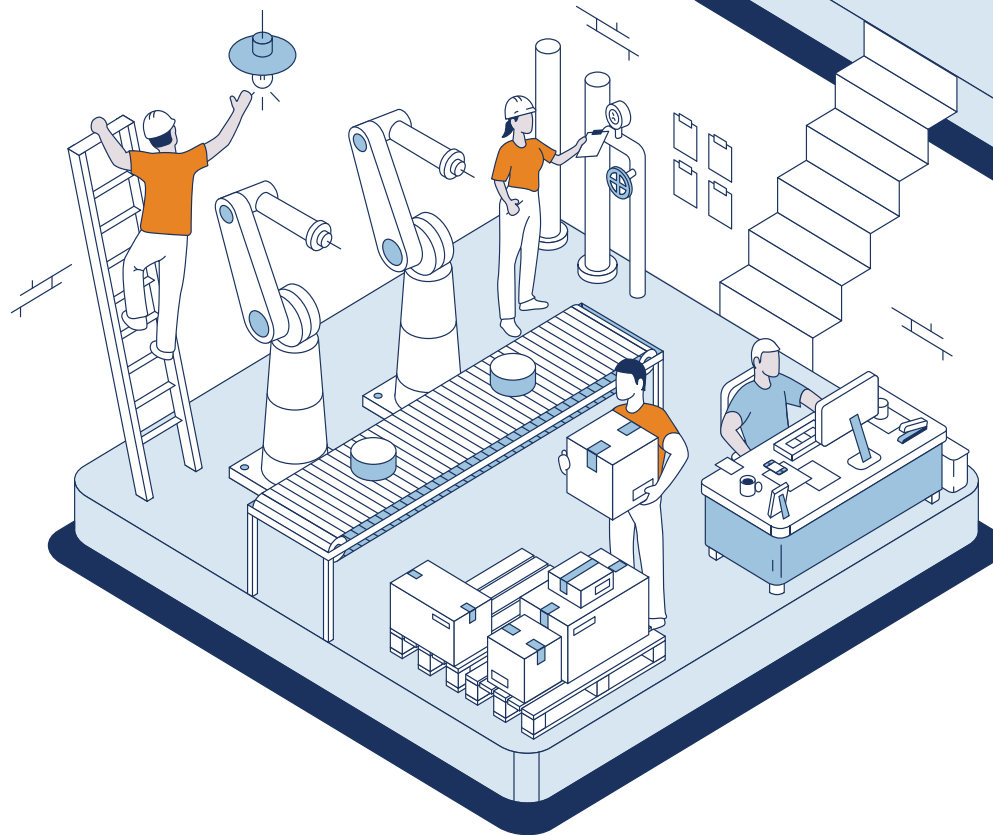


Welcome to

Complete Building Care

The full range of what your facility 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 on our client's 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 customers 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.

And 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, Disinfection, Electrical Power, Lighting, 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.

