




CREATING HEALTHIER SPACES IN STADIUMS AND ARENAS

*The standards for facility wellness have never been higher
EnhancedClean™ and EnhancedFacility™ can help you meet them*



As stadiums and arenas plot a course towards the new normal and prepare for sporting events, concerts, and the return of live audiences, providing safety and comfort for all occupants is top of mind. For facility managers and operators, public expectations and municipal interest of necessary precautions are sky high. It is crucial that you demonstrate how you are doing your part to provide clean, healthy, and safe environments for all staff, players, event personnel, and fans. Through certified programs, extensive resources, and a knowledgeable staff, ABM is uniquely positioned to help stadiums and arenas limit the spread of illness and encourage safe environments for work and play.

The COVID-19 pandemic will have lasting effects on the sports and entertainment industry.

THE STATE OF THE STADIUM

Following the widespread shutdown and game delays of major sporting leagues and associations across the world, as well as the complete suspension of live music and touring events, the state of the large-scale entertainment complex looked grim. Stadiums and arenas that intended to seat thousands of passionate fans suddenly closed their doors to the public. Some found new life as field hospitals and COVID-19 testing sites, while others strategized for what innovative attempts could be made to protect players, coaching staff, and team personnel for summer training and future seasons.

No matter how the nation's stadiums and arenas reacted during 2020, there will unanimously be a higher need for visible cleaning, disinfection, and hygiene precautions across the industry. Moving forward, stadiums and arenas must incorporate disinfection protocols to provide healthier spaces and cement occupant trust. Clear communication about stronger and more intentional disinfection processes will be important to foster and maintain confidence.

The emergence of COVID-19 is a watershed moment for the sports and entertainment industry; we will always remember that this was when the standards for cleaning and overall healthier sports arenas were raised for the long-term.

MOVING FORWARD WITH SAFETY IN MIND

The COVID-19 pandemic puts facility services providers in a critical role to provide enhanced programs to help keep stadiums and their occupants healthy. These services must be based on expert infection prevention methods that help mitigate pathogen transmission and create cleaner, healthier spaces. ABM is responding to this challenge with the introduction of EnhancedClean™ and EnhancedFacility™.

The EnhancedClean and EnhancedFacility programs were developed by ABM in partnership with the EnhancedClean Advisory Council to best reflect recommendations of the Centers for Disease Control and Prevention (CDC), the World Health Organization (WHO), the Occupational Safety and Health Administration (OSHA), and other government agencies. These programs help increase safety and accountability by leveraging advanced technologies to help eliminate pathogens on surfaces and in the air within your stadium.

ABM is dedicated to providing you with the services and knowledge you need to create healthier spaces for occupants through ABM's EnhancedClean and EnhancedFacility programs. The moment fans return to your property, they will form an improved impression of your brand and how well you care for them, your occupants, and your staff. From the parking garage to the concessions stand, it's now necessary to rethink daily operations as well as system maintenance and upgrades to ensure the healthiest environment possible. ABM is here to offer advice and solutions to help you navigate change.

