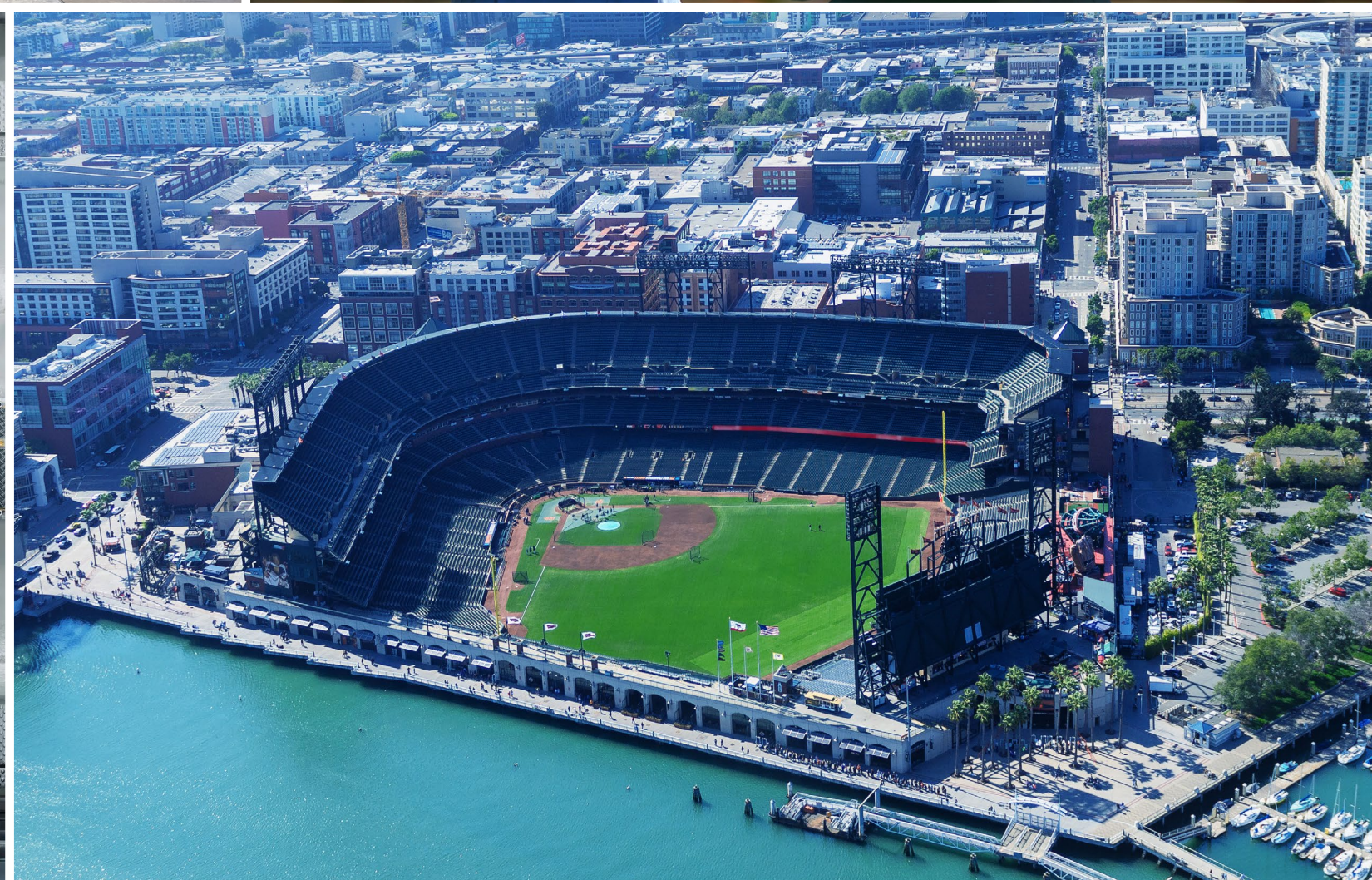
