




HEALTHIER LEARNING SPACES: A CERTIFIED, THREE-STEP PROGRAM

*While you work to transform education for your community
EnhancedClean™ can help you protect their health*



As learning returns to classrooms, libraries, labs, and other shared spaces, providing peace of mind is vital. Students, parents, teachers, and staff want to know actions are being taken to keep schools clean, healthy, and safe. 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 has fundamentally changed the service needs of schools.

If there's one constant in our discussions with educational leaders, it's the conviction that we won't be going back to the way things were.

Along with financial and distance learning needs, there's increased pressure to show you're taking action to keep shared spaces clean, healthy, and safe.

To help everyone feel confident about resuming learning together, schools need clear disinfection protocols in place. Clear communication with community members, students, teachers, and staff will be crucial to building and maintaining trust.

The emergence of COVID-19 is a watershed moment, and everyone will remember how important institutions in their lives responded to their concerns and needs.

That puts facility service providers like ABM in the critical role of helping schools keep people and spaces healthy. That requires expert infection prevention processes able to mitigate pathogen transmission. EnhancedClean™ is our response to that challenge.

We developed our program in partnership with the EnhancedClean Advisory Council to best employ the 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's EnhancedClean is a practical disinfection program dedicated to providing services and knowledge you need for healthier spaces. From primary schools to college campuses, the moment that students, parents, and teachers enter a space you control, they make a choice to trust that space. How your operations and facility services keep that trust will be crucial, as everyone works to build a new way of learning. We're here to offer advice and solutions to help you do that.

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Introducing

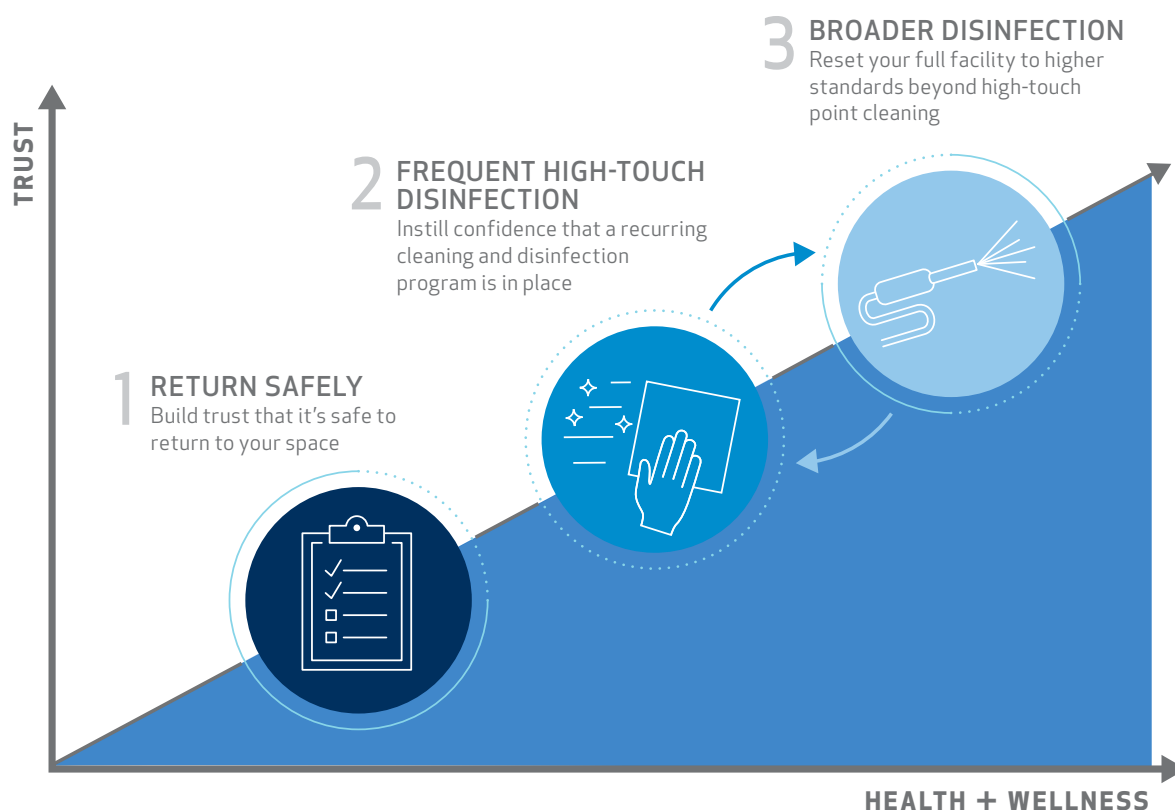
ENHANCED Clean™



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.



