




CREATING HEALTHIER SPACES: A CERTIFIED, THREE-STEP PROGRAM

*The standards for facility wellness have never been higher
EnhancedClean™ can help you meet them*



For travel to increase, providing peace of mind is vital. There is a heightened sense of scrutiny for demonstrating that you are doing your part to provide clean, healthy, and safe environments. Through our certified EnhancedClean program, ABM is uniquely positioned to help our clients prevent the spread of pathogens with disinfection specialists and processes backed by experts.

The COVID-19 pandemic will forever change the way we travel.

Navigating a pandemic is challenging for everyone, especially so for those in positions of responsibility for the well-being of others. There will be a heightened sense of scrutiny for airports and airlines to demonstrate that they're doing their part to provide clean, healthy, and safe environments. General cleanliness is not enough. The aviation industry must incorporate disinfection protocols to provide healthier spaces and build traveler confidence. Clear communication about stronger and more intentional disinfection processes will be important to foster consistent confidence. The emergence of COVID-19 is a watershed moment for the facility services industry, and we will always remember that this was when the standards for cleaning and overall healthier spaces were raised for the long term.

The COVID-19 pandemic puts facility services providers in a critical role to provide an enhanced program to help keep travelers and team members healthy. These services must be based on expert infection prevention methods that help mitigate pathogen transmission. The EnhancedClean™ program is ABM's response to this challenge.

This program was developed by ABM in partnership with the EnhancedClean Advisory Council to best reflect recommendations of the Centers for Disease Control and Prevention (CDC), the World Health Organization (WHO), the Occupational Safety and Health Administration (OSHA), Public Health of England, and other government agencies.



ABM is dedicated to providing you with the services and knowledge you need to create healthier spaces for travelers and team members through ABM's EnhancedClean program. The moment people arrive at the airport or board a plane, they form an impression of your brand and how well you care for travelers. From the parking lot to the plane seat, it's now necessary to rethink daily operations as well as system maintenance and upgrades. We're here to offer advice and solutions to help you navigate change.

Before we know it, schools will be back in session, offices will reopen for business, stadiums will be full, hospitals will calm down, and airports will be bustling. We're honored to partner with you as you ramp up your operations and as you move forward.

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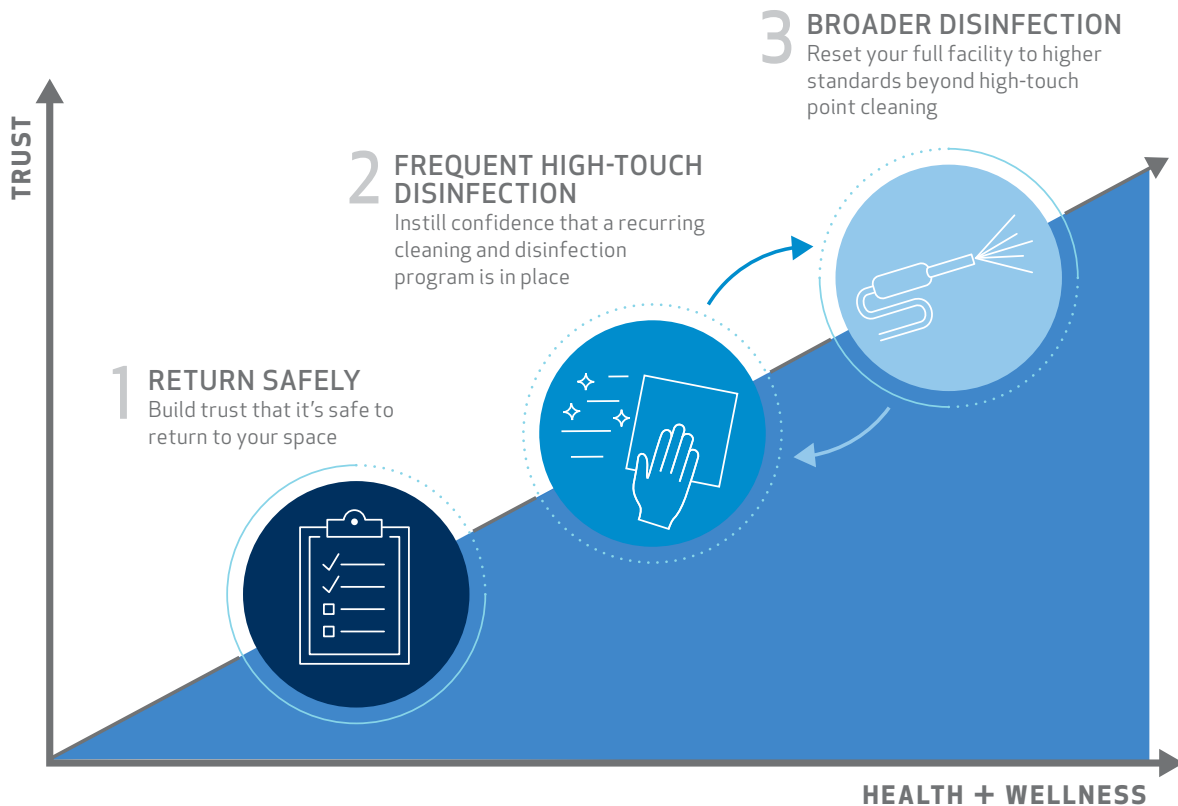
Introducing

