

Welcome to Complete Building Care

The full range of what your building
needs. All from one provider.
Delivered by experts who care.





Over 100 years of maintaining facilities completely

The service industry has always been a business built on relationships. And over the past century, we've dedicated ourselves to taking care of those relationships as we've grown and evolved to constantly deliver for our clients' complete facility needs.

Today, ABM is one of the largest providers of complete facility services. A driving force for a cleaner, healthier, more sustainable environment. We're facility experts dedicated to making a difference by bringing creativity, professionalism and a service mindset to your entire portfolio. And our clients know they can count on us to always service their buildings and facilities like they're our own—because we work there, too.

Our purpose has always been to take care of the people, spaces and places that are important to you. That's why, for us, Complete Building Care is more than a service—it's a promise. And throughout this guidebook, you'll see just how much complete facility solutions, capabilities and values-driven culture are at the very core of all our relationships—at the very core of all of our work.

By working together, we're making good on our constant promise to you:

Complete Building Care delivered by experts who care.

What's Complete Building Care?

Integrated solutions for every inch of your building

A functioning facility is more than meets the eye. It's a complex combination of specialized components and systems, each with specific needs and challenges. Keeping it all running requires deep expertise in each area—and a full understanding of how they all work together.

That's ABM. That's Complete Building Care.

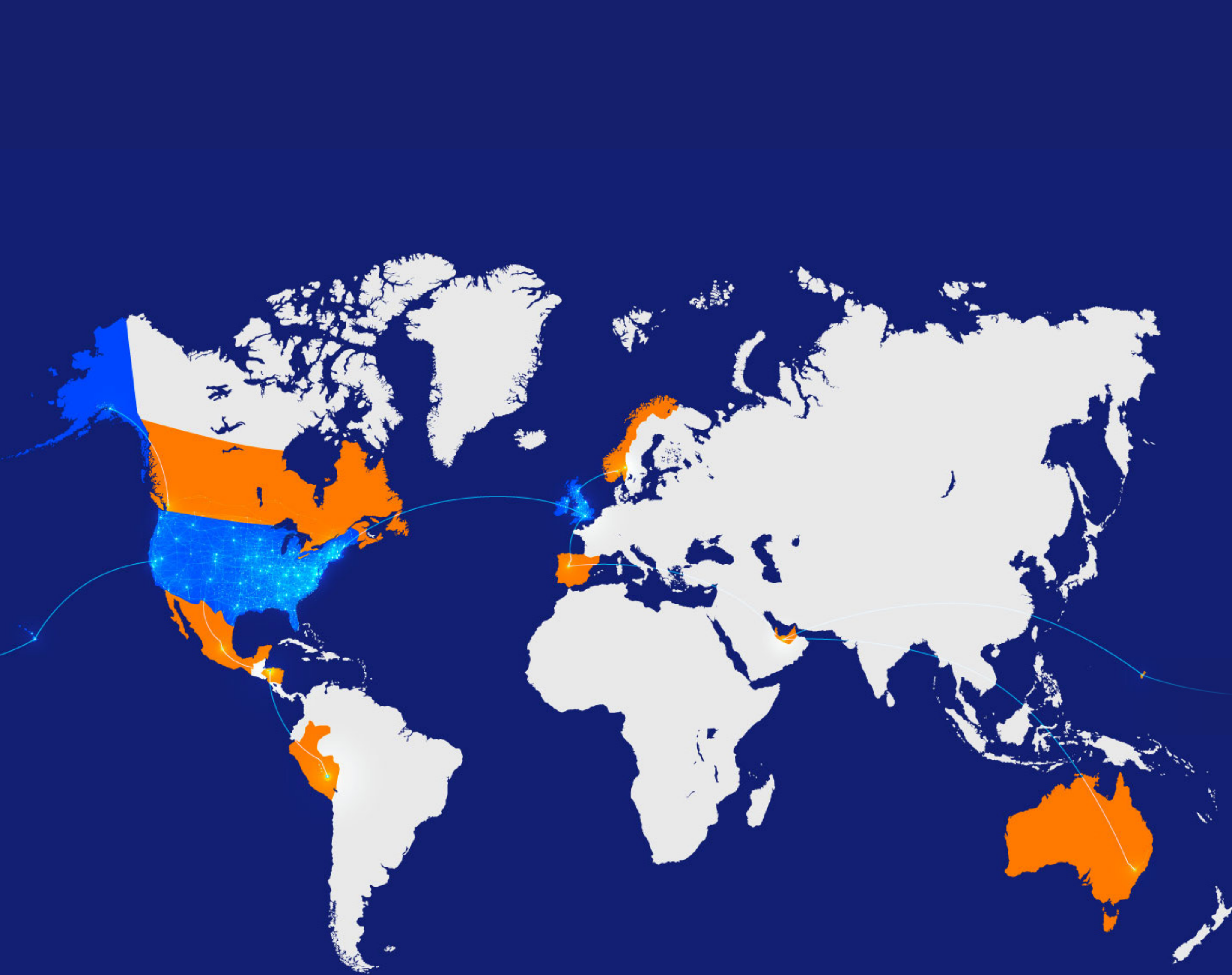
Through care and dedication, our more than 100,000 facility experts provide stress-free building solutions that ensure consistent, effective results across every inch of your spaces.