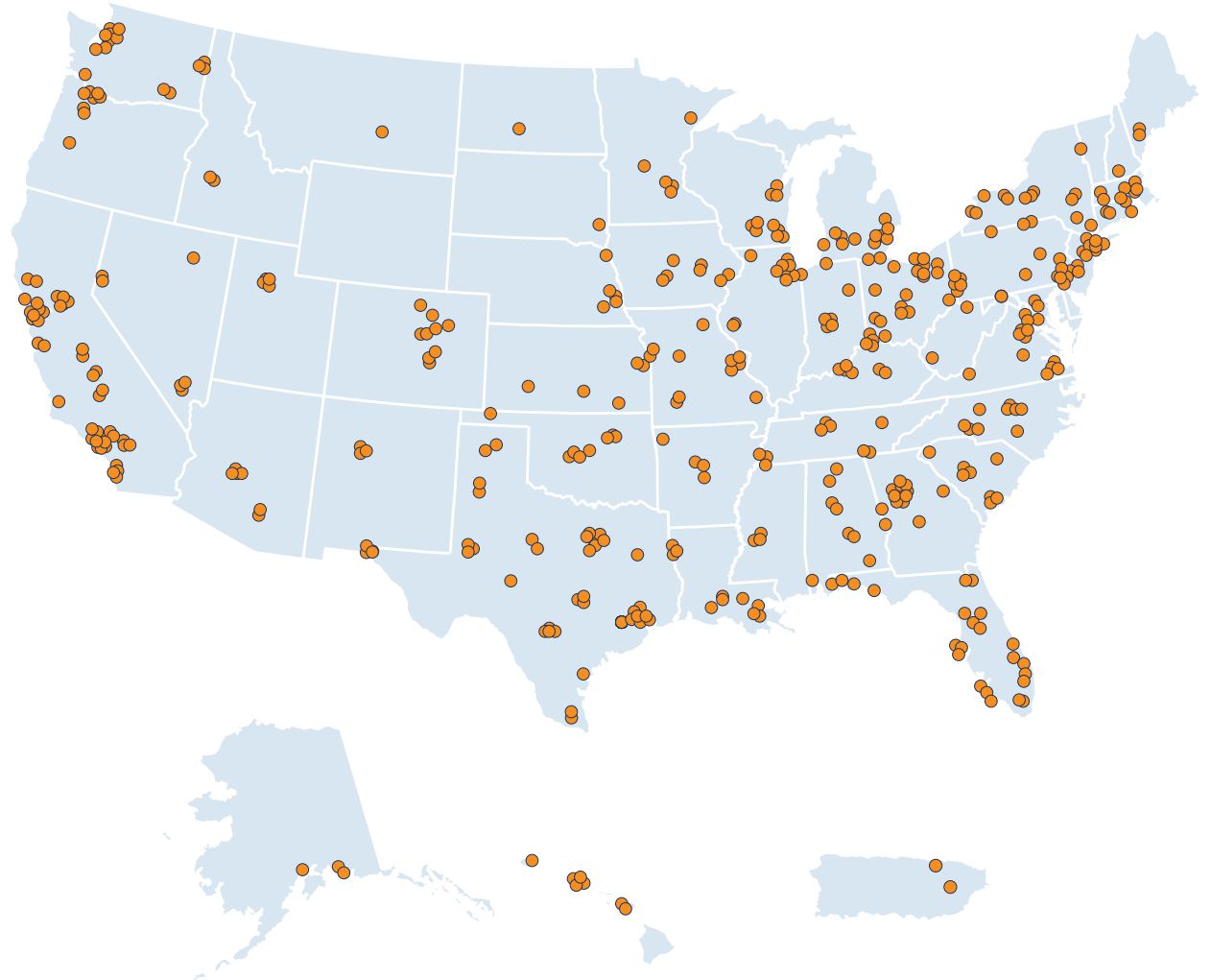
Our experts are highly trained and certified in facility systems and services. By working as one seamless operation, ABM delivers new levels of performance and efficiency.

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.

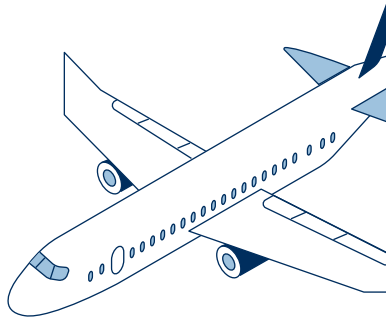
We're proud of the partners we serve, and the smooth, safe operations we help deliver every day.