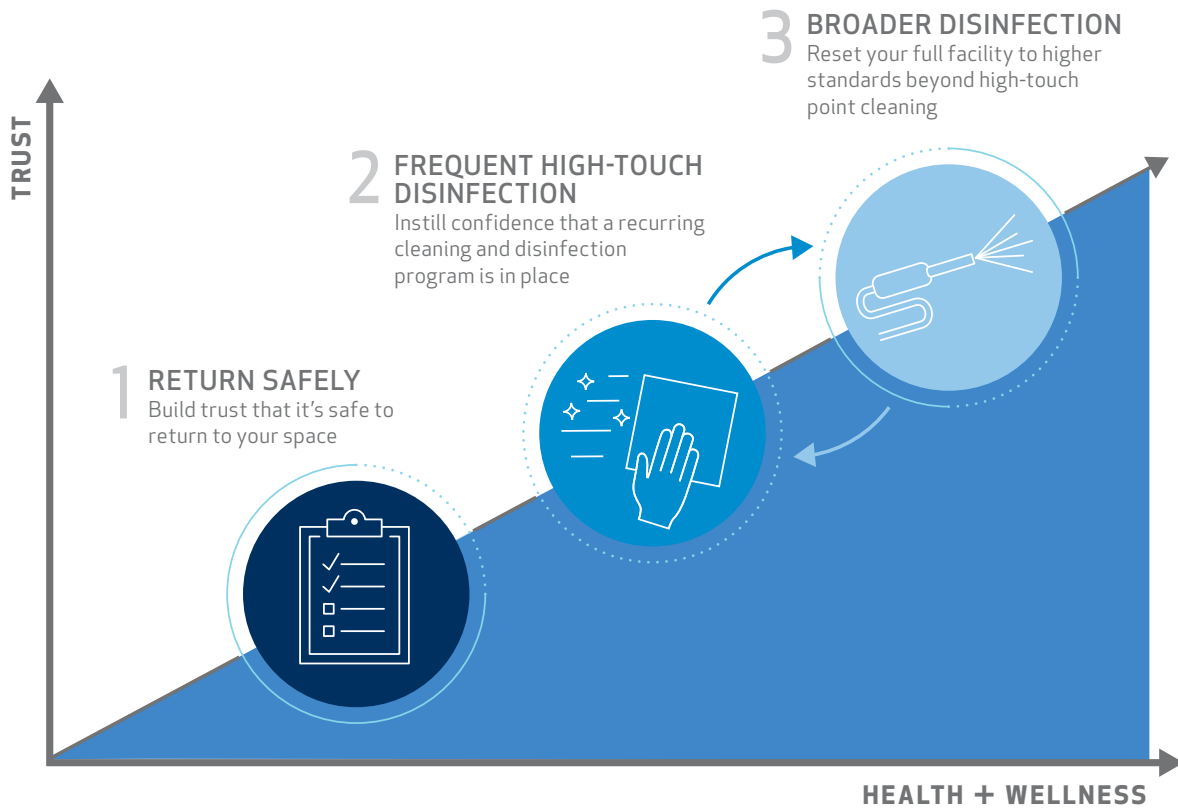
Introducing

ENHANCED Clean™

The ABM EnhancedClean program is a three-step approach that delivers healthy spaces through disinfection specialists and expert-backed processes. ABM will help staff, athletic teams, and fans return safely, navigate new expectations, and recognize trustworthy cleaning and disinfection. Team members help provide consistent intervals of frequent high-touch point and broad disinfection.

ABM's disinfection processes and certified EnhancedClean program were developed in partnership with the ABM Expert Advisory Council, which includes board-certified experts in infectious disease and industrial hygiene. The Advisory Council validated the components and approach for ABM's certified programs, advising on the right process, supply, training, and communication components.

EnhancedClean helps your staff, teams, and returning fans feel safer with assurance from visibly consistent disinfection and comprehensive facility services that prioritize health and wellness.



ABM EnhancedClean™ services are designed to reduce but not eliminate the risks of spreading infectious diseases and viruses. There is no guarantee that the EnhancedClean services or any cleaning services will completely eliminate the risks of spreading infectious diseases and viruses.

A Three-Step Approach

STEP ONE: Return Safely

The first step starts with planning and preparing for arena and occupant health and safety. ABM will perform a site assessment that includes the following:

- A thorough walkthrough using ABM's facility reentry checklists to identify high-touch points where frequent disinfection is needed
- A check-up of your entire stadium's current safety levels and risks
- Identifying the most effective locations to add hand sanitizing stations or disinfecting wipes
- Evaluating opportunities to reduce high-touch points by replacing manual fixtures/dispensers with touchless products

Finally, a comprehensive disinfection service will be performed by certified disinfection specialists to prepare your space for reentry.

STEP TWO: Frequent High-Touch Disinfection

The second step puts cleaning and disinfection frequency recommendations in action to perform ongoing disinfection of high-touch surfaces like door handles, elevator buttons, handrails, armrests, seats, and turnstiles. ABM's cleaning and disinfection experts will provide the framework that suits your arena's risk profile.