That's HVAC & Mechanical, Indoor Air Quality, Cleaning, Electrical & Lighting, Power, Parking & Transportation and every critical component specific to your building.

Our full suite of specialized services work together—just like our teams work right alongside yours—to deliver integrated solutions that help make your operations more streamlined, more dependable and more cost-effective.

We service more than 6 billion square feet of buildings daily—and can do the same for all of yours.





Solutions built for industry leaders, by industry leaders

The team you need

For over a century, we've continuously proven ourselves as a leader in building maintenance. Our specialists and technicians are responsible for facilities large and small, in every industry and sector.

Our experts are highly trained and certified in facility systems and services. By working as one seamless operation, ABM delivers new levels of performance and efficiency.

We've got roots in every region

Behind every facility is a company, an economy and a community—and ABM facility services help leaders build all of them.

Our team members are your neighbors, serving in over 350 locations across the U.S. and beyond. ABM combines local understanding with world-class expertise for Complete Building Care that's truly complete.

We're proud of the partners we serve, and the smooth, safe operations we help deliver every day.

SERVICES WE PROVIDE

Complete care for every operation



ELECTRICAL
SERVICES



HVAC SERVICES



MISSION CRITICAL



ENERGY



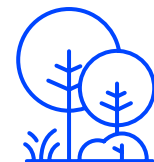
CLEANING SERVICES



PARKING MANAGEMENT



EV CHARGING



LANDSCAPE & TURF



SPECIALTY SERVICES



BUILDING ENGINEERING
& MAINTENANCE



LIGHTING



INTEGRATED
FACILITY SERVICES

Complete care you
can count on

350+

offices in the U.S. and abroad

100,000+

team members

15+

industries served

110+

years of experience innovating
facilities services

6+ billion

square feet of buildings serviced daily

50%+

of Fortune 500 companies
rely on ABM

Optimize operations with complete facility solutions

ABM applies expertise in all building systems to deliver complete care

From planning to installation to maintenance, ABM delivers an entire suite of integrated, innovative solutions that work seamlessly with your team and facility.



ELECTRICAL SERVICES

Electrical systems impact nearly every aspect of your facility and business. ABM helps you minimize risk and maximize productivity with electrical solutions. Safety. Compliance. Uptime. All from a single provider.

- Electrical Lighting
- Electrical Power
- Predictive Maintenance
- EV Charging
- NFPA 70E Compliance

Lower administration and energy costs

Fewer system failures

Increased return on capital investment



ELECTRIC VEHICLE (EV) CHARGING

Whether you're responsible for a local government, car dealership, university or any other facility, ABM has the scope to design, self-perform and manage a turnkey EV charging implementation that's customized for your facility and your key metrics.