ENHANCED Clean™

The ABM EnhancedClean program is a three-step approach that delivers healthy spaces through disinfection specialists and expert-backed processes. We will help clients to return safely, navigate change, and provide assurance by demonstrating trustworthy cleaning and disinfection. We do so through consistent intervals of frequent high touch point and broad disinfection, all delivered by a reliable partner dedicated to innovating ways to create healthier spaces.

Our disinfection processes and certified EnhancedClean program were developed in partnership with our Expert Advisory Council, which includes board certified experts in infectious disease and industrial hygiene. Our Advisory Council validated the components and approach for our certified program, inclusive of advising on the right process, supply, training, and communication components.

EnhancedClean helps your occupants feel safer from emerging pathogens with assurance from visibly consistent disinfection, reliable, and comprehensive facility services that prioritize health and wellness.



* Please see page 13 for information about certification.

ABM EnhancedClean™ services are designed to reduce but not eliminate the risks of spreading infectious diseases and viruses. There is no guarantee that the EnhancedClean services or any cleaning services will completely eliminate the risks of spreading infectious diseases and viruses.

A Three-Step Approach

STEP ONE: Return Safely

The first step starts with planning and preparing for the health and safety of increasing numbers of people in parking lots; at check-in; in security lines; on escalators and trams to concourses; in restrooms, restaurants, gate areas, and jet bridges; and at baggage claim, as well as team members in breakrooms, offices, maintenance hangars and training rooms. ABM will perform a site assessment that includes the following:

- A thorough walkthrough using our reentry checklists to identify high touch points where frequent disinfection is needed and perform a check-up of your entire airport
- Identify the most effective locations to add hand sanitizing stations or disinfecting wipes
- Evaluate opportunities to reduce high touch points by replacing manual fixtures/dispensers with touchless products
- Recommendations on centralized trash collection to reallocate labor to support increased disinfecting

Finally, a comprehensive disinfection service will be performed by certified disinfection specialists.

STEP TWO: Frequent High-Touch Disinfection

The second step puts cleaning and disinfection frequency recommendations in action to perform ongoing disinfection of high-touch surfaces like elevator buttons, ticket counters, self check-in units, mobile podiums, computer screens, phones, FID Screens, luggage scales, seating areas, various items in back offices and breakrooms after each use. ABM's cleaning and disinfection experts will provide the framework that suits your facility's risk profile.

Communication kits will be provided at the onset of this step to illustrate the benefits of the program, including:

- Entryway easel signs communicating mutual social contracts upon entering the space
- Video loops for digital signage to communicate the EnhancedClean steps being taken within your space
- Educational wall posters that address important practices like social distancing
- Restroom mirror clings to promote proper handwashing
- Table tents and floor clings to communicate disinfection services and encourage personal safety measures
- Web page with FAQs for travelers and team members to learn more about the EnhancedClean program

STEP THREE: Broader Disinfection

Broad disinfection via electrostatic spraying when buildings or aircraft are unoccupied helps safeguard your space beyond high touch point cleaning. Additionally ABM routinely tests new products (such as pathogen control testing and validation, UV light technology, and more) for effectiveness and pilots them at client sites to complement ongoing disinfection efforts.