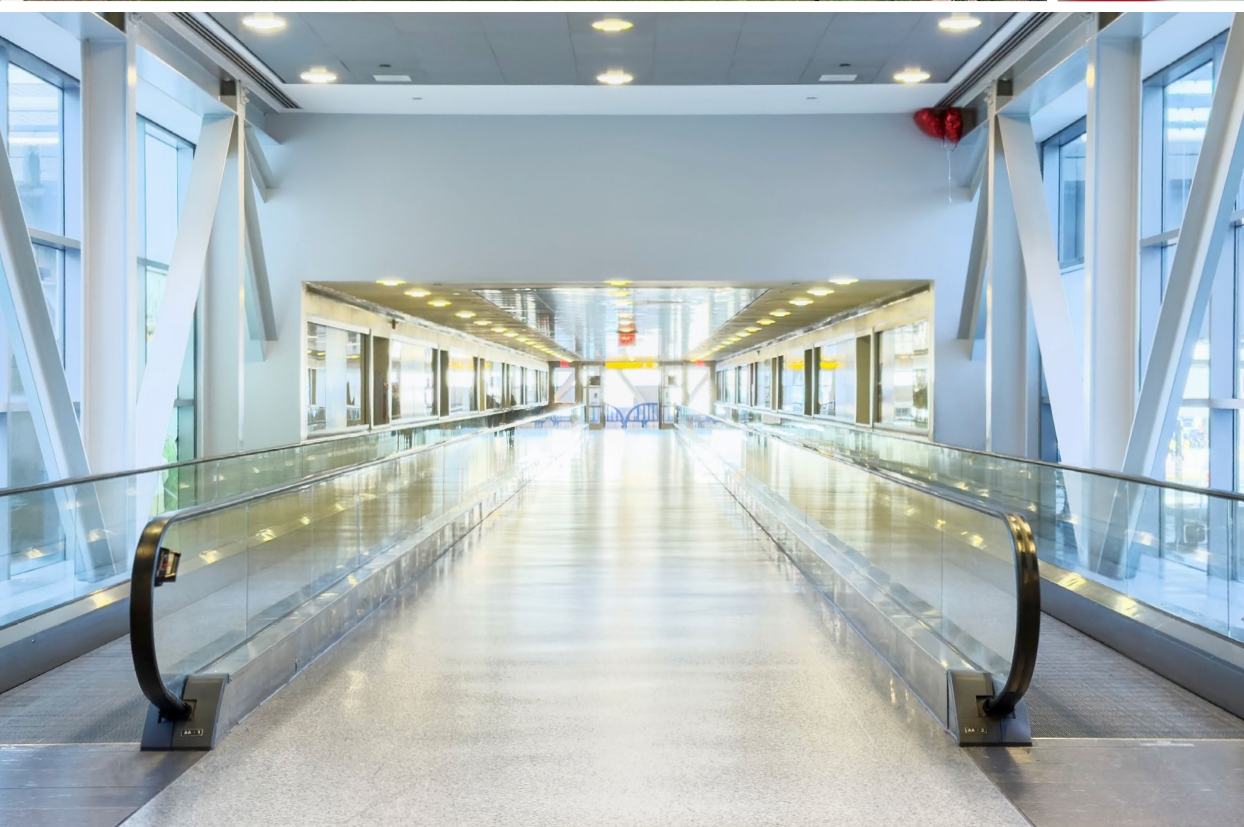