Taking Care of Your Entire Operation

Aviation

- Airports
- Airlines



Education

- Higher Education
- K-12 Education



Healthcare

- Hospitals
- Medical Office Buildings
- Senior Living



Business & Industry

- Banking & Financial
- Commercial Properties
 - Commercial Office Facilities
 - Commercial Real Estate Facilities
- Government
 - Federal Government
 - Local Government
- Hospitality
- Retail Stores
- Sports & Entertainment
 - Convention Centers
 - Museums
 - Stadiums & Arenas



Manufacturing & Distribution

- Industrial & Manufacturing
 - Automotive
 - Food & Beverage
 - Nuclear Power Services
- Life Sciences
 - Biotech
 - Medical Devices
 - Pharmaceutical
- Technology & Data Centers
 - Data Centers
 - Semiconductors
 - Software & Consumer Technology
- Warehouse & Distribution
 - eCommerce Distribution



SERVICES WE PROVIDE

Complete Care for Every Operation



EnhancedClean™



Janitorial



EnhancedFacility™



Landscape & Turf



Electrical Power



Lighting



Energy



Mission Critical



EV Charging



Parking & Transportation



Facilities Engineering



Specialty Services



HVAC & Mechanical



Integrated Facility Services

Complete care
you can count on

350+

offices in the U.S. and abroad

100,000+

employees

15+

industries served

110+

years of experience innovating
facilities management

6+ billion

square feet of buildings
serviced daily

50%

of Fortune 500 companies
rely on ABM

Complete Building Care 



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 Power

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.

- Acceptance Testing
- Safety Training
- Predictive Maintenance
- 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 & Installation
- Site Consultation & Analysis
- Integrated Technology & Reporting
- Preventive Maintenance
- Warranty Service & Repairs
- Electrical Testing

20,000+ EV charging ports installed by ABM in the U.S. 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



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 & 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



Facilities Engineering

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 & Predictive Maintenance
- Energy Savings
- Power Testing
- EV & 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 & Mechanical

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 & Piping
- Repairs & Retrofits
- Test & Balance

500,000 heating and cooling systems maintained

24/7/365 emergency support service

30 years of experience on average for our facility experts



Janitorial

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 & Recycling Services
- General Maintenance
- Carpet & Floor Care
- Staffing & Specialty Services
- Construction Cleanup
- Sanitation & Sterile Room Cleaning

100+ years of commercial janitorial expertise

4 billion square feet of buildings cared for every day

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 & Turf Maintenance
- Commercial & Industrial Landscapes
- Golf Course Maintenance & Renovation
- Athletic Field Maintenance
- Theme Park Grounds Maintenance
- Irrigation Systems
- Exterior Pest & 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 power 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



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



Parking & Transportation

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 & Special Event Services
- On & Off-Street Parking Management
- Mobile Phone & Web-based Solutions
- Janitorial & Special Services
- EV Charging Ports
- Electrical Power
- 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 Power
- Energy
- Janitorial
- Landscape & Turf
- Maintenance & Repairs
- Mechanical Maintenance
- 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 Care for Aviation

Ensuring you provide consistent, quality service enhances the traveler experience. That's why ABM helps deliver maximized efficiency and productivity throughout your entire airport operation. All while offering affordable, high-quality aviation services that scale to meet your demand.

Airports: 75+ airports around the world use ABM as their preferred provider

Airport operations are among the world's most complex and demanding. And each airport system needs continuous improvement and updates to its infrastructure. Staying ahead requires expertise in each area and a complete understanding of how they all work together.

ABM aviation teams provide the solutions, global best practices and support you need to care for each passenger. From the parking garage to the restroom to the jetway, ABM helps you elevate the overall traveler experience, control operating costs, reduce traveler complaints and boost revenue.

Airlines: All 10 of the top 10 U.S. airlines trust ABM to service their aircraft

The commercial aviation market is fiercely competitive, and customers know it. Just like airlines know that they retain passengers based on the quality of the total travel experience.

ABM is the complete provider in helping you improve passenger satisfaction. Our global presence allows us to scale our operations quickly across multiple airline services. From detailing the interior of your aircraft to assisting your passengers with compassion and care, our courteous and highly trained workforce helps keep your planes, people and baggage moving smoothly.



