

ABM *Performance Solutions*



Greater outcomes for a positive impact on your facility

A single, cohesive team—creating an environment that improves uptime, output, and efficiency for you—and for the life of your facility.





ABM *Performance Solutions*

Proactive, outcomes-first performance that breathes life into every vital facility system

By replacing passive, cost-centered facility management with a strategic model that's proactive, customized, and data-driven, *ABM Performance Solutions* helps you exceed your financial, operational, and production goals.

ABM Performance Solutions is designed to optimize every aspect of performance for your built environment. Our customizable suite of integrated facility services (IFS) generates impactful cost efficiencies across the entire lifecycle of your facility.

From on-site engineering to building technology and systems maintenance to power, energy management, safety, HVAC, EV, cleaning, landscaping, parking management, and more, our specialized *ABM Performance Solutions* team provides end-to-end services for your facility—while always putting results first.

ABM Performance Solutions.
For the life of your facility.

What is ABM *Performance Solutions*?

ABM *Performance Solutions* is the next evolution of integrated facility services. It's more accountable and more outcomes-driven, because it's more than services—it's solutions and a dedicated team that performs for you. Each solution is designed to be customized, combining any of the services below to fit the specific needs of your facility.

BUILDING TECHNICAL SOLUTIONS

Providing excellence in services that operate, maintain and repair your built environment.

- Mechanical and Electrical Maintenance
- Building and Fabric Maintenance
- Statutory Testing and Inspections
- HVAC Maintenance
- Building Security and Fire Protection
- Vertical Transportation
- UPS Maintenance
- Generator Maintenance

SPECIALTY TECHNICAL SOLUTIONS

Providing expertise and consulting support around critical topics such as sustainability, capital planning and more.

- Microgrid / Onsite Generation
- Professional Engineering Services
- Construction Management
- Data Center Management
- Battery Solutions
- EV Infrastructure and Networking
- Energy Solutions
- Water Conservation
- Building Controls
- Lighting Solutions
- LEED Certification
- Sustainability Solutions

PRODUCTION SUPPORT SOLUTIONS

Providing excellence in services focused on supporting your output efficiency.

- Cleaning
- Handyman Services
- Waste Management
- Cafeteria, Coffee, and Vending
- Corrugate Management
- Recycling
- Shipping and Packing
- Grounds and Landscaping
- Pest Control
- Pallet Management

CUSTOM SOLUTIONS

Understanding the risk profile—and short- and long-term goals—of your facilities in order to develop customized solutions relevant to business needs.

- Sourcing and Vendor Management
- Environmental, Health, and Safety (EHS) Management
- Quality and Compliance
- Business Analytics and Performance Improvement
- Technology Support
- Contamination Control
- Refrigeration Support
- Cleanroom Maintenance
- Capital Planning

Expansive solutions from a unified provider



From Electrical & Lighting, Energy, O&M, and HVAC & Mechanical to Cleaning, Landscape & Grounds, Mission Critical, and Support Services, *ABM Performance Solutions* provides one source of accountability for all facility services.

ABM Performance Solutions delivers:

Next-level cost efficiencies tailored to your facility that deliver quantifiable outcomes from a single point of control—exactly how integrated facility services should be.

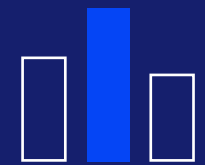
Let’s break down what that actually means for you, your company and your facilities:



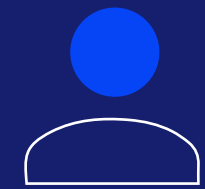
Next-level cost efficiencies – Focused on protecting your assets while lowering the total cost of your operations.



Customized to your facility – Solutions that flex to the needs and priorities of your built environment, with access to ABM specialized technical service in just hours.



Measurable impacts – Driving financial, operational, sustainability, uptime, and workplace experience results—all backed by data.



Single point of control – Greater accountability drives higher performance. Your ABM Account Director is responsible for coordinating all work and delivering what you need.

Why you need ABM Performance Solutions

Expectations for today’s life science facilities are fundamentally shifting.

Facility owners and managers are now experiencing:

- Increased logistic complexity
- Decreased time-to-market
- Rising energy costs
- Elevated sustainability goals
- Shortages of frontline talent
- The need for smarter cost management
- The necessity of measurable asset optimization

However, the conventional facilities services model has not shifted in response.

