elementary and secondary schools control costs, protect learning environments and put money back into needed school maintenance improvements and educational priorities.

With ABM as your single-source facilities partner, you can create healthier and safer educational communities for students, faculty, staff and visitors. All while lowering your school maintenance costs. All without sacrificing quality of care for your school facilities.



750 million

square feet of schools and campuses cleaned daily

30%

average annual energy savings achieved for schools

- *Custodial & Disinfection*
- *Facilities Engineering*
- *Landscaping, Groundskeeping & Athletic Fields*
- *HVAC & Mechanical*
- *Indoor Air Quality (IAQ)*
- *Electrical Power*
- *Lighting*
- *Energy Performance Contracting*
- *EV Charging Stations*
- *Technology Enhancements*
- *Operations Budget Management*
- *Safety & Security Systems*
- *Parking & Transportation*
- *Integrated Facility Services*

Complete Building Care 

**ABM**  
Building Value

## CASE STUDY: WEST WINDSOR-PLAINSBORO REGIONAL SCHOOL DISTRICT

# Advanced Capabilities and Seamless Service, Just in Time

### Challenge

A thriving New Jersey school district needed more from their custodial partner: dependable leadership, consistent service quality and the right disinfection resources for their 10 schools. With the COVID-19 pandemic on the horizon, one challenge quickly turned into another at a crucial time.

### Solution

ABM expedited a 60-day transition period in 30, relied on local talent, created customized org charts for each school, reassured school administrators, advised the district and adapted protocols as necessary. To help the district with community service efforts, ABM also donated \$10,000 to food-insecure families, with plans to provide more annually.

[Read the Full Case Study](#)



- Adapted to challenges
- Performed 30-day transition
- Retained 90% of custodial team
- Trained new team members in weeks
- Worked with the district to formalize Q.A. protocols
- Created ongoing community sponsorship

SERVICE SPOTLIGHT: WHY EDUCATION LEADERS CHOOSE ABM

# Address Fiscal Issues Through Energy-Efficient Solutions

## Challenge

Schools and universities across the country face circumstances restricting access to funding, putting valuable projects on hold. And no matter what factors limit your educational facility's operations, having easy access to financial resources is necessary to improve infrastructure and build a brighter future for your students' education and well-being.

## Solution

Turning to ABM as your trusted facility services partner can help unlock funding options and previously unrealized savings, which you can then put toward energy-efficient services such as:

- *Lighting upgrades and smart controls*
- *Healthier indoor air quality (IAQ)*
- *Sustainability, renewables and water conservation*
- *Electrical power and safety*
- *Complete electric vehicle (EV) solutions*
- *Operations including HVAC, landscaping and custodial*
- *Upfront capital via professional service agreements*
- *Education planning and implementation continuity*

[Read the Full Article](#)

27%

reduction in energy usage for education clients

350+

school districts served nationwide

\$1,100

in funding (on average) generated per student

Complete Building Care 

**ABM**  
Building Value

DELIVERING ON OUR PROMISE TO YOU

# Complete Building Care Delivered by Experts Who Care

At ABM, we put our 110 years of expertise in facilities systems to work for you.

From planning to installation to maintenance to management, ABM provides an entire suite of integrated, innovative solutions that work seamlessly with your team and facility. All to provide Complete Building Care.

And here's what's most important: **Care from ABM delivers results.** Our specialized services work together—just like our teams work right alongside yours—to deliver complete facility solutions that help make your operations more streamlined, more dependable and more cost-effective.

**We service more than 6 billion square feet of buildings daily—and can do the same for all of yours.**



866.417.2252

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