# Possibility in Action

How the world's leading  
organizations count on  
ABM solutions to operate  
at their full potential





03

## Driving possibility, together.

Making spaces smarter, modernizing infrastructure, and transforming facilities

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Innovation

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Advancing performance through technology and partnership

# Driving possibility, together.

ABM helps organizations drive performance, improve efficiency, and further sustainability.

Possibility. Look closely, and you'll see it's all around us.

It's there when everything is clean—and the air is healthy. When guests and their cars can recharge at the same time. When the airport terminal becomes a destination. When the game's MVP is a stadium. And when sustainability is actually sustainable.

All around us, ABM creates possibility for world-class facilities, helping systems perform, businesses prosper, and occupants thrive. We are over 100,000 hands and minds with the talent, technology, and innovative thinking to help people work, learn, travel and do...more.

We're working every day to create new solutions for clients, industries, and communities. Together, we're making a difference across billions of square feet and touching the lives of millions of people.

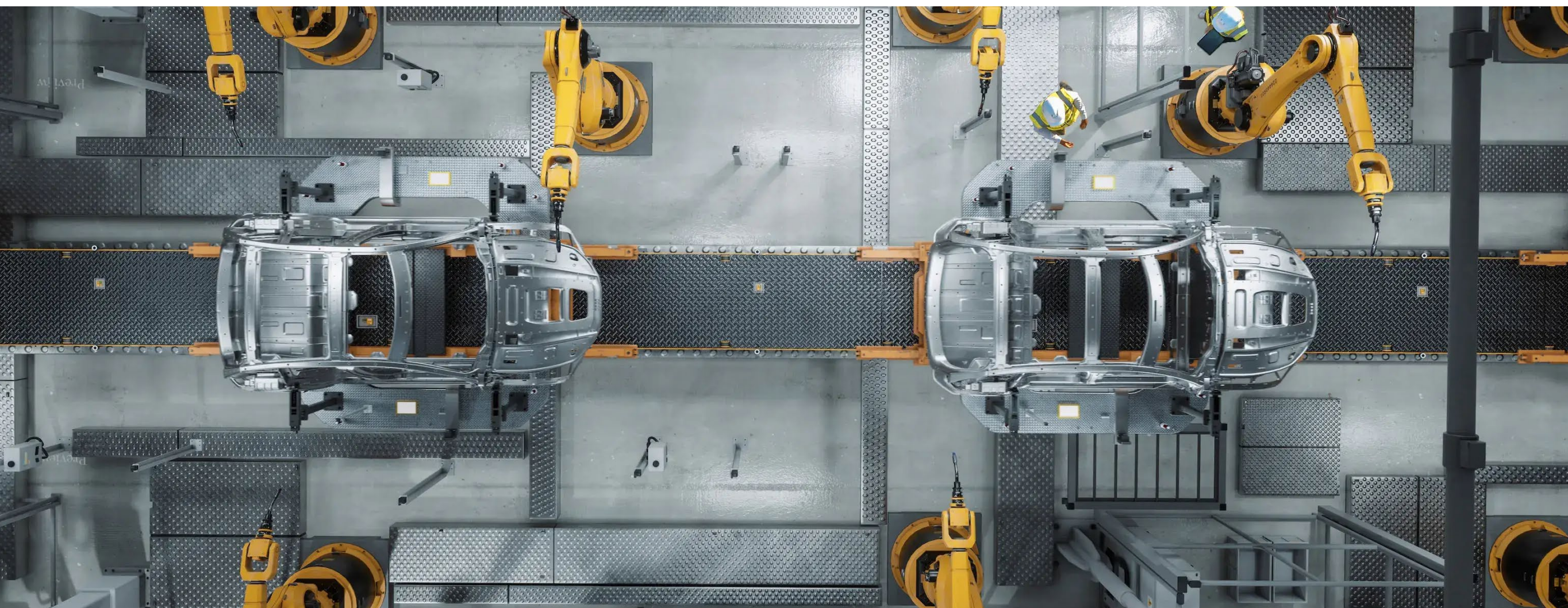
We invite you to see what's possible. Here you'll see just a few examples of our many success stories and successful partnerships. We're making facilities smarter, safer, and more connected.

Better solutions are possible. And they begin with ABM.