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 is preparing to make spaces safe for students and teachers to share. ABM performs a site assessment that includes:

- A thorough walkthrough to identify frequently touched surfaces where increased disinfection is needed and complete a checkup of every facility
- Identify the most effective locations to add hand sanitizing stations or disinfecting wipes
- Evaluate opportunities to reduce interactions with high-touch surfaces, like replacing manual fixtures or 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 to prepare spaces for reentry.

STEP TWO: Frequent High-Touch Disinfection

The second step puts cleaning and disinfection frequency recommendations into action. We perform ongoing, appropriate disinfection of high-touch surfaces like desks and chairs, door handles, boards, computers, and shared tools, with special attention to cafeterias, gyms, and locker rooms, and for institutions of higher learning, common areas in residential spaces. In some cases, like shared classrooms, service may be suggested after each use. ABM's cleaning and disinfection experts will provide a framework to fit the risk profiles of each space.

Communication kits will be provided to proactively illustrate the tangible benefits of the program and help everyone do their part to keep spaces healthy, including the following materials:

- Entryway easel signs reminding everyone to follow your recommendations for hygienic behavior
- Video loops for digital signage that communicate EnhancedClean steps being taken within your space
- Educational wall posters that address important practices like social distancing
- Restroom mirror clings to promote proper handwashing
- Physical signage to communicate disinfection services in shared areas
- Web page with FAQs where students, teachers, and parents can learn more about EnhancedClean steps

STEP THREE: Broader Disinfection

Broad disinfection via electrostatic spraying when buildings are unoccupied helps safeguard spaces beyond frequent disinfection of high-touch surfaces. Additionally, ABM routinely tests new technologies for effectiveness, such as pathogen control validation and ultraviolet light disinfection, and deploys pilot programs so we can replicate successful efforts and improve outcomes for schools.

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

The first step in building confidence for students, teachers, and staff, is to have the cleanest, safest possible learning environment ready for them. The initial phase of ABM's EnhancedClean goes beyond service basics—we help you and your leadership team form a complete game plan.

We start with a comprehensive pre-opening assessment for each site. We'll advise you on disinfection protocols and facility needs that impact them, such as no-touch fixtures, dispensers, and door-openers; automated restroom equipment; sensor technologies; trash centralization; and the placement of hand sanitizer and disinfecting wipe dispensers. Our experts will give you a holistic view and advise you on facility issues that increase risk, such as humidity and indoor air quality. Our checkup includes HVAC and mechanical, lighting, engineering, power and electrical, parking, and landscaping, so you can take steps needed to ensure a safe learning environment.

ABM has developed protocols for our team members to follow when working in school facilities, including our health screening process. We have clear social distancing policies which include staggering start

times and safer clock-in and clock-out procedures. We constantly disinfect timeclocks and require employee handwashing before and after. We shift work to eliminate crowding around supply closets or break areas. Standards for wearing masks have been put in place, and all of the personal protective equipment (PPE) required for their tasks is provided to our team members.

A team of certified disinfection specialists will disinfect each facility, including detailed, comprehensive wipe-downs of high-touch surfaces with EPA-registered disinfectants. This can be done all at one time or in subsequent intervals to match the evolving use of your spaces and buildings.

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 your new schedule.

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

The logistics of social distancing are difficult to implement in a school setting, so we want you to know ABM team members are doing our part. While EnhancedClean includes advising on disinfection protocols to match how people will be using spaces, our team members are trained to observe the following hygiene measures:

- 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
- 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

Safer learning environments now require frequent disinfection beyond the routine cleaning from before the pandemic. As you establish new patterns for students, teachers, and staff, we will advise you on the proper disinfection intervals for frequently touched surfaces based on the risk profile of each space.