THREE KEY DIFFERENTIATORS OF THE ENHANCEDCLEAN PROGRAM

- 1 **Certified Program with Expert-Backed Processes** delivered by disinfection specialists through our Expert Advisory Council, which includes experts in infectious diseases, industrial hygiene, and more, to help build and validate our program methodology. Disinfection Specialists and EnhancedClean Facilitators are internally certified to ensure absolute training comprehension and consistent program delivery. Additionally, ABM is a preliminary applicant of American National Standards Institute's certificate accreditation program for our EnhancedClean Training Program.
- 2 **Hospital Grade Disinfectants & Specialized Equipment** such as EPA-registered disinfectants qualified for use against SARS-CoV-2 for high touch points and electrostatic sprayers for broader disinfection.
- 3 **Innovative Solutions including Evidence-Based Testing** offer opportunities for ongoing disinfection such as UV light technology. Evidence-based testing validates disinfection for additional assurance.

STEP ONE

RETURN SAFELY

In the initial phase of ABM's EnhancedClean program, the first step in fostering everyone's confidence is to have the cleanest, safest possible environment waiting for them. We go beyond cleaning and disinfection—we help facility managers form a complete game plan. ABM will start with a comprehensive site assessment using our facility reentry checklists. For passenger areas, public spaces, and employee areas, we will advise on disinfection needs; no-touch fixtures, dispensers, and door-openers; automated restroom equipment; sensor technologies; hand-sanitizing stations and disinfecting wipes; and trash centralization. The site assessment is a check-up of your entire facility, including janitorial, HVAC and mechanical, engineering, lighting, power and electrical, parking, and landscaping. Our expert teams will take a holistic review of your property, advising on whatever else your facility type might need to ensure a safe return.

ABM has developed several workplace protocols for our team members to follow when they are in your facility. We have new social distancing policies which include staggering the start times of our service workers so we don't have crowding in the locker room and supply room before the shift starts. We are employing safer clock-in and clock-out procedures that include constant

disinfection of the clocks and handwashing before and after. We have a new health screening protocol to help prevent people from coming to work sick. Standards for wearing masks have been put in place, and all of the necessary PPE to perform the work is provided to our team members.

A key component to ramping up to previous passenger volumes is a disinfection service for your entire facility. This may take place one time or at subsequent intervals as travel increases. A team of certified disinfection specialists will disinfect your building(s), including detailed, comprehensive wipe-downs of high touch surfaces with EPA-registered disinfectants.

Our teams use work instructions from our EnhancedClean Standard Operating Procedures, aligned to your unique scope of work. Throughout this step, program management is key. Our protocols ensure that PPE supplies and equipment will be used appropriately and effectively, and vendors will be notified well in advance of day-one reopening.

THREE CRITICAL COMPONENTS FOR A SUCCESSFUL PARTNERSHIP

- 1 Be ready to identify staffing needs:** Our team members are certified for program delivery and disinfection services — we must first properly train team members and certify them in disinfection protocols before deploying them to a client site to ensure consistent service delivery. There will likely be a need to hire new team members to meet increased demand.
- 2 Determine a plan for cleaning supplies:** Planning for the necessary supplies is a crucial part of properly executing reentry protocols, and ABM is well-positioned to be first in line for products from our supply chain network.
- 3 Review cleaning frequency enhancements:** This program is not a one-time service. It's designed to complement standard cleaning practices, and should not replace them. We will need to plan weeks in advance to have the staff and supplies ready. Managing expectations of cost will be key to success to reflect higher labor costs due to the need for a higher frequency of cleaning, and higher materials costs to procure disinfectants, new supplies, and PPE.



