



**ENHANCED Clean**<sup>™</sup> 

**COVID-19 RE-OCCUPANCY STRATEGIES:  
COMPARING ADAPTIVE APPROACHES  
ACROSS INDUSTRIES**



Facilities that serve different purposes and are functioning differently due to COVID-19 need responsive operational strategies in regards to their disinfection programs. One size does not fit all. The program must be adaptive to both the client's needs at the onset and to changing factors, whether external or internal.

Whether your facility never closed or reentry will take place in weeks or months, occupants will want to know that there is a solid, reliable plan in place before they even return. The few occupants that are "in-office" will communicate how things are going to those working-from-home and whether the facility feels safe and they feel protected (or not). When occupancy begins to return to more-normal levels, providers and suppliers may already have their labor and supplies "spoken for" by clients who signed up early.

How can facility managers identify what disinfection offerings are right for them and plan accordingly? Read on to learn how five different clients customized their approach to disinfection to meet their facilities' unique needs and challenges.

# Staying Open Safely

As an essential business, this 4,000,000 square-foot facility never shut down when the pandemic hit and needed a way to operate safely at full capacity ASAP.

Since they did not have any downtime and manufacturing facilities already have such high standards of maintenance, this client chose to forego the initial reentry services and immediately implement high-touch disinfection at one interval daily and weekly broad disinfection with electrostatic spraying.

## Industrial manufacturing factory

### CHALLENGE:

How can we continually **operate as an essential business** while quickly taking additional steps to **ensure a safer workspace?**

### THE SOLUTION:

- Increase the frequency of high-touch and ESS disinfection
- Implement a new program quickly to ensure limited interruptions to operations
- Incorporate services during the day to increase visibility and occupant confidence

### PROGRAM COMPONENTS:

- Reentry services
- High-touch disinfection
- Broad disinfection

### OPERATIONAL CONSIDERATIONS:

-  **6** FTEs to onboard/train
-  **6** Gal/month disinfectant
-  **1** Electrostatic sprayers

# Establishing Trust on the Fly

This airline remained continuously operational. They responded to the pandemic starting in March by implementing manual high-touch point disinfection and nightly electrostatic spraying on aircraft and in crew-only areas.

Existing staff was quickly trained in EnhancedClean disinfection techniques and advanced equipment. The frequency of cleaning, amount of disinfectant, and the number of touch points continued to increase as COVID-19 cases rose across the country.

Our focus was on protecting their frontline workers in the 25 markets we serve so that they could, in turn, protect their passengers.

## Aircraft and office space for major airline

CHALLENGE:	THE SOLUTION:	PROGRAM COMPONENTS:	OPERATIONAL CONSIDERATIONS:
How can we help our clients keep their team members safe and manage the high volatility of passenger traffic?	<ul style="list-style-type: none"> <li>• Increased high-touch disinfection throughout the day</li> <li>• Added broad disinfection during off-hours</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Reentry services</li> <li><input checked="" type="checkbox"/> High-touch disinfection</li> <li><input checked="" type="checkbox"/> Broad disinfection</li> </ul>	<ul style="list-style-type: none"> <li> <b>280</b> FTEs to onboard/train</li> <li> <b>75</b> Gal/month disinfectant</li> <li> <b>23</b> Electrostatic sprayers</li> </ul>

# A Nationwide Return With a Localized Focus

This network of 236 sites in 48 states plus Puerto Rico never closed their doors (aside from states with temporary local shutdowns) but instead encouraged employees to work from home starting in April with the flexibility for the essential workers to come as needed.

After Labor Day, they began their reentry planning in partnership with ABM to reopen [26] offices, call centers, pharmacies and retail locations at [40%] capacity. The return strategy included social distancing and visitor restrictions.

High-touch disinfection is performed 4-6 times daily depending on the type of space. Full cleaning and disinfection is performed nightly in all spaces. Electrostatic spraying has been used on an as-needed basis for additional coverage of large areas.

## Corporate offices for national organization

### CHALLENGE:

How can we **re-enter our offices safely with consistent service delivery across the nation** given our scale?