- EV charger procurement and installation
- Site consultation and analysis
- Integrated technology and reporting
- Preventive maintenance
- Warranty service and repairs
- Electrical testing

20,000+ EV charging ports installed by ABM in the US and Canada

30% of all new vehicle sales will be EVs and hybrids by 2025

80% of municipal bus fleets will be EV globally by 2040



ENERGY

As your energy solutions provider, ABM ensures that your facility benefits from efficient electrical usage, lower operating costs and increased sustainability. Partnering with ABM helps take the guesswork out of energy savings.

- Energy performance contracting
- EV charging ports
- Solar power infrastructure
- Preventative maintenance
- Lighting controls
- HVAC efficiency

\$400B+ yearly savings for commercial and industrial facilities

24% average energy efficiency improvement

\$40B+ saved with 10% energy efficiency improvement



BUILDING ENGINEERING & MAINTENANCE

ABM engineers analyze your facility's conditions and operations to custom-build a complete program that conserves energy, lowers your risks, reduces overhead costs and decreases administrative and subcontractor labor demands.

- Building automation systems
- Preventive and predictive maintenance
- Energy savings
- Power testing
- EV and fleet charging
- Equipment inspections

10,000+ certified ABM engineers 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



HVAC SERVICES

Whether you're maintaining aging infrastructure or a complex new system, facilities need care. ABM keeps HVAC, mechanical, plumbing and piping components operating properly so performance is up and capital expenditures are down.

- Preventative testing
- Commissioning
- Installation
- Maintenance
- Plumbing and piping
- Repairs and retrofits
- Test and balance

500,000 heating and cooling systems maintained

24/7/365 emergency support service

30 years of experience on average for our facility experts



CLEANING SERVICES

Nothing says “care” like cleanliness. Shining floors, fresh-smelling air, well-stocked restrooms, smudge-free windows. ABM serves as a seamless extension of your team, with a highly trained janitorial staff and advanced cleaning technologies.

- Green cleaning and recycling services
- General maintenance
- Carpet and floor care
- Staffing and specialty services
- Construction cleanup
- Sanitation and sterile room cleaning

100+ years of commercial janitorial expertise

4 billion square feet of buildings cared for every day globally

1 single-source commercial janitorial partner



LANDSCAPE & TURF

When people step onto your property, they form an immediate opinion about your business. With careful attention and proven procedures, ABM groundskeeping teams keep your landscape and turf attractive, pest-free and sustainable.

- Landscape, grounds, and turf maintenance
- Commercial and industrial landscapes
- Irrigation systems
- Exterior pest and plant
- Fertilization management
- Arbor care
- Aquatic maintenance

25,000+ acres of landscaping and golf courses managed

500,000+ seasonal flowers planted each year

90% landscaping customer retention rate



LIGHTING

Proper commercial lighting impacts productivity, safety, sustainability and operating costs. ABM provides cost-efficient care for your electrical and lighting system to improve your building’s environment and reduce both costs and risks.

- Lighting upgrades
- Energy saving retrofits
- Advanced controls
- Exit/emergency lighting
- Group relamping
- Ultrasonic pole inspection
- Thermal imaging

400,000 parking lot lights and lighting poles maintained

25% average energy use devoted to electric lighting in U.S. commercial buildings

75% energy savings possible through LED retrofits and smart building controls



MISSION CRITICAL

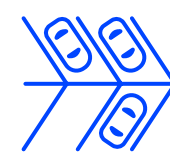
As your critical system partner, ABM understands the risks of downtime and outages. That's why, for data centers and network facilities, our experienced and certified technicians keep sensitive and complex equipment running at optimal levels.

- Certifications and clearances
- Electrical testing
- Facilities project management
- QA/QC/QI/TQM
- Energy assessments
- CFD modeling
- Operational readiness

35+ million square feet of mission critical facilities serviced

24/7/365 uptime for your critical infrastructure

35+ years of mission critical systems experience



PARKING MANAGEMENT

Your parking environment and operators are often the first experience customers have with your brand. Daily visitors expect arriving and leaving to be hassle-free. So trust ABM, a parking management and transportation leader since 1966.

