

Solving the Top 7 Facility Workforce Challenges

At the heart of any facility services program are the people that care for and maintain your buildings. Prior to COVID-19, finding and retaining workers was a daunting challenge. As post-pandemic life emerges, skilled and dependable labor is harder to secure than ever before. For in-house staff specifically, headaches like recruiting skilled laborers, training, and cost can prevent you and your facility from functioning at maximum efficiency.

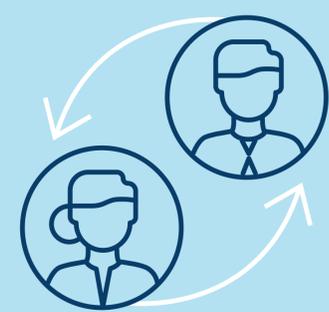
Turnover

The Challenge:

In the janitorial industry alone, annual employee turnover averages about **200%**.¹

ABM Solution:

We develop internal talent to reduce turnover and keep employees engaged.



Recruitment

The Challenge:

Skilled trades are the **#1** hardest position to fill.²

ABM Solution:

Many applicants come through non-profits and community development organizations.



Aging Workforce

The Challenge:

50.9 years old is the average age in the FM workforce, with much of the talent retiring in the coming decade.³

ABM Solution:

As a Corporate Sustaining Partner of the IFMA Global Workforce Initiative, we strive to close the facility management talent gap through partnerships with accredited FM degree programs.⁴

Training

The Challenge:

Maintenance employees average **31.9 to 36.3 hours** of formal training per year.⁵

ABM Solution:

We train our team members through facility-specific protocols, safety, and customer service, so you don't have to.



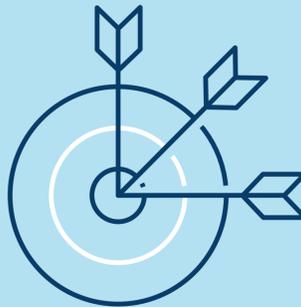
Cost

The Challenge:

Labor costs can account for **¾** of the cost of facility services delivery.⁶

ABM Solution:

Working with a quality-oriented provider like ABM prevents unplanned expenses, like out-of-scope work, operational downtime, and more.



Consistent Results

The Challenge:

Many facility management providers use a network of subcontractors to provide building services, resulting in a hodgepodge of providers with dissimilar **values, work standards, and cultures** different from yours.⁶

ABM Solution:

We self-perform 90% of our services, providing consistent ABM quality services, screening, and training.



Multiple Invoices

The Challenge:

The **#1** headache experienced by facility managers is the sourcing, vetting, and continued management of vendors.⁷

ABM Solution:

With ABM Integrated Facility Services, there is one contract to manage and one primary contact, allowing more of your dollars to go toward quality labor.



Discover ABM Integrated Facility Services today.

Learn more at [ABM.com/IFS](https://www.abm.com/IFS).

Sources:

- <https://www.stathakis.com/blog/what-no-one-tells-you-about-janitorial-turnover>
- <https://intelltek.com/2014/04/09/skilled-trades-hardest-to-fill>
- <https://www.hpac.com/archive/article/20929130/report-facility-management-facing-critical-talent-shortfall>
- <https://www.abm.com/make-a-difference/moment/moment-537/>
- <https://martechinal.com/enews-archives/maintenance-training-budget>
- <https://facilityexecutive.com/2016/07/outsourcing-facility-services/>
- <https://www.linkedin.com/pulse/top-9-challenges-faced-facilities-managers-jamie/>

©2021 ABM Industries Inc. | All rights reserved. | ABM-08409-0521