The Ongoing Importance of Social Distancing Practices

Even the cleanest building can't protect people from airborne viruses transmitted when a nearby infected person coughs or sneezes. In addition to helping you enact social distancing procedures, we want you to know that ABM follows these measures within our own teams:

- Maintain six feet between yourself and others at all times
- Wash hands with soap and water for at least 20 seconds before and after touching a shared surface
- Avoid gatherings of 10 or more people
- Restrict and reconfigure areas where people may gather (e.g., break room, time clock)
- Routinely use electronic communication methods and limit in-person meetings
- Wear CDC-recommended cloth face coverings in public settings where other social distancing measures are difficult to maintain, especially in areas of significant community-based transmission

STEP TWO

FREQUENT HIGH-TOUCH DISINFECTION

Creating safer spaces now requires more robust, frequent disinfection beyond the routine cleaning procedures in use before the pandemic. As you establish a pattern of day-to-day operations, our recurring disinfection service starts with frequency recommendations for disinfection of high touch point areas. We will advise on frequency intervals based on the risk profile of your facility, which will be determined based on average occupancy levels of each type of space, facility health screening practices, and other key factors. Disinfection services include the use of EPA-registered disinfectants approved to kill emerging pathogens. This program also contains a full conversion to microfiber products to optimize effectiveness.

Within the airport, higher cleaning frequencies will be determined for touch points in customer-facing areas, employee back offices and breakrooms, and gate holding areas.

Aircraft are cleaned following extensive checklists detailing the disinfection of tray tables, arm rests, in-flight entertainment screens, seat-back pockets, windows, window shades, lavatories, galley areas, cockpits, lights, air vents, overhead bin covers, and more.

For **ground transportation** vehicles, detailed disinfecting includes arm rests, handrails, seats, seat-backs, window ledges, luggage bins, stair rails, and more.

ABM tags busses with the date and time the bus was sanitized, and staff are informed when it is safe to re-enter the vehicle.



In order to maximize the benefits of your disinfection efforts, ABM can help you enact other practices to foster everyone's well-being. ABM team members will help you tackle other reentry considerations, like new policy change management, through our Healthy Together Signage Program. This program will help introduce and reinforce new practices like social distancing, prevention practices such as hand hygiene, and other safety measures based on your facility needs. The communications we provide also demonstrate that you are taking the appropriate steps to ensure a healthy environment.

This service provides the level of disinfection and protection required on a regular basis to maintain wellness while curbing community spread of pathogens. Increased cleaning frequency and staffing levels, higher visibility of cleaners, and a wider scope of services help people trust that their health and safety are your top priorities.

CLEANING METHODS DEFINED

Cleanliness: What does it mean now? You need to clean AND disinfect. Here are the differences between the two methods:



