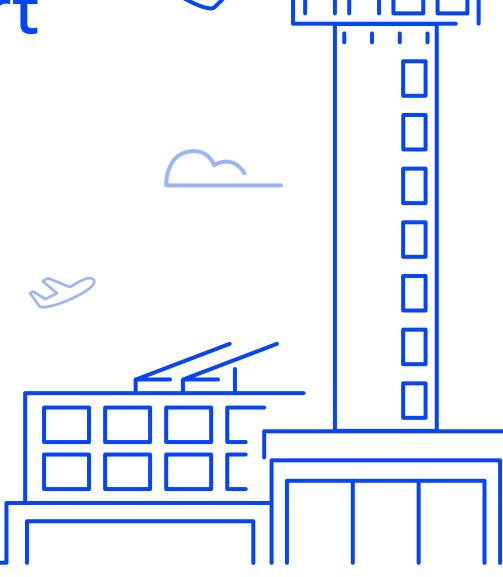




At the heart of any integrated facility services program are the people who care for and maintain your airport facility. Finding and retaining workers is a daunting challenge. Skilled and dependable labor is harder to secure than ever before—and this obstacle is intensified by the strong return of travel demand. For in-house airport staff specifically, headaches like recruiting skilled laborers, training, and cost can prevent you and your airport from functioning at maximum efficiency.



#### 1. Turnover

#### THE CHALLENGE

In the janitorial industry alone, annual employee turnover averages about 200%.<sup>1</sup>

#### **ABM SOLUTION**

We develop internal talent to empower professional growth, reduce turnover, and provide best-in-class guest experience.

#### 2. Recruitment

#### THE CHALLENGE

Skilled trades are the #1 hardest positions to fill.<sup>2</sup>

#### ABM SOLUTION

Many applicants come through non-profits and community development organizations.

### 3. Aging workforce

#### THE CHALLENGE

50.9 years old is the average age in the FM workforce, with much of the talent retiring in the coming decade.<sup>3</sup>

#### ABM SOLUTION

As a Corporate Sustaining Partner of the IFMA Global Workforce Initiative, we strive to close the airport facility management talent gap through partnerships with accredited FM degree programs.<sup>4</sup>

#### 4. Training

#### THE CHALLENGE

Maintenance employees average 31.9 to 36.3 hours of formal training per year.⁵

#### ABM SOLUTION

We train our team members through airport-specific protocols, safety, and Airport Guest Experience training, so you don't have to.

#### 5. Cost

#### THE CHALLENGE

Labor costs can account for ¾ of the cost of facility services delivery.<sup>6</sup>

#### **ABM SOLUTION**

Working with a quality-oriented provider like ABM prevents unplanned expenses, like out-of-scope work, operational downtime, and more.

#### 6. Consistent results

#### THE CHALLENGE

Many airport facility management providers use a network of subcontractors to provide building services, resulting in a hodgepodge of providers with values, work standards, and cultures different from yours.

### ABM SOLUTION

We self-perform 90% of our services, providing consistent ABM quality services, screening, and training.

#### 7. Multiple invoices

#### THE CHALLENGE

The #1 headache experienced by facility managers is the sourcing, vetting, and continued management of vendors.<sup>7</sup>

#### ABM SOLUTION

ABM Performance Solutions keeps it simple: Our streamlined solutions give your airport operation one contract, one invoice, and one source of accountability for all your facility operations and services.

Discover ABM *Performance Solutions* today. Learn more at **ABM.com/performancesolutions** or by calling **866.624.1520**.

## ABM

## FACILITY ENGINEERING & INFRASTRUCTURE SOLUTIONS ABM drives possibility through facility, engineering, and infrastructure solutions across a wide range of industries.

Our 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.

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