## Facility Solutions

# Volvo: Improving operations through adaptability

Volvo came to ABM with a simple question: “Can you help us streamline our operation and focus on our core competency?” As one of the world’s top manufacturers of automobiles, cargo trucks, buses, watercraft, and construction equipment, Volvo engineers are experts in creating safe, sophisticated machines. ABM’s facility experts deliver Environmental, Health, and Safety (EHS) support, as well as engineering and landscaping solutions.



### CHALLENGE / Cutting cost without sacrificing standards

To cut costs across their U.S. production portfolio, Volvo needed to rethink their facility strategy. Outsourcing to ABM reduced spending and improved efficiencies with a partner who embraced their values.

### SOLUTION / Responsive, performance-based program

Volvo needed a versatile partner that could adapt the scope of work to meet individual needs across multiple facilities. The partnership began with a three-year contract to handle cleaning and waste management removal duties.

Recognizing ABM’s track record and its portfolio of facility solutions, Volvo expanded its scope. The addition of specialty services like paper shredding saved the client valuable time without neglecting a necessary and recurring task.

A “one team” mindset formed among Volvo’s employees and ABM—giving Volvo the benefits of an in-house program while improving facility performance, without the overhead.

But the true value of an onsite partner wasn’t fully realized until disaster struck. After a diesel spill at one facility threatened safety and efficiency, ABM quickly stepped in to handle the crisis—eliminating the spill and preventing a devastating cascade of production setbacks. The facility’s safety and uptime remained unhindered.

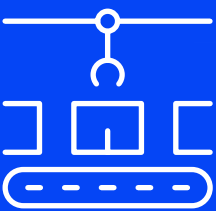
Trust in ABM led the client’s operations manager to discuss a contract extension a year earlier than the set expiration date. Over the course of six years, Volvo has relied on ABM to provide a level of service, efficiency, and streamlined costs fit for one of the biggest names in the auto industry.

**BENEFITS** / A dependable facility partner and a stronger core business

ABM’s range of expertly delivered services has helped the client focus on their core competency while increasing efficiencies and building team morale. Other results of ABM’s presence include:

- **5% increase in cost savings** year over year
- **Streamlined processes** and upgraded SOPs
- **Record 89%** in-house satisfaction results
- **30% increase in scope** of ABM services within the span of one year
- **Dedicated team** to adapt quickly to service changes
- **The daily guidance** of a facility solutions provider and partner

*Solutions in Action*



700+  
manufacturing  
facilities rely  
on ABM



25%  
decrease in spending  
from hiring ABM cross-  
trained employees



6+ Billion  
square feet  
of buildings  
serviced daily



## Facility Solutions

# San Francisco Giants: Creating data-driven parking operations for a mixed-use development

While the San Francisco Giants are best known as a sports team, the organization is also the developer of the mixed-use Mission Rock development. ABM helps the organization meet all its parking needs, from game days and events to daily residential and retail parking.



### CHALLENGE / Managing facility expansion and growing customer volume

For the Mission Rock development, the Giants needed a partner who could help open the new parking facilities and accommodate its diverse customer base of drivers visiting residences, offices, shops, and green space.

The organization's leadership knew that they needed expert support to integrate technology, data, and automation into their operations. The Mission Rock project also shrunk the Giants' parking footprint, so they needed smart strategies for accommodating more customers.

### SOLUTION / Integrating technology and automation for a complete parking program

ABM implemented Park Hub, integrating it with the ABM-installed Parkonect system at King Townsend Garage, the ballpark's VIP parking location. Park Hub enables cashiers to take payments, scan reservations, and sell various parking options using a handheld device. The collected Park Hub data allows the Giants to easily monitor sales activity.

Another key objective was automating access control for different customer types. The gated Parkonect system integrates with Park ABM and Park Hub to read sales data and recognize event goers, office workers, and residents with reserved parking.

To streamline parking enforcement, ABM deployed iParq. Through its license plate recognition (LPR) and automated reservation lookup features, ABM can issue parking fee notices and provide customers with a platform for filing appeals, all in one place.