Communication kits are available to proactively illustrate the tangible benefits of the program, including:

- Entryway signage communicating mutual social contracts upon guests, staff, and fans entering the space
- Educational wall posters that address important practices like social distancing and hand hygiene
- Restroom mirror clings to promote proper handwashing
- Table tents and floor clings in concessions areas, corridors, shops, and restaurants to communicate disinfection services
- Web page with FAQs for occupants to learn more about the EnhancedClean program

STEP THREE: Broader Disinfection

Broad disinfection of your stadium via electrostatic spraying when arenas are unoccupied (such as overnight hours) helps safeguard your space beyond high-touch point cleaning. Additionally, ABM routinely tests new products (such as pathogen control testing and validation, UV light disinfection, and more advanced technologies) for effectiveness and

THREE KEY DIFFERENTIATORS OF THE ENHANCEDCLEAN PROGRAM

- 1 **Certified Program with Expert-Backed Processes** delivered by disinfection specialists through ABM's Expert Advisory Council, which includes experts in infectious diseases, industrial hygiene, and more, to help build and validate the program methodology. Disinfection Specialists and EnhancedClean Facilitators are internally certified to ensure absolute training comprehension and consistent program delivery. Additionally, ABM is a preliminary applicant of American National Standards Institute's certificate accreditation program for the EnhancedClean Training Program.
- 2 **Hospital Grade Disinfectants & Specialized Equipment** such as EPA-registered disinfectants qualified for use against SARS-CoV-2 for high-touch points and electrostatic sprayers for broader disinfection.
- 3 **Innovative Solutions including Evidence-Based Testing** Offer opportunities for ongoing disinfection such as UV light technology. Evidence-based testing validates disinfection for additional assurance.



STEP ONE

RETURN SAFELY

In the initial phase of ABM's EnhancedClean program, the first step in fostering occupant confidence is to have the cleanest, safest possible working and entertaining environment awaiting staff, players, and fans. ABM efforts go beyond cleaning and disinfection—safety team initiatives help stadium facility managers form a complete return-to-operations game plan.

ABM will start with a comprehensive pre-opening site assessment using facility reentry checklists. ABM team members will advise on disinfection needs; no-touch fixtures, dispensers, and door-openers; automated restroom equipment; sensor technologies; hand-sanitizing stations and disinfecting wipes; and trash centralization. The site assessment is a check-up of your entire arena, including janitorial, HVAC and mechanical, engineering, lighting, power and electrical, parking, and landscaping. ABM expert teams will take a holistic review of your stadium. ABM can help you enact specific measures to provide cleaner, safer working environments for staff and athletes, while proactively promoting a safer environment for fans and attendees.

ABM has developed several workplace protocols for team members to follow when they are in your facility. New social distancing policies include staggering the start times of service workers to reduce crowding in the locker room and supply room before shifts. Safer clock-in and clock-out procedures include constant disinfection of the clocks and promote handwashing before and after. A health screening protocol helps prevent people from coming to work sick, while on-the-clock masks are absolutely mandatory. All of the necessary PPE to perform the work is provided to team members.

A key component to reentry is a disinfection service for your entire facility. A team of certified disinfection specialists will disinfect your stadium, including detailed, comprehensive wipe-downs of high-touch surfaces with EPA-registered disinfectants.

ABM teams use work instructions from the EnhancedClean Standard Operating Procedures, aligned specifically to the needs of the stadium and arena space. Throughout this step, program management is key; protocols ensure that PPE supplies and equipment will be used appropriately and effectively.



STEP TWO

FREQUENT HIGH-TOUCH DISINFECTION

Creating safer stadiums and large-capacity spaces now require more robust, frequent disinfection beyond the routine cleaning procedures in use before the pandemic. As you establish a new pattern of normal operations, recurring disinfection service will provide frequent disinfection of high-touch point areas. ABM leaders will advise on frequency intervals as necessary to adjust based on average occupancy levels, facility health screening practices, and other key factors. Disinfection services include the use of EPA-registered disinfectants approved to kill emerging pathogens; disinfectants with a one-minute kill time will be used during events for added efficiency. This program also contains a full conversion to microfiber products to optimize effectiveness.

In order to maximize the benefits of your disinfection efforts, ABM can help you enact additional practices to foster occupant well-being. ABM team members will help you tackle other reentry considerations, like new policy change management, through ABM's Occupant Communication Program. This program will help introduce and reinforce practices like social distancing, prevention practices such as hand

hygiene, and other safety measures based on your facility needs. The communications provided will also demonstrate the steps you are taking to ensure a healthier environment.

This service provides the level of disinfection and protection required on a regular basis to maintain wellness while curbing community spread of pathogens. Increased cleaning frequency and staffing levels, higher visibility of cleaners, and a wider scope of services help people trust that their health and safety are your top priorities while once again enjoying the thrill of live entertainment.



