

# Solving the top 7 airport workforce challenges

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.<sup>5</sup>

### 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**.