100%

of leading U.S. airlines rely on ABM

75+

airports around the world choose ABM

30+

million square feet of airports serviced every day

- *Janitorial*
- *Parking & Transportation*
- *Passenger Services*
- *Catering Logistics*
- *Airport Maintenance*
- *Electrical Power*
- *Lighting*
- *Ground Handling*
- *Travel Retail*
- *Integrated Facility Services*

Complete Building Care 

ABM
Building Value

Complete Business & Industry Solutions

What helps keep customers coming back and makes occupants happier? 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 businesses and hundreds of industries.

Commercial Real Estate: Your building is our business

When everything works as expected, you and your occupants all feel more comfortable in your space. And 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.

Sports & Entertainment: Make your facility a memorable part of the experience

A great event experience is more than a single sports match, exhibit or conference. It's the ease that guests feel when finding a parking spot, the sparkle of clean facilities and the photo opportunities in well-cared-for grounds.

It's also all of the behind-the-scenes facilities and operations work of the industry's unseen venue management that lets the main event truly shine.

At ABM, we get it. We serve more than 4,000 events each year. That's why we're the industry's leading single-source provider for sports and entertainment facility management and event services.

So make your venue the home of exceptional events. Let ABM help you dazzle both organizers and visitors—and keep them coming back—time and time again.

50%

of Fortune 500 companies rely on ABM

4+ billion

square feet of commercial facilities serviced daily

4,000+

sports and entertainment events served by ABM each year

- *Janitorial*
- *Parking & Transportation*
- *Facilities Engineering*
- *Landscape & Grounds*
- *HVAC & Mechanical*
- *Electrical Power*
- *Lighting*
- *Power Solutions & EV Charging Stations*
- *Operations Budget Management*
- *Integrated Facility Services*

Complete Building Care 

ABM
Building Value

Complete Building Care for Education

Something critical for your class notes: Top-notch facility services help improve learning outcomes for students. ABM's complete facility solutions enhance student safety and security, enabling teachers and professors to effectively educate more students and helping administrators lower operating costs. All while improving the health of education buildings and saving each client an average of over \$20 million.

Higher Ed: Services that create a higher-quality campus

ABM's dedicated experts and high-quality facility management services help you attract and retain students for your college or university. From dorms and dining halls to quads and classrooms, ABM creates attractive, comfortable, sustainable learning environments.

We help you reduce operating expenses with complete, cost-effective, customized facilities solutions for your campus. All to give you more control, generate less waste and grow funding for critical infrastructure upgrades and maintenance. All to create greater savings for you to reinvest in your students.

K-12: Deliver more for your students, faculty and community

Across hundreds of K-12 classrooms, hallways, communities and districts, ABM has helped elementary and secondary schools control costs, protect learning environments and put money back into needed school maintenance improvements and educational priorities.

With ABM as your single-source facilities partner, you can create healthier and safer educational communities for students, faculty, staff and visitors. All while lowering your school maintenance costs. All without sacrificing quality of care for your school facilities.



750 million

square feet of schools and campuses cleaned daily

30%

average annual energy savings achieved for schools

- *Custodial & Disinfection*
- *Facilities Engineering*
- *Landscaping, Groundskeeping & Athletic Fields*
- *HVAC & Mechanical*
- *Indoor Air Quality (IAQ)*
- *Electrical Power*
- *Lighting*
- *Energy Performance Contracting*
- *EV Charging Stations*
- *Technology Enhancements*
- *Operations Budget Management*
- *Safety & Security Systems*
- *Parking & Transportation*
- *Integrated Facility Services*

Complete Building Care 

ABM
Building Value

Complete Care for Healthcare

Dedication to patient well-being extends well beyond treatment plans. Healthcare professionals know the critical role that cleanliness, friendliness and efficiency play throughout their facilities. And ABM has the experience and expertise to deliver the infrastructure and service needs throughout all your healthcare facilities.

