

The Return to Facilities: By the Numbers

Making a strong comeback post-pandemic means exceeding occupant expectations, meeting safety standards, and remaining competitive by staying on top of shifting facilities management trends. After evaluating nearly 200 clients across varying industry groups, ABM's Client Pulse Survey has identified the top FM trends for 2021 and beyond.

How does your return plan measure up to these industry trends?

Disinfection

9 out of 10 clients will continue or increase the frequency of surface cleaning amid reopening.

87%

of ABM clients expect to maintain or increase frequency of cleaning and disinfection and visual signage.



Top 3 measures to protect spaces during COVID include: sanitizers and wipes, building communication materials, and daily disinfection.

8 out of 10 clients are interested in permanent or semi-permanent measures to protect against viruses, like upgraded HVAC systems.

48%

of occupants are interested in both evidence-based testing and digital service validation solutions.

Reoccupation

89% of ABM clients expect to use the same or more space after reopening.



Nearly half of our clients have increased reliance on large, outsourced service providers.

7 out of 10 clients are expecting to **re-open** by September 2021, with reduced capacity.

7 out of 10



client facilities are expected to be at 50%+ capacity by Q3, with education and government leading the charge to open sooner within Q2 2021.

Flex Work Policies

Roughly half of clients expect the pandemic to have permanent impacts on how they use space, particularly to accommodate flexible working and social distancing.

69% of clients plan to reopen at **75%** capacity or less



3 out of 5 clients are expecting increased use of remote work.