Our recommendations will account for key factors, such as health screening practices at each facility, student traffic, and how many different groups may need or want to use a space according to your schedule.

Disinfection services will employ EPA-registered disinfectants approved to kill emerging pathogens. To maximize effectiveness, EnhancedClean includes a full conversion to microfiber products.

To maximize the benefits of your disinfection efforts, ABM can help you tackle logistical issues with social distancing and hygiene practices through our Occupant Communication Program. We help you introduce and reinforce new practices that students, teachers, and staff should stay mindful of, like mask use, social distancing, and hand hygiene. The communication tools we provide help you manage risk in different spaces and demonstrate that steps are being taken to ensure a healthy environment.

We provide the level of disinfection schools require to maintain wellness and curb community spread of pathogens. Increased cleaning frequency and staffing levels, higher visibility of cleaners, and wider scope of service help the people in your schools, and your community, 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:



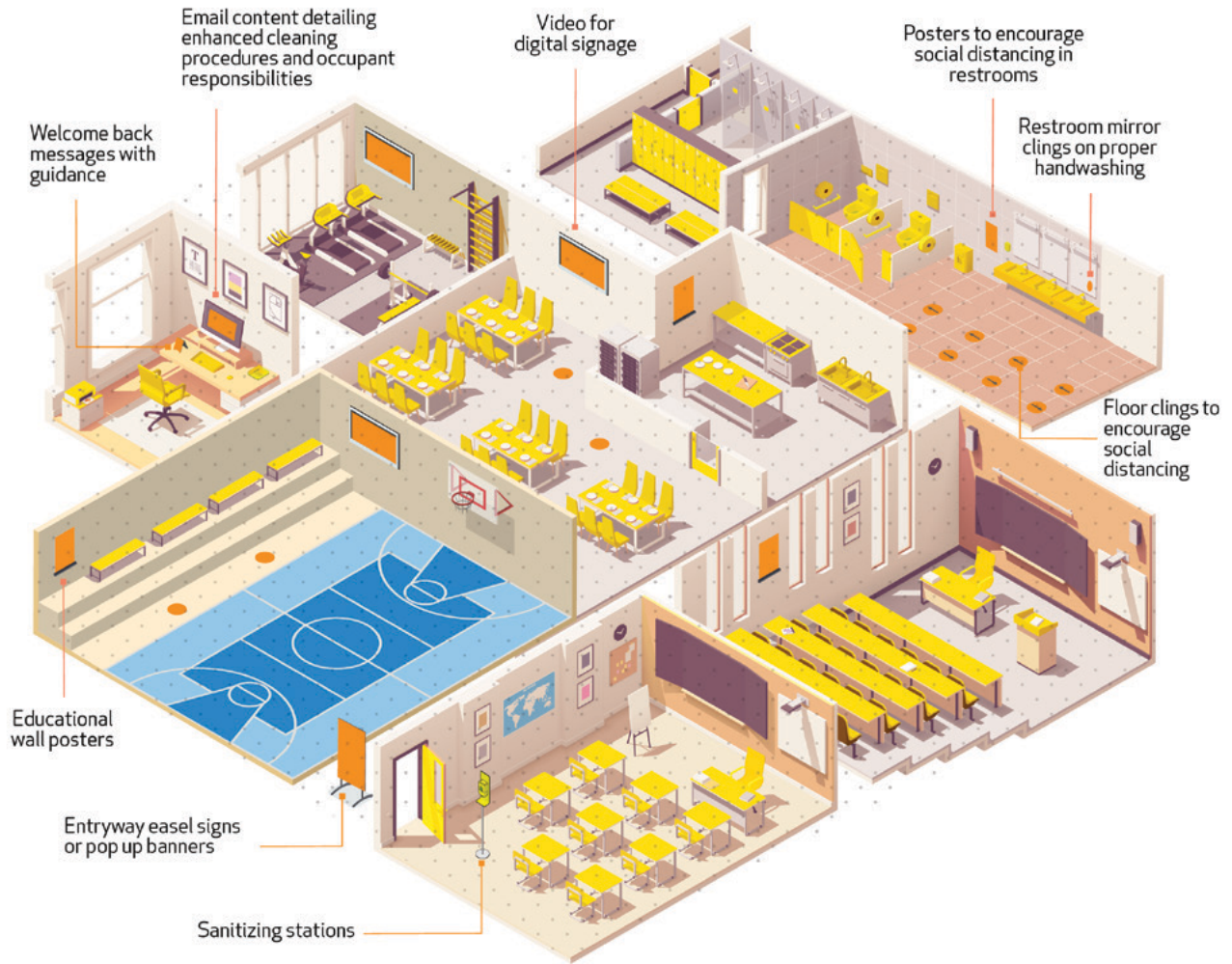
CLEANING uses detergents to physically remove germs, dirt, and other impurities from surfaces and objects. This process does not necessarily kill germs, but lowers their numbers and the risk of spreading infection. Cleaning is most appropriate for all contact surfaces, especially high-touch surfaces.