### THE SOLUTION:

- Performed a deep-clean ahead of facility reentry
- Leveraged a daily disinfection program at office nationwide
- Trained 350 FTEs to support the new services

### PROGRAM COMPONENTS:

- Reentry services
- High-touch disinfection
- Broad disinfection

### OPERATIONAL CONSIDERATIONS:

-  **350** FTEs to onboard/train
-  **11k** Gal/month disinfectant
-  **15** Electrostatic sprayers

# A Scaled Return for High-End Corporate Offices

This client's corporate offices closed most of their space at the onset of the pandemic. They began a phased approach to reopening in June 2020 to allow for up to 20% of employees who could not perform their job remotely or preferred to return to the office.

Limited Services continued from March through May so there was no need for a reentry cleaning. The client immediately implemented high-touch disinfection at 2-hour intervals daily and broad disinfection with electrostatic sprayers nightly in some buildings. The client is embarking on Evidence Based Testing to validate the effectiveness of the disinfecting program.

## National organization in the technology space

FACILITY TYPE:	THE SOLUTION:	PROGRAM COMPONENTS:	OPERATIONAL CONSIDERATIONS:
<p>Office space</p> <p><b>OCCUPANCY PLAN:</b></p> <p>Ramp-up occupancy in a controlled manner throughout the year</p>	<ul style="list-style-type: none"> <li>• Prepare for increased occupancy</li> <li>• Show their employees that they are taken every step possible to keep them safe</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Reentry services</li> <li><input checked="" type="checkbox"/> High-touch disinfection</li> <li><input checked="" type="checkbox"/> Broad disinfection</li> </ul>	<ul style="list-style-type: none"> <li> <b>152</b> FTEs to onboard/train</li> <li> <b>70</b> Gal/month disinfectant</li> <li> <b>9</b> Electrostatic sprayers</li> </ul>

# Enabling Safer Face-to-Face Learning

In June, the district began their reentry planning in partnership with ABM to reopen in the fall. After being closed for nearly six months, it was important to audit each facility comprehensively to ensure that air quality and other systems were not compromised. Touchless restroom fixtures and light sensors were installed to eliminate high exposure touchpoints. The district communicated in advance their disinfection measures, which was included in their reopening plan. This produced confidence in a safe reopening.

High-touch disinfection is performed at 3 intervals daily as well as broad disinfection with electrostatic sprayers [at night, 5 times a week with extra focus on horizontal surfaces in instructional areas and locker rooms]. Signage was posted throughout the buildings to communicate the disinfection efforts underway and remind faculty and students to stay socially distanced, wash hands thoroughly, and other measures to help keep each other safe.

## Large K-12 school district

CHALLENGE:	THE SOLUTION:	PROGRAM COMPONENTS:	OPERATIONAL CONSIDERATIONS:
How do we <b>confidently reopen schools</b> for the 2020 year while <b>keeping our students and staff safe</b> ?	<ul style="list-style-type: none"> <li>Implement a three-step program with reentry services, daily high-touch disinfection, and ESS disinfection</li> <li>Incorporated signage and flyers to parents to instill trust</li> </ul>	<ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Reentry services</li> <li><input checked="" type="checkbox"/> High-touch disinfection</li> <li><input checked="" type="checkbox"/> Broad disinfection</li> </ul>	<ul style="list-style-type: none"> <li> <b>95</b> FTEs to onboard/train</li> <li> <b>193</b> Gal/month disinfectant</li> <li> <b>4</b> Electrostatic sprayers</li> </ul>

## Conclusion

So much during the pandemic is changing and uncertain. Setbacks can be expected. Your reentry strategy and those of your providers must be responsive to local events, health organization guidance, and events in your own facility. A rigid or non-responsive strategy will hinder your efforts to restore normalcy.

Occupants will not come back to facilities they think are unsafe or will resent being there if their attendance is mandatory. Your reopening safety measures and strategies (or lack thereof) will leave an impression on occupants for years to come.

Even if your reopening is many months away, sitting down to form a comprehensive reentry plan and communicating that plan with your occupants will set the stage for a successful reopening. Securing the needed supplies and labor now is imperative, as there might be a rush and lack of supply when the virus starts to subside. Occupants will still expect a level of disinfection in their facilities moving forward.

COVID-19 has normalized daily disinfection as a facility must-have, and that need will remain for years to come.

To learn more, visit [EnhancedClean.com](https://www.enhancedclean.com) or call **866.624.1520** and press 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).



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