CLEANING METHODS DEFINED

Cleanliness: What does it mean now? You need to clean AND disinfect. Here are the differences between the two methods:



CLEANING uses detergents to physically remove germs, dirt, and other impurities from surfaces and objects. This process does not necessarily kill germs but lowers their numbers and the risk of spreading infection. Cleaning is most appropriate for all contact surfaces, especially high-touch surfaces.

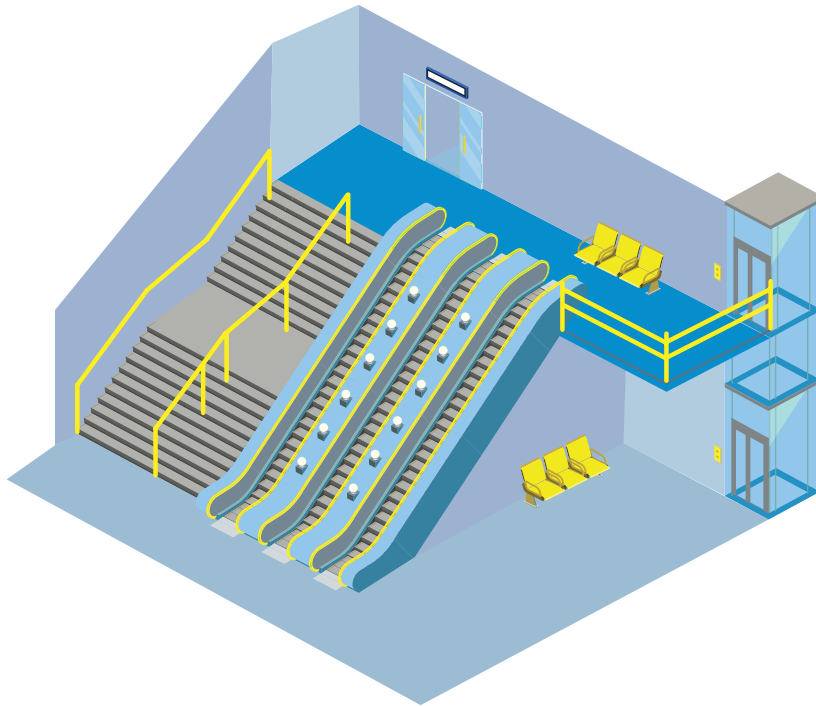


DISINFECTING works by using chemicals to kill germs on surfaces or objects. Most EPA-registered disinfectants contain both disinfectant and detergency, therefore this is a critical step in the enhanced cleaning process to kill pathogens.