Many other providers are still operating with:

- Punchlists
- 20-50 disconnected vendors
- Delayed response times
- Aging, inefficient systems
- Zero or minimal data
- Overloaded internal teams
- No clear ROI
- Multiple contracts

A new mindset for your facility

Shifting from consolidated facility services to *ABM Performance Solutions*

ABM Performance Solutions is the next evolution of consolidated facility services. It's more customized, more accountable, more outcomes-driven. It's positioned differently to address a market need for an audience with an elevated intent for their facility—and the next-level focus to bring it to life. It encompasses so much more than traditional consolidated facility services. That's because *ABM Performance Solutions* is more than services—it's solutions and a dedicated team that performs.

The *ABM Performance Solutions* mindset is:

- Decision-making made easier, as fewer subcontractors are involved
- Integrated facility services, easing your oversight of these responsibilities
- Technological implementation and data integration
- An expert hand to help with capital expenditures
- A strategic advisor, partner, and operations lead for your entire facilities portfolio

Through our *ABM Performance Solutions* offering, everything works together through a single point of control. And to make that transition as painless as possible, ABM is finally bringing it all together for you.

An all-encompassing approach to asset lifecycles

ABM Performance Solutions is in sync with the complete lifecycle of your entire building—and every physical asset inside it.

Buildings are complex systems, and one small change can impact everything. That's why understanding the whole lifecycle of a building—and being able to optimize it—is critical, because it means everything is actually integrated.

Every cause has an effect, all the way down to how the water, the lights, and the air are affecting your employees. In short, the lifecycle management of your building impacts the health and productivity of both your facility systems and your workers.

That's why *ABM Performance Solutions* tends to every aspect of the complete workplace experience. We take a consultative approach to provide integrated facility services by our in-house team of technical experts—all of whom deeply understand your facilities to help you achieve resilient infrastructure throughout your facility.

Under our care, systems perform, businesses prosper and occupants thrive

And delivering on the guarantees we make for your building's lifecycle and the efficiency of your facility assets all begins with known outcomes.



Putting outcomes first in your facility

Outcomes need to make a meaningful difference for your operation and also align with your organization's overall goals and objectives. *ABM Performance Solutions* is laser-focused on delivering measurable outcomes for clients, including:



OPTIMIZATION AND PRODUCTION UPTIME

- Reinvesting cost efficiencies back into your core business
- Removing middleman fees from having multiple subcontractors
- Preventing business interruptions
- Providing scheduling and production support
- Implementing integrated facility services



SAFETY

- Meeting your safety, compliance, and regulatory requirements
- Providing a safer work environment that helps prevent accidents and protect employees
- Mitigating and managing your operational risk



EFFICIENCY

- Extending the lifecycle of your buildings, assets, and equipment
- Enabling constant uptime in your operations and systems
- Making your facility systems more efficient—and less expensive—to operate

A consultative approach for capital planning

We know there is no singular, overriding problem for every facility. So the question we always ask our clients is this: “What outcomes are you really looking to achieve?”

Through a series of conversations, site visits, and assessments, we customize our *ABM Performance Solutions* service model with you—all to make sure that the outcomes we’re delivering are intrinsically connected to your fundamental business model.

Our unique approach to asset lifecycle management helps you make informed decisions about how and where to spend your capital funds for the maximum return on investment. This includes alternative funding vehicles that free up capital for core business needs, such as purchasing new production equipment. All while providing an outsourcing model that meshes well with your company culture.

So if you need quicker and more consistent resolution of day-to-day challenges, the expertise to future-proof the sustainability of your facility, or a single partner to streamline integrated facility services and minimize unnecessary facility costs, *ABM Performance Solutions* can deliver a custom solution to give you the outcomes you’re seeking.





Facility management deserves a customized approach

For life science manufacturers and facilities, the need to focus on core competencies should always come first. That's where ABM comes in with subject matter expertise and a multitude of services that can help clients do what they do best.

ABM Performance Solutions provides a full-time, on-site management style that fits in seamlessly with your team to help support anything from critical equipment servicing to support staff during production peaks, all while maintaining uptime and critical safety measures.