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.

ENHANCEDTMClean

AN INDUSTRY-DEFINING STANDARD OF CLEANING AND DISINFECTION



KEY:

- Occupant Communications
- High-Touch Surfaces
- Broader Disinfection



Doors, Handles,
Light Switches



Sani Product
Dispensers



Toilets,
Flush Valves
& Sani Bins



Toilet Paper
Dispensers,
& Handrails



Sinks



Gym
Equipment



Lockers &
Showers



Desks, Tables
& Counter Tops



Chairs



Telephones &
Communication
Equipment



Office
Equipment



Mouses &
Keypads



Podiums



Trash Containers
& Gaylords

BEYOND CLEANING

While enhanced cleaning is top of mind for everyone, a comprehensive approach to facility services is the most effective way to keep learning environments safe and engaging.

Scope Enhancement Recommendations

ABM amplifies the positive effects of EnhancedClean with facility services that foster greater whole-building wellness for schools.

HVAC, Engineering, and Lighting

Indoor air quality is one of the most important health outcomes of regular preventive maintenance. Ventilation, particulate count, humidity, and temperature are already important considerations for learning environments, but they can also affect how aerosolized particles travel inside a shared space, which may impact the risk of viral transmission.

Your schools may have HVAC assets and controls that need attention to help you improve indoor air quality. We can help you develop a plan to invest in upgrades without sourcing new funds, using projects that create general fund relief from operational and energy savings. Our projects can also help you upgrade facility technology for pandemic response, such as ultraviolet light disinfection or cold plasma air filtration.

If some facilities see less use, we can perform key HVAC, plumbing, and other services there during the day. That leads to less disruption later and saves on late-night labor costs. We can also adjust mechanical, electrical, and lighting operations to match your reduced needs, while retaining levels necessary to safeguard assets against threats from mold, standing water, and excessive humidity or temperatures.

If some of your facilities are closed or have seen minimal use during seasonal transitions, heating and cooling equipment may not have been shut down properly. Where appropriate, we can also recommend upgrades that help you improve and monitor indoor air quality, such as MERV-14 high efficiency air filters and testing devices.

As distance learning and other tools transform how we work and learn, you may have facilities with on-site data, communication, or security assets that need to stay online for teachers, staff, and students. We can help you protect and maintain power and cooling for those critical assets, to keep your community connected and moving forward.

Landscape

We can help you implement mass disinfection for outdoor areas and best practices for grounds, landscaping, and athletic fields that maximize health and safety. We can disinfect playgrounds, handrails, trash receptacles, and outdoor seating areas. We offer tree-trimming to maximize ultraviolet light exposure EPA-registered chemicals qualified for use against SARS-CoV-2 (COVID-19).¹ We also offer water conservation programs to help your campus save money to help offset the cost of increased frequency of cleaning and disinfection while reducing your environmental impact.

Parking

To enhance safety for athletic facilities, guest parking, and all your on-and-off-campus parking facilities, our experts can help you combine practical disinfection practices with the latest parking technologies. 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 contactless systems and tools are also recommended, and we can help you customize a solution. Our parking team members are also coached on maintaining social distancing while delivering the best possible service.

