

ENHANCEDFacility™

Key Message Guide

The quality of your facility's air is make-or-break in the defense against viral transmission. Failing to address your building's air quality could leave unwanted pathogens lingering in your facility, right above your current cleaning operations. With a comprehensive surface disinfection program tackling threats on the ground, it's time to address the threats to facility health in the air.

Keeping transparency in health and safety measures means identifying the highest priority focus areas in your facility and taking necessary action. **ABM's EnhancedFacility** program bolsters a building's defenses by disinfecting and improving overall air quality.

For accurate information on how the **EnhancedFacility** program can ensure healthier and cleaner spaces, please review and utilize the following talking points.

Key Points About EnhancedFacility

- Research suggests that COVID-19 droplets may remain in the air and be a primary source of transmission, which has called into question the safety of air filtration systems in facilities and homes worldwide.
- ABM's Expert Advisory Council, our dedicated team of industry-leading experts in industrial hygiene, partner with our network of air testing and balancing professionals to guide holistic solutions that follow the latest guidance and ensure clean, professionally filtered air to the facilities we operate.
- In response to this concern, ABM developed our **EnhancedFacility** program – a three-step, expert-backed approach to delivering healthier indoor air quality (IAQ) and more efficient operations to take care of what's most important – the health and safety of the people in your spaces.
- First, a facility's exposure risk is categorized using our proprietary Healthy Building Risk Assessment and an HVAC inspection. The most important and effective strategies for a facility's specific risk level are determined. A report of fact-based recommendations will help form a strategy for reopening and operating more safely. Facilities then receive recommendations to help optimize building operations. We look at control setting changes to HVAC systems and potential upgrades, installation of disinfecting lighting solutions, and even consider touchless fixtures and doors. The goal is to improve IAQ, enable continuous air disinfection, and reduce the number of high-touch surfaces.

Provide Enhanced Coverage with EnhancedClean

EnhancedClean is ABM's comprehensive surface disinfection program. The three-step approach goes beyond the average cleaning program through high-touch point disinfection, broader surface coverage, and more expert-backed processes to help create visibly healthier spaces.

To learn more about the program, visit [EnhancedClean.com](https://www.enhancedclean.com).

- Based on the findings in our initial assessment, we may recommend a more in-depth life-cycle analysis and design evaluation of equipment in order to ensure that a building's system can meet pandemic guidelines and to foster greater resiliency for the overall facility such as electrical preventative maintenance, energy efficiency upgrades, and HVAC preventative maintenance. These will enable optimal air quality, reduce the impact of power outages, save energy, prevent unnecessary emergency repairs, extend the life of the system, and reduce operating costs so buildings can fund other facility improvements.
- By performing a Healthy Building Risk Assessment, a building can assess and identify IAQ challenges and determine overall risk level and the facility improvements needed to ensure a safer return for building occupants.
- IAQ can be improved through proper HVAC, mechanical and control systems along with several new and advanced technologies for biohazard disinfection of the air. Specific recommendations can help prioritize budgets to focus on the actions that will make the most impact. This can include:
 - HVAC system optimization;
 - installation of disinfecting lighting solutions;
 - evaluating emerging technologies; and
 - adding touchless fixtures and doors.








Creating Safer, Healthier Indoor Spaces

- The EnhancedFacility program can be scaled to ensure healthier indoor air quality and offer peace of mind to all occupants. In addition to addressing airborne and surface pathogens that can impact health, indoor air quality also impacts facility occupant's comfort, well-being, and productivity, which translates into both economic and health positive outcomes in the long run.
- This is a program facility leaders can promote to restore occupant confidence in your commitment to healthier indoor air.
- EnhancedFacility complements the cleaning and disinfection offered in ABM's EnhancedClean™ program. Together, they can help reduce viral transmission on surfaces and in the air. These programs foster greater occupant trust and confidence regarding a company's commitment to their health and safety, during the pandemic and beyond.
- ABM has established the Expert Advisory Council, comprised of leading experts in infectious diseases, industrial hygiene and facility services. Our council of experts continues to advise on many aspects of ABM's business based on best practices and evidence-based solutions that align with guidance from the CDC, World Health Organization, ASHRAE, and others. ABM also relies on a network of industry-leading experts in industrial hygiene, air testing and balance, building commissioning, and energy engineers to guide holistic solutions that follow the latest guidance, while also considering the ongoing capacity of facility systems.