Our management services include, but are not limited to:

- **Facilities and building services** to optimize operations and facility equipment, putting preventative and predictive maintenance of building assets, as well as fire and life safety systems, front and center
- **Utility and central services** that include onsite operators and engineers to oversee and ensure powerhouse and wastewater treatment run smoothly
- **Fleet and mobile equipment services** that include onsite mechanics and management for parts, batteries, and chargers, amongst other services
- **Total waste management services** to maintain recycling programs, general trash and hazardous waste disposal, and disaster preparedness while maintaining facility compliance and waste best practices
- **Production support services** to ensure optimal efficiency and productivity of your employees we offer corrugate and pallet management, moving, picking, and packing
- **Cleaning services** to maintain the health and hygiene of your facility while keeping the entire space pristine

Enabled by technology and data

With *ABM Performance Solutions*, we back up the outcomes we achieve with all the data you need, delivering actionable insights that drive continuous improvement. Our tech stack includes:

- 1

Advanced data platform with predictive analytics and benchmarking to track assets and people using visual dashboards
- 2

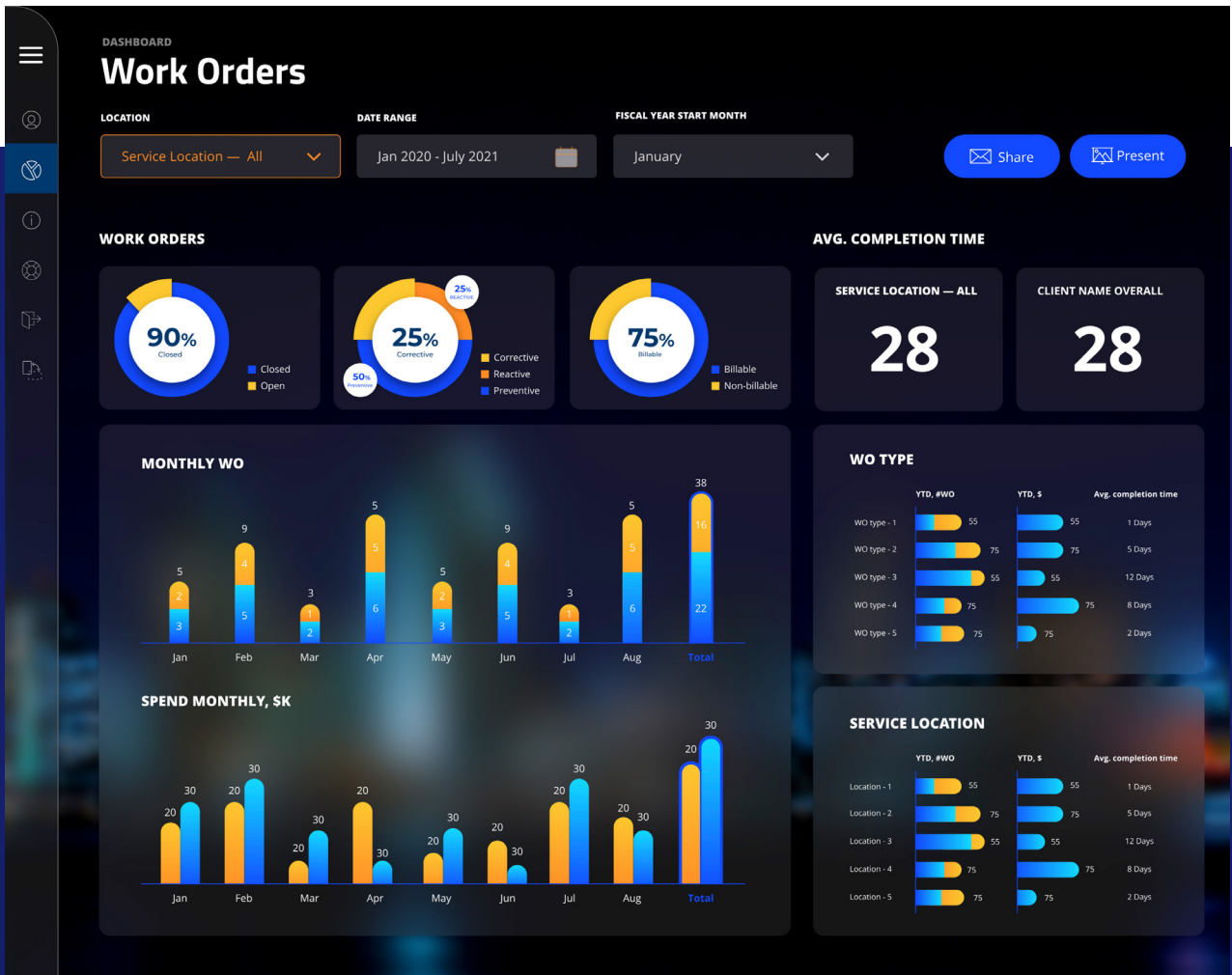
Streamlined SOPs around how data is collected, used and visualized—both internally and externally—providing greater transparency and improved operations
- 3