- Shuttle services
- Valet and special event services
- On and off-street parking management
- Mobile phone and web-based solutions
- EV charging ports
- Electrical and lighting

1+ million vehicles parked every day

4.5 million shuttle passengers transported daily

\$1.5+ billion in parking revenue collected for ABM clients



INTEGRATED FACILITY SERVICES (IFS)

At the center of Complete Building Care is our IFS offering. And through our innovative applications of technology and expertise, we work smarter and more efficiently to provide facility services delivered cost-effectively and reliably. ABM maintains every inch of your operation to extend the life of your facility—all with minimal hassle and maximum control and consistency.

- Electrical
- Energy
- Janitorial
- Landscape & Turf
- Maintenance and repairs
- Mechanical maintenance
- Mission Critical
- Parking & Transportation

100% care for your facility systems

70%+ of facility service costs arise from labor, and IFS reduces that

1 team, 1 purpose, 1 provider

Complete CRE solutions

What turns first-time visitors into lifelong customers?

A clean, safe, comfortable environment. And that's exactly why we've developed and implemented our leading-edge facility services for more than a century across countless buildings.

Commercial Real Estate: Your building is our business

When everything works as expected, you and your occupants all feel more comfortable in your space. Whether you manage a small office building, a corporate campus or an office park, you know the importance (and the hassles) of achieving high-quality building maintenance.

As your single-source provider of facilities expertise, our well-trained and experienced team will perform the services you need, exceeding your expectations and freeing you to focus on your business.

ABM helps you bring in and retain tenants by partnering with you to create the customized environment they seek. We're empowering you to control the quality, consistency and cost of your commercial building services.



CASE STUDY

CRE Urban Landmark Renovation

The rebirth of a historic
2 million-square-foot facility
into an urban, chic powerhouse

550,000

square feet of Class A
loft office space

300,000

square feet of retail

330,000

square feet of open
space and landscaping



CHALLENGE

To breathe life back into a massive building unused for 30 years, the developer had an immensely tall order to fill in terms of restoration, cleaning and maintenance.

And starting with a walkthrough when the building was still just a hollowed-out shell, our teams identified priority projects—from renovation to opening to ongoing maintenance—and then got to work to make it all come to life again.