Program Comparisons: Five Key Considerations when Vetting Products

When evaluating advanced disinfection programs, it is important for the products and methods used to align to what you're trying to accomplish in your facility. ABM looks at every product through five lenses.

-  1. **Efficacy** - Is the product effective in killing or inactivating COVID-19 and other common or emerging pathogens?
-  2. **Efficiency** - Will this product help improve the speed at which cleaning activities can be performed?
-  3. **Safety** - Is the product safe to install, deploy, and use? Are there any safety impacts for facility occupants, the public, or our service workers?
-  4. **Perception** - Does the product instill confidence in building occupants that they are safe to enter the facility?
-  5. **Cost Impact** - What are the cost implications of this product and is it reasonable when accounting for its efficacy, efficiency, and perception impact?

You'll likely have to decide which of these product characteristics is most important to you, your facility, and your occupants. You should make sure you have a partner that can guide you towards the right solution with legitimate expertise behind their recommendations.

What are COVID-19 droplets and how do they spread illness?

Air can mobilize pathogen-carrying droplets that linger for hours before dissipating. Also known as respiratory droplets or aerosolized particles, these particles are produced by the exhaling, sneezing, or coughing of an infected person. Research shows that respiratory droplets are a leading cause of COVID-19 transmission. Disinfecting the air that carries these droplets is a proven strategy for their elimination.

What does a Healthy Building Risk Assessment entail?

ABM's proprietary assessment tool determines your facility's overall risk level. Developed with the guidance of our **Expert Advisory Council**, our **Healthy Building Risk Assessment** involves a thorough inspection of your entire facility's wellness vulnerabilities. The ABM professionals leading your individual **EnhancedFacility** program will provide you with a fact-based report of their findings and help you form a site-specific strategy utilizing optimized HVAC, lighting, and maintenance solutions.

Who are these experts in industrial hygiene and infectious disease?

Leading experts and acclaimed professionals in infectious disease, industrial hygiene, and facility services form **ABM's Expert Advisory Council**. The council provides independent, third-party guidance to adhere to health and safety protocols, and advises on many aspects of our business, including our **EnhancedFacility** and **EnhancedClean** programs.

Current council members include ABM's National Directors of Service Delivery and Vice President of Engineering; the current Chair of the University of Michigan School of Public Health External Advisory Board, and the Director of Epidemiologic Research for the Center of Excellence for Research in Infectious Diseases (CERID).

What advanced technologies are at play in EnhancedFacility?

Given your facility's specific needs and interests in certain advanced technologies, our trained professionals may implement methods involving **UV light disinfection**, **needlepoint bipolar ionization**, and **dry hydrogen peroxide**. These technologies can be tailored to your facility goals.

HVAC and installed lighting systems that utilize ultraviolet light with a wavelength under 280 nanometers (classified as UV-C) have been recognized by the CDC as an effective air disinfection solution.

When used in ventilation systems, needlepoint bipolar ionization charges oxygen molecules, making them capable of attracting and deactivating certain microbes and enlarging others to become more easily trapped in air filters.

A dry gas form of hydrogen peroxide will crowd an environment's humidity and disrupt microbe chemistry when mistaken for water molecules in the air, disinfecting the air traveling through HVAC systems.

The right method of deployment and proper training for these advanced technologies are essential to ensure efficacy and safety. These methods should be paired with manual cleaning as part of a comprehensive disinfection program to fully provide safer, healthier environments.



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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