CMMS with full work order management and asset management capabilities
- 4

Additional **technology enablers**, such as those needed to support predictive maintenance, indoor air quality (IAQ), IoT sensors, smart building capabilities, artificial intelligence and machine learning

And it's not just coming in and setting it up. It's not just maintenance. It's the ease of knowing you'll never have to worry about it again.

The *ABM Performance Solutions* dashboard gives you multiple views of real time data to drive financial, operational and occupant experience decisions.



Your goals, your challenges, and our performance solutions

As the key decision maker for your company's facility operations, you have big, complex goals to achieve. Top-line items such as:

- Cost management
- Operational efficiency
- Building sustainability
- Simplifying facility management
- Easing administrative burden
- Accountability to shareholders, employees, and customers

But, you're also facing mounting industry pressures like:

- Budget constraints forcing you to identify new strategies to do more with less
- Streamlining management in an effort to improve financial performance
- Aging infrastructure in need of upgrades to increase energy efficiency and meet sustainability goals

With *ABM Performance Solutions*, we offer solutions that deliver:

- Cost efficiencies, especially for first-generation integrated facility services outsourcing
- True professional engineering and design capabilities
- Resiliency for your facility, through our unique capability to design and build microgrids
- Infrastructure maintenance and the on-site resources to ensure your building is an asset—and one that's always up and running
- Measurable outcomes and efficiencies backed by data and analytics that drive continuous improvement

In short, no matter the complexity of your facility or the operational challenges ahead, *ABM Performance Solutions* can take care of it for you. All while giving you the simplicity, visibility and outcomes you need.