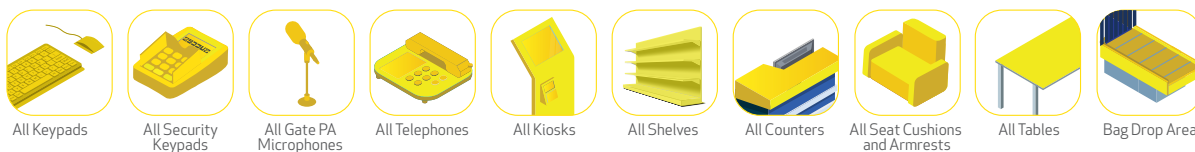
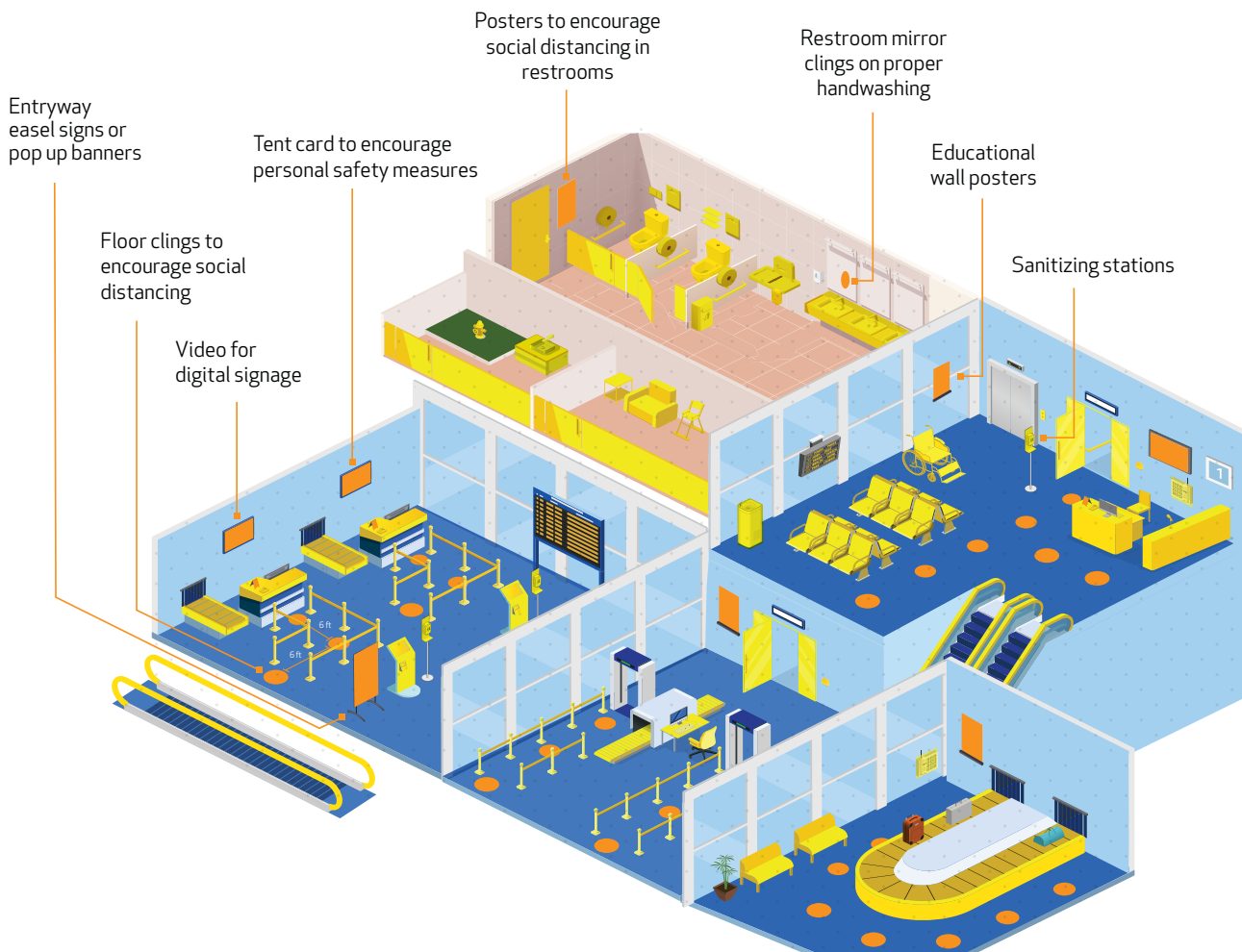
CLEANING uses detergents to physically remove germs, dirt, and other impurities from surfaces and objects. This process does not necessarily kill germs, but lowers their numbers and the risk of spreading infection. Cleaning is most appropriate for all contact surfaces, especially high-touch surfaces.



DISINFECTING works by using chemicals to kill germs on surfaces or objects. Most EPA-registered disinfectants contain both disinfectant and detergency, therefore this is a critical step in the enhanced cleaning process to kill pathogens.

ENHANCED Clean™

AN INDUSTRY-DEFINING STANDARD OF CLEANING AND DISINFECTION



KEY:

- Occupant Communications
- High-Touch Surfaces
- Broader Disinfection



BEYOND CLEANING

While enhanced cleaning is top of mind for everyone, a comprehensive approach to facility services is the most effective way to keep everything and everyone operating at peak performance, safely. This reentry guide thus outlines procedures and recommendations for landscaping, parking, HVAC and mechanical, engineering, and power services, in addition to janitorial.

