

9/11 Memorial & Museum

Integrated Facility Solutions

By honoring lives lost and telling the stories of first responders who risked all in service to others, this unique location gives space to our collective grief and need for understanding. Its facility requires service and care that match the reverence and reflection of the visiting public.

9/11 MEMORIAL & MUSEUM

Set on nearly half the original sixteen-acre World Trade Center site, the 9/11 Memorial & Museum honors the 2,983 people killed in the September 11, 2001 and February 26, 1993 attacks.

The memorial site features all 2,983 names around two acre-sized reflecting pools fed by the largest man-made waterfalls in North America. The pools nearly fill the footprints of the Twin Towers, and the surrounding tree-filled plaza was designed with special sustainability measures for water and energy conservation.

The museum includes artifacts and installations crafted from remnants of the towers, and explores the lives of those lost, as well as the historical impact and cultural context of the attacks, across 110,000 square feet of exhibition space. In addition to media installations and core displays, the museum also hosts educational programs, films, live talks and special events.

CHALLENGE

The 9/11 Memorial & Museum includes over 500,000 square feet of special environments, including memorials, exhibitions, and unique sites like the Last Column and the Survivor Tree.

Thousands of visitors explore the sacred and educational spaces entrusted to the stewards of this iconic site every day.

A site of this size, scope, and public stature required a single-source provider for its complex facility needs. The memorial and museum facilities needed

an expert to care for all of their engineering, lighting, electrical, HVAC systems, landscaping, janitorial, and maintenance requirements at a level of service commensurate with the site's purpose.



CONTRACT FACTS

- **Services:** Engineering, Lighting, Electrical, HVAC, Landscaping, Janitorial, Maintenance
- **Start Date:** 2011
- **Number of Locations:** 1
- **Square Footage:** 110, 000
- **Employees:** 79

Sports & Entertainment

Case Study: 9/11 Memorial & Museum

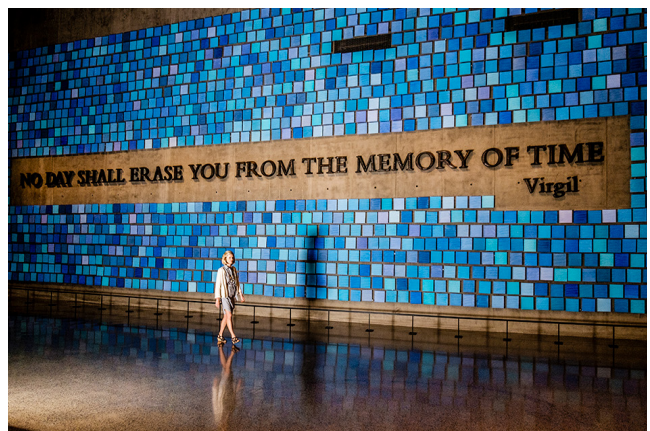
SOLUTION

With a single point of contact for the multi-service solution needed, ABM has provided janitorial, HVAC, and water system services since opening day. ABM management and supervision remain on site to support the strong relationship between the 9/11 Memorial & Museum staff and our teams.

Leveraging our expertise in servicing unique environments, ABM ensures smooth operations behind the scenes so that the 9/11 Memorial & Museum teams can focus on their core missions.

BENEFITS

- Over 80% of visitors “strongly agree” that the facilities were clean and well-kept in a survey conducted at the site.
- By providing a single source for multiple services, ABM has enabled the museum to control its operating costs.
- Implementing ABM’s GreenCare program helped the facility achieve LEED Gold Certification.



About ABM

ABM (NYSE: ABM) is a leading provider of facility services in the United States and various international locations. ABM’s comprehensive capabilities include janitorial, electrical & lighting, energy solutions, facilities engineering, HVAC & mechanical, landscape & turf, mission critical solutions and parking, provided through stand-alone or integrated solutions. ABM provides custom facility solutions in urban, suburban and rural areas to properties of all sizes - from schools and commercial buildings to hospitals, data centers, manufacturing plants and airports. ABM Industries Incorporated, which operates through its subsidiaries, was founded in 1909. For more information, visit ABM.com.



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