ENHANCED Clean™

AN INDUSTRY-DEFINING STANDARD OF CLEANING AND DISINFECTION

Elevators/Stairs/Escalators



High Touch Surfaces



Elevator buttons



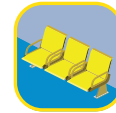
Handrails



Door Handles

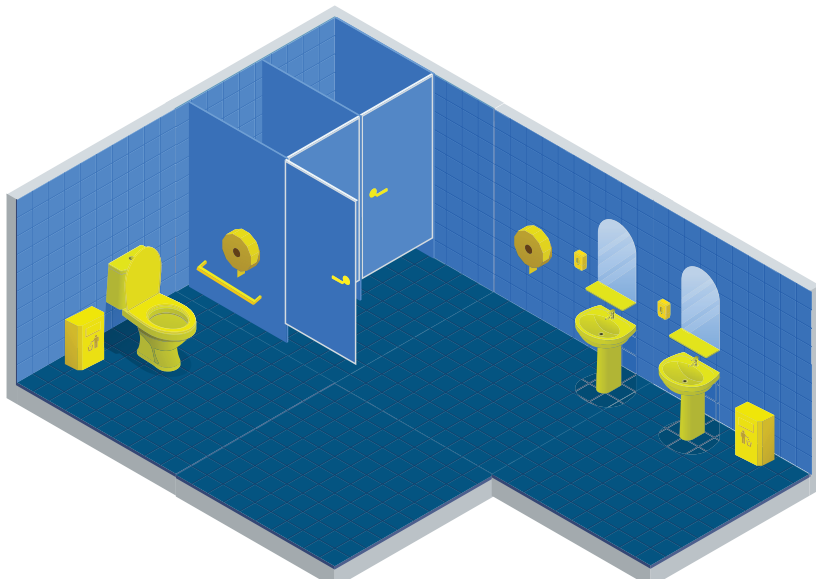


Switches



Chairs

Restrooms



High Touch Surfaces



Sinks, Taps, & Shelves



Trashbins



Door Handles



Dispensers, Paper Towel Holders



Sani Product Dispensers



Toilet Seats, Splash Walls, Toilet Flush

STEP THREE BROADER DISINFECTION

Step three focuses on broad disinfection of larger areas within your stadium, beyond high-touch points, through the use of electrostatic sprayers. This service will be performed at regular intervals for routine protection. This final step includes the use of hospital grade EPA-registered disinfectants with faster kill times and broader pathogen elimination.

Disinfecting large surface areas complements the scope enhancements and increased frequencies of high-touch point cleaning and disinfection implemented in step two. With this level of comprehensive periodic disinfection in addition to the previous two steps, staff, guests, players, and fans feel confident that their environment is not only healthier day to day but also reset to even higher standards on a consistent basis.

ABM stands ready to develop an implementation plan at your entertainment complex to bring it to a new level of clean.





Added Precautions Before, During, and After Live Events

An unoccupied space isn't necessarily a sanitary space. Event personnel must prepare the stadium space to be as clean as possible before an influx of fans. Thorough, visible cleaning is required throughout the guests' stay to keep the potential for viral spread low and to increase occupant confidence. Post-event cleaning is crucial to help eliminate surface contamination and start the arena renewed for the next event.

ABM's cleaning schedule adjustments will provide extra precautions to thoroughly clean and disinfect stadium spaces prior to, during, and after an event. Below are ABM's proposed recommendations for your event cleaning schedule.

PRE-EVENT CLEANING

- Pre-event disinfection helps ensure a space starts at square one each day; any potential compromises to the space can be traced to the current shift and/or event.
- Employee check-in will stagger clock-in times to maintain social distancing, provide disposable or personally assigned PPE, and allow employees the time to verify they are not experiencing any symptoms of illness.
- Any restroom that is not capable of being locked down during event set-up should have touch points disinfected prior to event start time.
- In order to minimize guest interaction with high-touch surfaces, restroom doors should be propped open wherever possible.
- Food service partners should be included in pre-event planning to help assure the same level of disinfection is completed in their workstations and in areas of guest interaction (ordering counters, tables, payment stations). Food service staff should be briefed on janitorial goals to keep key areas off-limits until gates open.

EVENT CLEANING

- Visual proof of stadium cleaning, disinfecting, and SOPs is crucial in order to keep guests and fans feeling safe and comfortable while in the venue.
- Custodial uniforms are historically muted and toned down. Going forward, visibly noticeable staff uniforms should make ongoing cleaning and disinfection clear throughout the event. Equipping cleaning staff with visible disinfectants, hand sanitizer, and microfiber cloths on their person or at their cleaning location will further enhance the visual message of your stadium going above and beyond to keep fans safe.
- Application of additional staff is recommended to monitor hand sanitizer stations at key entry points to prevent depletion from expected high usage.
- Supervisors for each area will maintain disinfection logs to turn in after each event for added accountability.

POST-EVENT CLEANING

- Surfaces must be thoroughly cleaned before being properly disinfected.
- High-touch points and surfaces will be disinfected with products found on the EPA's List N of disinfectants approved for use against SARS-CoV-2.
- Electrostatic sprayers should be used in team locker rooms, restrooms, high-touch surfaces, seating sections, and additional high-volume and out-of-reach areas.
- Sprayers will minimize time and increase labor efficiency by covering approximately four times the surface area compared to spray bottle cleaning, as well as reducing chemical usage by an average of 68%.



Enhanced Standard Operating Procedures (SOPs)

EMERGING PATHOGENS CLAIM

- The National Institute of Allergy and Infectious Diseases defines emerging infectious diseases or pathogens as those that “have newly appeared in a population or have existed but are rapidly increasing in incidence or geographic range.” Products with Emerging Pathogen Claims have been EPA-approved to have expected efficacy on these emerging pathogens.
- Disinfectants on the EPA’s List N of chemicals proved effective against SARS-CoV-2 may not have the Emerging Pathogens Claim.
- Choosing disinfectants with this claim helps ensure the most effective chemicals available are being used.
- Hydrogen Peroxide-Based Disinfectant (for LEED Certification)
- Disinfectants are typically the most purchased non-green chemical, a potential problem for venues engaged in Green Spending for LEED certification.
- Choosing a hydrogen peroxide-based disinfectant as found on the EPA’s List N can help reduce environmental impact and help ensure certification criteria is maintained.
- Hydrogen Peroxide disinfectants are typically less expensive in comparison to regular disinfectants by volume; however, dilution ratios vary and often lean more heavily chemical.