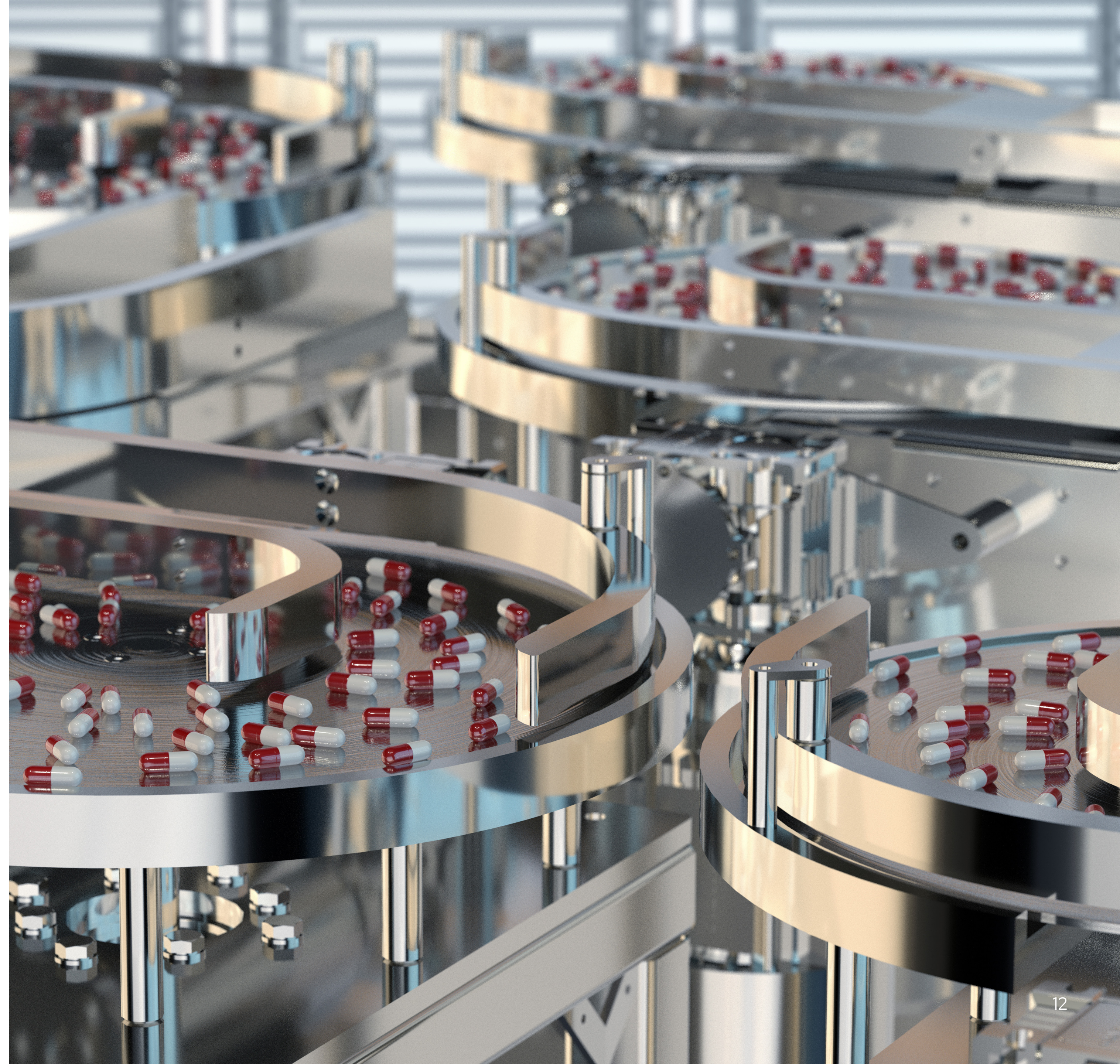
How ABM gives your facility an edge

ABM Performance Solutions offers your company greater value—not only financially, but also in terms of accountability.

With us, you'll only need to deal with a single provider—one with the ability to self-perform end-to-end—because we'll be handling the vast majority of the facility and infrastructure service work ourselves.

And for those few services that we do subcontract, we have a robust vendor management process to ensure that we're holding subcontractors and other vendors accountable to the same high standards we demand of ourselves. That means fewer headaches, fewer calls, and fewer dollars wasted.

Plus, by creating a singular reporting platform, *ABM Performance Solutions* powers your entire operation with consistent service delivery, the streamlining of multiple facility suppliers, and the alignment of a single team with one shared goal: **driving outcomes and efficiencies for your business.**





The greatest gains for first-generation outsourcers

If your company is looking into outsourcing its facility services for the first time, it's likely that your current subcontractor management is scattered and costly. And that you feel there's got to be a better way to train your in-house employees and career path them. And that you don't have good visibility into the sustainability elements of your facility, nor their costs.

It's likely that you haven't yet had the chance to leverage a large integrated facility services provider. One that can use its scale, reach, and speed-to-service to drive immense cost efficiencies for you. All so your operation can experience the greatest gains and return on investment.

These are all the capabilities that *ABM Performance Solutions* brings to a first-generation outsourcer: delivering skilled, reliable staffing; reducing the number and costs of subcontractors; increasing your sustainability and energy efficiency; and streamlining and standardizing the overall logistics of how it's all delivered. **This is where and how *ABM Performance Solutions* drives increased performance, cost efficiencies, and greater outcomes throughout your entire facility.**

From problems to performance

It's time to get proactive, outcomes-first performance—for the life of your facility.

Performance to:

- Reduce CAPEX costs
- Optimize operational efficiencies
- Elevate the workplace experience

Performance through:

- Integrated Facility Services
- Cost Management
- Building Efficiency
- Sustainability Initiatives
- Energy Conservation
- Technological Integration
- Workplace Experience
- CAPEX Discipline
- Accountability

ABM Performance Solutions delivers outcomes.

We assess what services you need, customize them to your facility, deliver them from one solutions provider—us—and then back it all up with the outcomes your operation requires.

It's streamlined, simplified solutions that give your operation one contract, one invoice, one point of control, and one source of accountability for the outcomes of all your facility services.

Visit [ABM.com/performance-solutions](https://www.abm.com/performance-solutions)
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 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 work together 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.