Hospitals & Healthcare Systems: Patient-first facility solutions that scale

Each moment a patient or caregiver spends in your hospital matters. That's why ABM maintains a safe, healthy, clean, comfortable and complete facility for all your doctors, nurses, staff and visitors. All while delivering new efficiencies that positively impact both operations and budgets—and always enhance the patient experience.

Our wide range of facility services deliver customized care that brings measurable outcomes to healthcare organizations of multiple sizes and complexity. We respect the protocols, compliance, details and relationships in your hospital to meet your unique business goals and patient metrics.

Medical Office Buildings & Clinics: Facility care—customized, without compromise

Like so many clinics and medical office buildings, we share your patient-first mindset. And that's why, with skilled and caring service professionals trained for the unique challenges and responsibilities of healthcare facility management, we impact budgets, yes, but also so much more.

ABM delivers above-and-beyond facility solutions that live up to the care that your teams provide for your patients every day. And we achieve this by providing a critical 1:1 partnership to understand your priorities—and then provide the right services, flexibility and support your medical facility needs.



160+

hospitals served nationally

700+

medical office buildings and clinics serviced nationally

- *Environmental Services*
- *Patient & Logistics Transport*
- *Hospitality & Valet*
- *Shuttle Management*
- *Food & Nutrition Services*
- *Facilities Engineering*
- *Landscape & Grounds*
- *HVAC & Mechanical*
- *Indoor Air Quality (IAQ)*
- *Electrical Power*
- *Lighting*
- *Energy Performance Contracting*
- *EV Charging Stations*
- *Integrated Facility Services*

Complete Building Care 

ABM
Building Value

Manufacturing & Distribution: The Complete Facility

ABM delivers expertise specifically designed to drive value for manufacturing and distribution operations. By keeping your people healthy, your facilities clean and your building systems up and running, we're helping you operate at peak efficiency and prime productivity.

Manufacturing: Comprehensive services for non-stop operations

ABM's specialized manufacturing solutions create healthier, safer facilities that maximize employee productivity and morale everywhere—from your front office to your assembly lines and your warehouses. That's how our manufacturing expertise and scale are able to drive outsized value to achieve your facility and business goals—all without sacrificing health or employee well-being.

With a complete range of facility services, we're more than capable of helping you maintain a safe, clean and comfortable workspace for your employees. Moreover, we deliver it all while keeping safety, reliability and compliance top of mind and expertise on call, thus helping to create new efficiencies that positively impact both your operations and your budgets.

Warehousing & Distribution: Delivered without disruption

Today's distribution centers must manage shipments with high expectations. And no matter what's getting shipped, your warehouse and fulfillment operations need to always be safe, secure, nimble and dependable.

Accomplishing this requires a delicate balancing act behind the scenes. That's where ABM comes in. To ease your facility concerns. To reduce your liability. To help you operate efficiently with our expert, integrated, complete facility solutions. From reliable staffing support to janitorial, HVAC maintenance and more, our innovations help you run a more agile, more productive facility.

Some of the largest companies in the industry rely on us to keep their goods safe and their distribution facility running smoothly. And ABM is equipped and dedicated to keep you delivering without disruption—and your customers constantly impressed.

700+

manufacturing facilities
rely on ABM

25%

decrease in spending from hiring
ABM cross-trained employees

75+ million

square feet of warehouse space
serviced each day

- *Janitorial & Disinfection*
- *Facilities Engineering*
- *Cleanroom & GMP Cleaning*
- *HVAC & Mechanical*
- *Indoor Air Quality (IAQ)*
- *Electrical Power*
- *Lighting*
- *Energy Performance Contracting*
- *Mission Critical Solutions*
- *Integrated Facility Services*

Complete Building Care 

ABM
Building Value

DELIVERING ON OUR PROMISE TO YOU

Complete Building Care Delivered by Experts Who Care

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

From planning to installation to maintenance to management, 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 all of yours.



866.417.2252

ABM.com/Complete