Introducing

ENHANCED Facility™

EXTENDING DISINFECTION BEYOND SURFACES

ABM's advancements in cleaning and disinfection technologies, practices, and knowledge have grown as our understanding of the impact and conditions of emerging pathogens have increased. ABM's enhanced measures in defending facilities against the spread of illnesses work together to promote hygiene, limit the potential for transmissions, and disinfect as many pathogen-harboring areas in your stadium as possible.

EnhancedFacility™ complements the surface cleaning and disinfection offered in EnhancedClean by adding efforts to help reduce pathogens in the air. Together these programs foster greater occupant trust and confidence regarding your commitment to the health and safety of teams, staff, fans, and anyone who enters your venue.

ABM's EnhancedFacility program provides facility services and solutions focused on improving indoor air quality (IAQ) to foster better occupant wellbeing in your stadium through improved building health, safety, and efficiency. Effective strategies will be implemented to improve IAQ and help reduce viral transmission.

New and advanced technologies for biohazard disinfection can be implemented to further safeguard stadium personnel and guests by disinfecting the areas of your stadium previously thought to be unreachable.

HOW ENHANCED FACILITY WORKS

Assessing the Safety of Your Stadium's Air

EnhancedFacility introduces ABM's proprietary Healthy Building Risk Assessment Tool to determine the quality of your stadium's indoor air. Developed alongside ABM's Expert Advisory Council, the Healthy Building Risk Assessment Tool can identify IAQ challenges, determine your overall risk level (from low to very high), and recommend effective and cost-efficient solutions.

Optimizing Stadium Operations

Stadiums and arenas manage air conditioning and ventilation needs at remarkably high levels of operation to regulate airflow and temperature for thousands of occupants at a time. The vast space of air that occupies the largest volume of your stadium's main arena has the potential to carry and spread illnesses in ways beyond surface contamination. The proper maintenance of your heating, ventilation, and air conditioning (HVAC) systems is crucial in limiting the spread of pathogens in your stadium.

Through EnhancedFacility, HVAC system optimization can improve IAQ and overall building health by equipping your system with ventilation and humidity controls, proper filtration, and disinfecting technologies within your HVAC system.

Advanced solutions in disinfecting technology like UV-C lighting can disinfect and eliminate airborne pathogens in the rafters of your stadium, while needlepoint bipolar ionization and dry hydrogen peroxide generation can work to electrically charge air particles to better attract, filter, and eliminate pathogens mid-air.



Adding Resiliency for Complete Stadium Health

EnhancedFacility takes precautions further by focusing on preventative HVAC maintenance to limit the potential for future mechanical downtime, while saving energy costs and extending the life of your system. Additional energy efficiency upgrades can be explored to provide a reliable source of back-up power and reduce overall operating costs.

SCOPE ENHANCEMENT RECOMMENDATIONS

ABM offers additional facility services that amplify the positive effects of EnhancedClean and foster greater whole building wellness, including:



Parking and Valet

With social distancing becoming the norm, patrons are more likely to opt for personal vehicle travel over shared transportation options, meaning the demand for parking lots and garages is expected to rise. Keeping a full-capacity lot exceptionally clean is an added expectation.

ABM experts keep abreast of the latest parking technologies and practical disinfection practices; a customized program can be developed to enhance safety for parkers arriving to the big event. At customized intervals, ABM team members will target frequently touched surfaces such as podiums, key boxes, telephones, ticket dispenser buttons, intercom buttons and pay-on-foot machines. Upgrading to garage automation, surface lot technologies, mobile, and contactless systems and tools is also recommended. ABM team members are coached on delivering the best possible customer service while still maintaining social distancing measures.



Landscape

Even your grounds can perform in ways that maximize health and safety. ABM will analyze your needs and implement best practices such as mass disinfection (e.g., outdoor seating areas, trash cans, handrails), tree trimming to maximize UV exposure, and a water conservation program.