Scope Enhancement Recommendations

ABM offers additional facility services that amplify the positive effects of EnhancedClean and fosters greater whole building wellness, for example:

Parking

Our experts keep abreast of the latest parking technologies along with practical disinfection practices and will create a customized program that enhances safety for parkers. Every hour, we'll focus on frequently touched surfaces such as podiums, key boxes, telephones, ticket dispenser buttons, intercom buttons and pay-on-foot machines. Upgrading to garage automation, surface lot technologies, mobile, and contactless systems and tools are also recommended, depending on your situation. Our team members are coached on delivering the best possible customer service while still maintaining social distancing measures.

Landscape

Even your grounds can perform in ways that maximize health and safety. ABM will analyze your needs and implement best practices such as mass disinfection (e.g., outdoor seating areas, trash cans, handrails), tree-trimming to maximize UV exposure, and a water conservation program.

Engineering, HVAC, Mechanical, and Lighting Systems

One of the most important health considerations is performing regular preventative maintenance to improve indoor air quality. We can adjust mechanical, electrical, and lighting operations to match reduced needs, while retaining levels necessary to safeguard assets against threats from mold, standing water, and excessive humidity or temperatures. Where appropriate, we will recommend upgrades to existing systems and/or technologies such as MERV-14 high efficiency air filters and indoor air quality testing devices.

In addition, it's important to maintain assets that are crucial for servers and data centers, to facilitate safety, seamless operations and communication with your teams.



STEP THREE BROADER DISINFECTION

Step three focuses on broad disinfection of aircraft cabins and large areas within the airport, beyond high touch points, through the use of electrostatic sprayers. This service will be performed at regular intervals based on your facility's needs. This final step includes the use of hospital grade EPA-registered disinfectants with faster kill times and broader pathogen elimination if an outbreak were to occur at your facility.

Disinfecting large surface areas complements the scope enhancements and increased frequencies of high touch point cleaning and disinfection implemented in step two. With this level of comprehensive periodic disinfection in addition to the previous two steps, travelers and team members feel confident that their environment is not only healthier day to day but also reset to even higher standards on a consistent basis.

ABM stands ready to develop an implementation plan for your airport and aircraft to bring all your spaces to a new level of clean.



TESTING INNOVATIONS FOR INFECTION CONTROL

Innovation will play an increasingly important role in protecting both facilities and their occupants. Keeping our eye on the best way to serve you also includes reducing touch point frequency in your facility, and using current and emerging technologies to assure thorough disinfection.

Here are some examples of technologies we offer:

- **Evidence-Based Testing:** These devices are designed to quantify the cleanliness of a surface, which helps ensure the efficacy of disinfection methods.
- **UV/Visible Light Disinfection:** This method uses different spectrums of light to kill germs, bacteria, and viruses and to reduce reliance on disinfectants.
- And more as the EnhancedClean Advisory Council reviews client needs and we continue to test new technologies.

The Right Step for the Right Time

Complement Existing Cleaning Service Standards with Frequent Disinfection

Every building is unique, but what all facilities have in common is the ongoing need for preventative practices and regular disinfection to improve the health and wellness of the building and its occupants.

We can help you meet the evolving challenges of reentry and ongoing facility services, supplemented by broad disinfection technologies to cover every angle of building wellness.