**BENEFITS** / Stronger connectivity, profitability, and customer experience

This ABM integrated parking program provides the Giants with the expert planning, technology, and data to accommodate the complex needs of its facilities and customers. With ABM as its parking partner, the Giants have streamlined parking operations, increased parking revenue, and improved the customer experience.

- By monetizing King Townsend Garage outside of events and game days, ABM brought in an **additional \$120,000 in revenue**
- The enforcement program resulted in **3,432 notices in the first 12 months of operation** and the **collection of \$54,000**
- **Technology integrations** allow for a unified view of all reservations, regardless of where they were purchased
- **A modernized, fully connected parking operation** for the Giants customers
- **Additional revenue generated** from residential and hotel overflow valet services helped cover technology upgrades



# Solutions in Action



1+ million  
vehicles parked  
every day



4.5 million  
shuttle passengers  
transported daily



1.5+ Billion  
in parking revenue  
collected for  
ABM clients

Facility Solutions

LaGuardia Airport:  
Elevating the Terminal B  
Guest Experience to  
“Best in the World”



ABM began providing select services for LaGuardia Gateway Partners (LGP) in 2018. Following a historic and award-winning redevelopment of LaGuardia Terminal B, LGP turned to ABM for comprehensive integrated facility services and best-in-class traveler experiences.



Through ABM *Performance Solutions* and a one-team collaboration, in 2023 Terminal B became the **first in North America to earn the highest Global 5-Star Rating from Skytrax**. LaGuardia’s Terminal B was also named the **World’s Best New Airport Terminal** in the 2023 World Airport Awards.

## CHALLENGE / Elevating the guest experience

Valued at \$5.1 billion, the LaGuardia Terminal B project is one of the largest public-private partnerships in American history, as well as one of the largest in U.S. aviation.

For Terminal B, LGP needed a facility services partner to help elevate the guest experience, handle asset preservation and lifecycle management, exceed their sustainability objectives, and meet supplier diversity goals. That partner had to be capable of honoring and delivering on their Terminal B operational pillars:

- **Culture of Caring**
- **Always Innovating**
- **Strong Partnerships**
- **Excellence in Execution**

## SOLUTION / An integrated, synchronized approach and one source of accountability

ABM began with clear strategic priorities: Developing a consolidated guest experience strategy and a “One Team, One Terminal” approach, engaging the community and stakeholders and delivering operational excellence for LGP. This includes a Guest Experience program, a unified training model, and partnerships designed to deliver world class service from all team members, proactively and seamlessly, across a variety of touchpoints and services.

In addition to our one-team collaboration, ABM *Performance Solutions* provides our partners at LGP with a single-source solution across various facility operations, including:

- |   |  |
|---|--|
| • <b>Facility Management</b>                    | • <b>Guest Experience Services</b>   |
| • <b>Asset Lifecycle Management</b>             | • <b>Security; including employee screening, exit lane, alarm response</b> |
| • <b>Engineering &amp; Maintenance Services</b> | • <b>FOD/Snow Removal</b>  |
| • <b>Project Management</b>                     | • <b>Pest Control</b>  |
| • <b>Specialist Vendor Management</b>           | • <b>Curbside Management</b>   |
| • <b>Transportation Services</b>                | • <b>PRM Management (People with Restricted Mobility)</b>                  |
| • <b>Cleaning Services</b>                      |  |

ABM also works with LGP to grow support from talented Minority- and Women-Owned Business Enterprises (MWBE) to meet the supplier diversity objectives essential to the operation of Terminal B.



## **BENEFITS** / An award-winning transformation

The ABM demand-based resourcing model and technology provide total visibility across Terminal B facility operations. Our comprehensive performance dashboard enables faster response times and delivers insights for continuous improvement, ensuring optimal performance and a consistently best-in-class experience for travelers.