Engineering, HVAC, Mechanical, and Lighting Systems

When building occupancy is reduced, team members can perform key HVAC, plumbing, and other services to minimize disruption of your operations and save on after-event labor costs. Mechanical, electrical, and lighting operations can be adjusted to meet reduced needs and lower costs while retaining levels necessary to safeguard assets against threats from mold, standing water, and excessive humidity or temperatures.



ABM
Building Value

Training and Certification

Specialized, comprehensive training has been at the forefront of the EnhancedClean™ program development. ABM has partnered with experts in infectious disease and industrial hygiene to define methodology and training for EnhancedClean.

ABM has developed an internal certification program to ensure absolute training comprehension and consistent program delivery. Online learning modules will complement in-person training including the proper use of PPE, disinfectants, equipment use, and more. A highly specialized level of training is given to team members using electrostatic sprayers and other newly adopted disinfection methods. Team members must demonstrate the ability to perform the tasks before they can obtain certification. Only the team members who pass the field and written tests will be certified by ABM.

Through ABM's governance process, training will be consistently updated as guidelines evolve and new findings come to light from the CDC, WHO, and the global health community, so you can feel confident that your stadium and the occupants within are being carefully protected as you ramp up to full operations.

Training for Additional Event Staff

Beyond the core ABM team members who call your stadium home, additional workers may be called upon during events to best prepare the stadium space for outside fans and guests. Added team members will provide additional janitorial support during expected periods of high volume. These everyday janitorial services include ABM's high standard of cleaning, waste removal, and well-stocked facilities.

Additional training may be provided as part of a return-to-work orientation prior to the start of the athletics or event season. Training may also be provided as part of pre-event briefings on event days depending on client needs and scheduling.



OUR ADVISORY COUNCIL

Disinfection Methodology Vetted by Leading Industry Experts

A select team of internal and external expert advisors have developed and validated the processes, supplies, technology offerings, and training that makes up ABM's certified EnhancedClean program. This expertise brings best practices in infection control from the healthcare field to ABM's EnhancedClean and EnhancedFacility programs and the commercial spaces the company services.

ABM expert advisors include:

- **Infectious disease experts** who focus on the prevention and control of healthcare-associated infections, antimicrobial resistant and epidemiologically significant organisms, and other adverse outcomes in the healthcare setting by translating research into practice.
- **Industrial hygienists** who analyze, identify, and measure workplace hazards or stressors that can cause sickness, impaired health, or significant discomfort in workers through chemical, physical, ergonomic, or biological exposures.
- **Service delivery experts** who integrate effective cleaning systems, help supplement infection prevention technologies, and motivate management and service staff to drive productivity and efficiency.
- **Engineering experts** who actively serve on several standards committees and leverage technical expertise to assess efficiency demands, facilitate mechanical retrofitting, and assist with securing funding solutions to solve customer needs.



The Future of Stadiums and Arenas

The sports and live entertainment industries have severely and fundamentally been affected by the COVID-19 pandemic. The procedures and processes going forward will ultimately revolve around guest, player, staff, and occupant safety if stadiums and arenas are to once again be enjoyable venues for the masses and landmark locations for proud cities. While we can't predict how future pathogens will impact our stadiums and arenas, we can expect safety and hygiene to remain top priorities going forward. ABM's EnhancedClean and EnhancedFacility programs will help ensure ongoing safety now and in the future.

Visit [ABMEnhancedClean.com](https://www.abmenhancedclean.com) and [ABMEnhancedFacility.com](https://www.abmenhancedfacility.com) to learn more or call **866.624.1520** and press option 3.

ABOUT ABM

ABM (NYSE: ABM) is a leading provider of facility services in the United States and various international locations. ABM's comprehensive capabilities include janitorial, electrical & lighting, energy solutions, facilities engineering, HVAC & mechanical, landscape & turf, mission critical solutions and parking, provided through stand-alone or integrated solutions. ABM provides custom facility solutions in urban, suburban and rural areas to properties of all sizes — from schools and commercial buildings to hospitals, data centers, manufacturing plants and airports. ABM Industries Incorporated, which operates through its subsidiaries, was founded in 1909. For more information, visit [ABM.com](https://www.abm.com).



Building Value

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