	Suggested Frequency	Methods Employed	Team Members Deployed	Potential Supplies and Equipment
Step 1: Return Safely Build trust that it's safe to return to your space.	Intervals based on reentry	<ul style="list-style-type: none"> Pre-opening site assessment(s) using reentry checklists to inform return to work strategy Workforce protocols (i.e. PPE & social distancing procedures) Implement preventative products strategy One-time enhanced clean 	Certified disinfection specialists	<ul style="list-style-type: none"> No-touch fixtures, dispensers & door openers Centralized trash receptacles Sensor technologies Hand-sanitizing stations (based on availability) Disinfecting wipes for occupants (based on availability) EPA-registered disinfectants qualified for use against SARS-CoV-2
Step 2: Frequent High-Touch Disinfection Instill confidence that a recurring cleaning and disinfection program is in place.	Intervals range from hourly to daily	<ul style="list-style-type: none"> Site-specific SOW for each facility type based on occupancy levels Cleaning and disinfection of all high touch point areas in facility 	Certified disinfection specialists	<ul style="list-style-type: none"> Occupant Communication Kits EPA-registered disinfectants qualified for use against SARS-CoV-2 Proper PPE Microfiber program
Step 3: Broader Disinfection Reset your full facility to higher standards beyond high touch point cleaning.	Intervals range from nightly to quarterly	<ul style="list-style-type: none"> Large area disinfection 	Certified disinfection specialists	<ul style="list-style-type: none"> Electrostatic sprayers Hospital grade EPA-registered disinfectants with faster kill time and broader pathogen spectrum if an outbreak has occurred in your facility <p>Continued product testing:</p> <ul style="list-style-type: none"> Evidence-based testing and validation UV devices and UVC lighting

Disclaimer: Products based on availability. These cleaning methods can help reduce transmission but cannot guarantee pathogen eradication. All services will be provided using proper personal protective equipment (PPE).

Training & Certification

Specialized, comprehensive training has been at the forefront of our EnhancedClean™ program development. We have partnered with experts in infectious disease and industrial hygiene to define methodology and training for EnhancedClean.

We've developed an internal certification program to ensure absolute training comprehension and consistent program delivery. Online learning modules will complement in-person training including the proper use of PPE, disinfectants, equipment use, and more. A highly specialized level of training is given to our team members using electrostatic sprayers and other newly adopted disinfection methods. Managerial training, resulting in certified EnhancedClean facilitators, will ensure supervisors have the tools and knowledge to effectively instruct on disinfection methods, oversee the process, and support consistent program delivery.

Team members must demonstrate the ability to perform the tasks before they can obtain certification. Only the team members who pass the field and written tests will be certified by ABM. Additionally, we are taking an extra step to externally validate our training process. ABM is a preliminary applicant of American National Standards Institute's certificate accreditation program for our EnhancedClean Training Program.

Through our governance process, training will be consistently updated as guidelines evolve and new findings come to light from the CDC, Public Health of England, and world health community, so you can feel confident that your facilities and the occupants within are being carefully protected, whether your facility has been closed, minimally staffed, or ramped up to full operations.



OUR ADVISORY COUNCIL

Disinfection Methodology Vetted By Leading Industry Experts

A select team of internal and external expert advisors have developed and validated the processes, supplies, technology offerings, and training that makes up ABM's certified EnhancedClean program. This expertise brings best practices in infection control from the healthcare field to our EnhancedClean program and the commercial spaces we service.

Expert advisors include:

- **Infectious disease experts** who focus on the prevention and control of healthcare-associated infections, antimicrobial resistant and epidemiologically significant organisms, and other adverse outcomes in the healthcare setting by translating research into practice.
- **Industrial Hygienists** who analyze, identify, and measure workplace hazards or stressors that can cause sickness, impaired health, or significant discomfort in workers through chemical, physical, ergonomic, or biological exposures.

Our Advisory Council works closely with our Operations teams to define the workplace protocols and standard operating procedures that will minimize the risk of transmission. These are put into practice through our certified program, which incorporates the right processes, supplies, training, and communication to fight emerging pathogens.

ABM continues to follow the most up-to-date safety, infection control, and cleaning protocols recommended by global experts, including the Centers for Disease Control and Prevention (CDC), the World Health Organization (WHO), and the Occupational Safety and Health Administration (OSHA).



What to Expect Now and Over Time

Predicting the trajectory of COVID-19 and subsequent travel restrictions and possible reductions and restraints (due to new outbreaks) will be difficult. However, we will work with you to put the right plan in place as traveling starts to increase. Rest assured, including our EnhancedClean program and other maintenance services will help ensure ongoing safety and trust.

Visit [ABMEnhancedClean.com](https://www.abmenhancedclean.com) to learn more or call **866.624.1520** and press option 3.

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](https://www.abm.com).



Building Value

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