Through our scale, network, and expertise, ABM is driving sustainable efficiencies while elevating the customer experience, helping achieve key objectives for LGP:

- **Creating an exceptional experience** that everybody loves
- **Consistently delivering 5-star service** to the airport community
- **Increasing asset reliability and preservation**
- **Meeting supplier diversity spend goals**

ABM is proud to have helped LGP achieve accolades for LGA Terminal B based on everything from the front-line customer experience to the travelers' end-to-end journey through the airport.

- **Awarded the highest global 5-Star Airport Terminal Rating** by Skytrax in 2023
- **Awarded LEED® Gold Certification** for Operations and Maintenance
- **Named the World's Best New Airport Terminal** in the 2023 World Airport Awards

# ***LaGuardia Airport Terminal B fast facts***

- **\$5.1 billion** capital redevelopment project
- **1.3 million** square feet of facilities
- **6 airlines** fly through LGA Terminal B
- **35 gates**
- **Nearly 50** new shops, restaurants, and services
- **75 individual** flight check-in kiosks
- **5,000 workers**
- **5-Star Airport Terminal** rating from Skytrax
- **World's Best New Airport Terminal** in the 2023 World Airport Awards



*LaGuardia Terminal B is home to Air Canada, American Airlines, Frontier Airlines, JetBlue Airways, Southwest Airlines, and United Airlines.*

## Engineering & Infrastructure Solutions

# Marin County: Resilience in the face of crisis



Twenty miles north of San Francisco, Marin County's LEED® Gold-certified emergency operations center is built to withstand worst case scenarios. Every day, ABM delivers comprehensive engineering services for the facility's HVAC and mechanical needs, electrical systems, emergency power generation, mechanical and electrical plant equipment, and Building Automation System (BAS) controls.

### CHALLENGE / Responding to catastrophe in real time

In the fall of 2019, a massive wildfire consumed nearly 80,000 acres, threatening more than 90,000 structures. And the Emergency Operations Center (EOC) was in the center of it. Their personnel successfully coordinated containment and rescue efforts, even while the fire compromised the center's HVAC and power systems.

### SOLUTION / ABM emergency action keeps EOC operational

The ABM onsite staff quickly assessed the situation and put in place measures to immediately improve indoor air quality and restore continuous power. These included:

- **Charcoal filters** to reduce smoke particulates
- **Air purges** to improve indoor air quality during lulls in EOC activity
- **Emergency power generation** during frequent outages

**BENEFITS** / Answering the call for first responders

During the catastrophic blaze, ABM engineers kept the center running and responding. Emergency generators ensure power to operations was uninterrupted. Despite intense smoke, indoor air quality improved.

After the emergency action plan restored power and air quality, ABM engineers volunteered to coordinate first responder efforts alongside their Emergency Operation Center partners. Today ABM continues to maintain and upgrade essential systems and develop protocols for future emergencies.

***Solutions in Action***



10,000+  
facility engineering  
professionals  
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



## Engineering & Infrastructure Solutions

# Aiken County Public Schools: Healthier learning environments and improved outcomes



A comfortable environment for students is critical to learning success. ABM helped South Carolina's Aiken County Public Schools address its sustainability goals, cut expenses, and improve operations without upfront costs.

**CHALLENGE** / Extend facility lifecycles while lowering OpEx and energy use

Aiken County Public Schools wanted to extend the lifespan of the facilities while decreasing energy and operational expenses. The school system needed a long-term, far-reaching approach to modernize infrastructure while improving the learning environment for students and faculty.

**SOLUTION** / System efficiencies through infrastructure upgrades

ABM implemented lighting, HVAC, and control upgrades, as well as water conservation throughout the school system's 40-plus facilities. The upgrades, including new solar fields at six campuses, are projected to save Aiken County Public Schools over \$2.2 million in energy and operating costs in the first year alone. Total savings during the life of the 20-year program are projected to be \$70 million.

