

Frequently Asked Questions - FAQs

Q: WHAT IS THE SOLVE ONE MORE PROGRAM?

Answer: The Solve One More (SOM) program is our enterprise-wide initiative to encourage all ABM employees to develop a better understanding of ABM's capabilities, and to use that knowledge to "Solve One More" problem for our clients in their facilities.

As part of Solve One More, we developed an incentive program, which rewards employees who have a conversation with a client or prospect about a problem that ultimately results in additional business with ABM. To qualify, all opportunities must be entered into the SOM website at abm.com/sellabm or the Solve One More App or you may call 1-855-SOLVEABM (1-855-765-8322). The toll-free number is only to be used by field personnel that don't have access to a computer

Q: WHO IS ELIGIBLE TO PARTICIPATE?

Answer: All ABM employees can participate in the program and most employees below VP/Officer level are eligible for monetary rewards. The Program Review Board members and Executive Leadership of each Industry Group will make all final decisions regarding participation for Branch Managers, General Managers, etc. See the complete [Program Guidelines](#) for rules and conditions.

Q: CAN I SUBMIT ANY TYPE OF LEAD TO THE PROGRAM?

Answer: No. The program is designed to encourage ABM employees to have a conversation with our **existing clients** so they can help them solve their facility problems by promoting *additional* lines of service available from ABM. For example, if a janitorial client is having parking challenges, it's a great SOM opportunity.

Opportunities that do not qualify:

- Clients or prospects calling us with a problem, Opportunities generated by finding RFP's on the internet or any other reactive Opportunities. The program is intended to encourage employees to proactively solve problems with existing clients.
- The program is not designed to reward referrals and Opportunities within a service line. For example, if an existing Janitorial client wants to add Janitorial services in the same property or within the same region at a different location, it does not qualify for the SOM program.
- If a business unit has an Integrated Facility Solutions (multiple ABM services) agreement and needs to hire a local vendor to complete the work, that work does not qualify for the

program. This program is designed to encourage our employees to help clients solve their facility problems using ABM solutions.

Regardless of the program, ABM expects its employees to do the right thing for our clients for the right reasons.

Q: HOW DO I SUBMIT AN OPPORTUNITY FOR THE PROGRAM?

Answer: Once an opportunity is identified, the generator of the opportunity must enter the opportunity at abm.com/sellabm or the Solve One More app or call 1-855-SolveABM (1-855-765-8322) to submit the required information. Once the opportunity is entered, the Inside Sales Team will verify, qualify, and assign the opportunity to the appropriate salesperson.

Q: CAN I CALL 1-855-SOLVEABM FOR ALL MY OPPORTUNITIES?

Answer: Not unless you are in the field without access to a computer. Unfortunately, we do not have the staff to handle a large number of calls so any employee with a computer is required to enter the opportunity at abm.com/sellabm or the Solve One More app.

Q: HOW WILL I KNOW WHAT HAPPENS TO MY OPPORTUNITY?

Answer: When the Opportunity is assigned, you will get an email from our automated system notifying you that the opportunity was received and assigned to a salesperson. You will also receive emails from time to time when the status of your opportunity changes. Don't be surprised if you hear from the salesperson that gets your lead looking for information, a warm introduction, or help with the client.

Q: DO I GET PAID JUST FOR TURNING IN AN OPPORTUNITY?

Answer: No. Once an opportunity is assigned to a salesperson, the salesperson will then work with our facility experts to develop a solution that resolves their problem. You only be rewarded if the opportunity results in additional business to ABM.

Q: HOW MUCH DO I GET PAID?

Answer: As the opportunity generator, you will be paid 1.0% of the first year's revenue to a maximum of \$5,000 per Opportunity. Due to the size and length of sales cycle, Energy Project (BES) Cross Sell results will be awarded on separate incentive program which will be 10% of eligible incentive pool. Please refer to the [Program Guidelines](#) for all the rules and conditions.

Q: WHEN DO I GET PAID?

Answer: All incentives will be paid by the last business day of the month following the start date of the contract. (i.e., a start date of October 1 would be paid by November 30).

Q: WHAT IF I HAVE A DISPUTE WITH THE PROGRAM?

Answer: The program is managed by the Program Review Board. The Program Review Board is comprised of employees directly involved in Sales Leadership and appointed by the Industry Group Leaders; as well as other members appointed by the ABM Executive Team. The board members will manage the program to the program guidelines. All decisions regarding program application, disputes, etc. will be made by the board and their decisions are final.

Q: CAN I MAKE SUGGESTIONS TO IMPROVE THE PROGRAM?

Answer: Yes. You may submit your suggestions to your manager or any member of the Program Review Board. All suggestions will be reviewed by the board.

Q: WHO IS ON THE PROGRAM REVIEW BOARD (PRB)?

Answer: FY2019 Members:

- Sean Mahoney (Executive Sponsor)
- Carrie Konior (Program Leader)
- Lance Graville (Business & Industry)
- Dan Dowell (Technical Solutions)
- Pat Moller (Healthcare)
- James Norton (Education)
- David Roe (Technology & Manufacturing)
- Bill Narleski (Aviation)
- Cary Bainbridge (Marketing)
- Tom Gallo (COE/TMO)

Q: WHO PAYS FOR THE MONETARY AWARDS AND OTHER REWARDS?

Answer: The incentive reward of 1.0% is paid by the Industry Group that receives the Opportunity and completes the resulting contract or agreement with the client