¹ <https://www.forbes.com/sites/jvchamary/2020/06/29/light-coronavirus/#b06095853015>

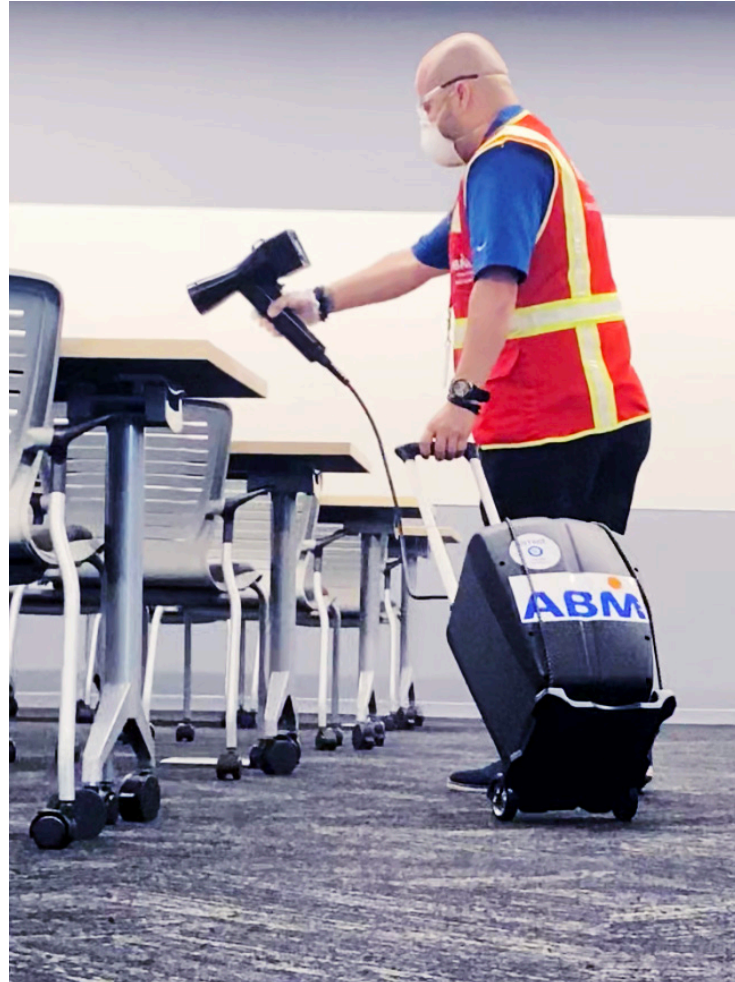
STEP THREE BROADER DISINFECTION

Step three focuses on broad disinfection throughout each building, going beyond frequently touched surfaces, using electrostatic sprayers. We perform this step at regular intervals based on the needs of your district or institution.

Our broad disinfection step uses hospital grade EPA-registered disinfectants with faster kill times. It also provides broader pathogen elimination if an outbreak were to occur in your community.

Periodic disinfection of large surface areas complements the enhanced scope and increased frequency of targeted disinfection implemented in step two.

With this level of comprehensive disinfection, students, teachers, and staff feel confident that shared spaces are healthier day-to-day and that standards have been reset to a higher, more consistent, and safer baseline.



TESTING INNOVATIONS FOR INFECTION CONTROL

Innovation will play an increasingly vital role in protecting shared spaces for our communities. We're keeping our eye on current and emerging technologies to best assure thorough disinfection.

Here are some examples of technologies we offer:

- **Evidence-Based Testing:** Quantifying cleanliness can help you measure impacts of changing class schedules and ensure the efficacy of disinfection methods.
- **UV/Visible Light Disinfection:** Specific applications of light can kill germs, bacteria, and viruses, helping you reduce reliance on other disinfectants.
- And more as the EnhancedClean Advisory Council studies changing needs, and we continue to test new technologies.

The Right Step for the Right Time

Complement Existing Cleaning Service Standards with Frequent Disinfection

We can help you meet the challenges of moving learning back to physical spaces safely and protect it with ongoing services and broad disinfection technologies that 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 shared spaces.	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 the responses of state, local, and federal authorities will be difficult. However, we will work with you to put a plan in place as schools move to new ways of learning. As you and your staff work to simultaneously transform operations and protect student outcomes, our EnhancedClean program and other maintenance services will help you ensure ongoing safety.

Visit **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.



Building Value

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