**BENEFITS** / Improved performance without cutting into school system budget

ABM helped the school system implement energy and operational changes to improve its facilities and reduce costs—without impacting the school system’s budget.

*“The customized program provided by ABM will have a tremendous impact on the school system, its facilities, and most importantly, our students. This solution delivers essential infrastructure updates and significant savings that we will utilize to further educational opportunities for our students.”*

*— Sean Alford (Former Superintendent, Aiken County Public Schools)*



# Solutions in Action



32%

average annual energy savings for schools



\$1,110

in funding produced per student



200+

school districts served by ABM



675,000+

teachers & staff served every year



18,000+

ABM team members in education

## Innovation

# JFK Airport: Advancing performance through technology and teamwork

For over a decade, ABM has enabled the terminal's operator, JFK International Air Terminal (JFKIAT), to meet daily operational demands and reach increasingly ambitious sustainability and satisfaction goals. ABM was tasked to bring “inside-out thinking” to solve the challenges that come with legacy infrastructure.



### CHALLENGE / Raising standards of sustainability and satisfaction

Built in 2001, T4 is JFK's largest terminal, welcoming 80,000 visitors to New York each day. To reach unrivaled heights of industry leadership while simultaneously improving the passenger experience, this iconic airport needed an expert partner in sustainable and efficient green cleaning.

### SOLUTION / Integrating next-generation technology

For T4, innovation is standard practice—and ABM continually pilots solutions across the IoT maintenance ecosystem. ABM technology provides:

- **Responsive, around-the-clock support:** Using passenger flow data and mobile technology, ABM assigns cleaning crews to specific gates and times
- **Real-time intelligence on a single dashboard:** Groundbreaking ABM beacon technology improves productivity, efficiency, resource allocation, and cross-utilization
- **Exceptional service through demand-based resourcing:** Every area, gate, and restroom “looks like new” whenever—and wherever—the next influx of passengers arrives

**BENEFITS** / Greater visibility, response times, and traveler satisfaction

Both ABM and JFKIAT perform regular, independent quality assurance checks, mitigating satisfaction issues before they escalate and ensuring elevated levels of performance. Data-backed results have been far-reaching and widely recognized. Compared to similar buildings, JFK Terminal 4 has achieved:

- **21% less water use**
- **2.25% less electricity use**
- **2% reduction** in greenhouse gas emissions
- **First U.S. air terminal** awarded LEED® Platinum certification
- **7% increase** in bathroom satisfaction scores

***Solutions in Action***



75+  
airports served globally



27 of  
top 30  
busiest U.S. airports served by ABM



17  
U.K. and Ireland airports served by ABM



# Where others see a facility, we see possibility

For leading organizations, ABM helps turn operations into opportunity

Growth and innovation require vision and high standards. Every day, the world's leading organizations count on ABM to bring insight and ingenuity to billions of square feet of facilities. Together, we're making spaces and places healthier, more resilient, and more responsive.

From onsite engineering and systems maintenance to power, energy management, HVAC, EV, cleaning, landscaping, parking management, and more, ABM provides end-to-end services to help you exceed financial, operational, workplace, and sustainability goals.

Whatever your facility is facing, ABM has the expertise to boost performance. That's why industry leaders rely on ABM to create safer, smarter, more efficient environments where everything—and everyone—can thrive.

To **learn more** about how ABM solutions can make a difference for your operation, visit [ABM.com](https://abm.com) or call (866) 624-1520.



## FACILITY ENGINEERING & INFRASTRUCTURE SOLUTIONS

ABM drives possibility through facility, engineering, and infrastructure solutions across a wide range of industries. Our diverse, inclusive teams work together to advance a healthier, more sustainable, ever-changing world. Under our care, systems perform, businesses prosper, and occupants thrive. Every day, over 100,000 of us partner with our clients to care for the people, places, and spaces important to you. We are making spaces smarter, modernizing infrastructure, and transforming facilities to become more resilient.

**Driving possibility, together.**