SOLUTION

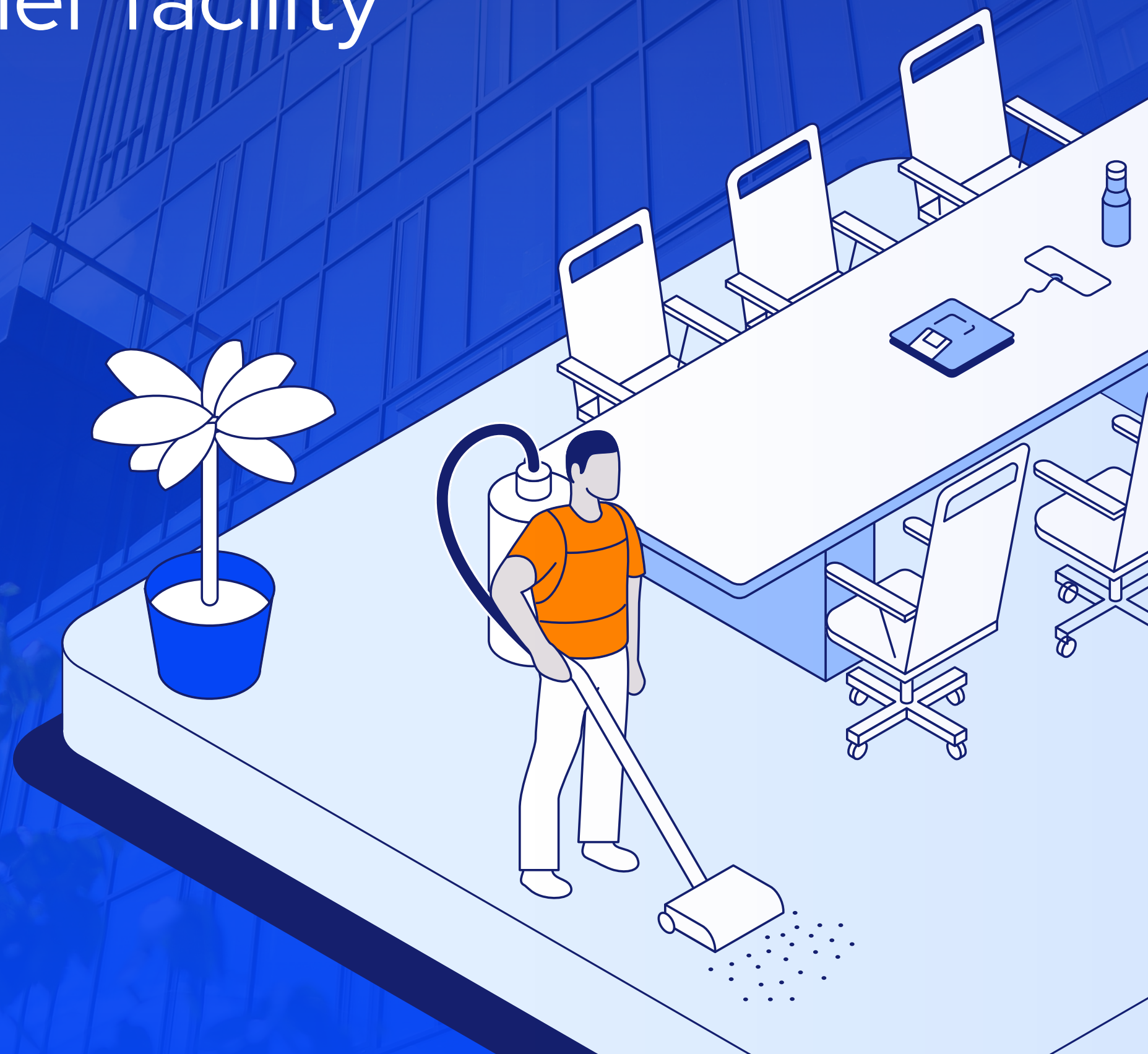
ABM's Specialty Services division supported the developer with janitorial, electrical, energy, HVAC and mechanical, parking and landscape professionals who ensured both tenant and guest satisfaction. With customized services to fit both the broad and specific needs of this unique space, ABM exceeded customer expectations and enabled the facility to thrive in a competitive market.

- ABM acts as a single point-of-contact across multiple projects
- ABM Account Director maintains on-site office
- Awarded LEED Gold certification in 2016

SERVICE SPOTLIGHT

The new office environment is all about the customer experience

Using flexibility and technology to foster a healthier facility



CHALLENGE

Recently, employees have grown more discerning about the environments they work in. To feel comfortable about returning to the office, they want visible, consistent cleaning, better access to hand hygiene products and social distancing protocols. And to attract and retain high-performing workers, employers need to demonstrate that they're listening.

SOLUTION

In addition to hybrid work arrangements, business executives can leverage ABM's smart solutions for commercial facilities. By tapping into the Internet of Things (IOT) technology, we operate at higher levels of sophistication to gather real-time occupancy data, automate cleaning task generation and provide assurances of work completion for the sake of occupant.

TAKING THE INTERNET OF THINGS TO WORK

- Sensors measure occupancy levels throughout the facility
- Occupancy data triggers service requirements for Smart Routing in real-time
- Mobile-enablement strategies prioritize tasks and outcomes with GPS tracking

DELIVERING ON OUR PROMISE TO YOU

Complete Building Care by experts who care

At ABM, we put our 110 years of expertise in facilities systems to work for you.

From planning to maintenance, ABM provides an entire suite of integrated, innovative solutions that work seamlessly with your team and facility. All to provide Complete Building Care.

And here's what's most important: Care from ABM delivers results. Our specialized services work together—just like our teams work right alongside yours—to deliver complete facility solutions that help make your operations more streamlined, more dependable and more cost-effective.

**We service more than 6 billion square feet of
buildings daily—and can do the same for you.**
Visit [ABM.com](https://www.abm.com) or call 866.624.1520 to learn more.



**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 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.