

ABM *Performance Solutions*<sup>™</sup>

# Greater outcomes for the life of your facility

*A single, cohesive team—creating an environment  
that thrives, supports and delivers measurable  
outcomes for you—for the life of your facility.*



# ABM Performance Solutions™

Proactive, outcomes-first performance that breathes life into every vital facility system

By replacing passive, cost-centered facility management with a strategic model that's proactive, customized and data-driven, *ABM Performance Solutions™* helps you exceed your financial, operational, workplace and sustainability goals.

*ABM Performance Solutions* assesses what services you need, customizes them to your facility, delivers them from one solutions provider—us—and then backs it all up with the outcomes your operation requires. Leveraging our unique self-performance capabilities, ABM teams deliver all or most of your facility needs through a single platform.

Designed to optimize every aspect of performance for the built environment, our *ABM Performance Solutions* service model generates impactful cost efficiencies across the entire lifecycle of your facility.

From on-site engineering to building technology and systems maintenance to power, energy management, HVAC, EV, cleaning, landscaping, parking management and more, our specialized *ABM Performance Solutions* team provides end-to-end services for your facility—while always putting outcomes first.

**ABM Performance Solutions™**  
For the life of your facility



# What is ABM Performance Solutions?

ABM Performance Solutions means guaranteed outcomes throughout the lifecycle of your entire facility. It's a service model that's designed to be a customized and comprehensive solution, combining any of the services below to fit the specific needs of your building or portfolio of buildings.

## Building Technical Solutions

Providing excellence in services that operate, maintain and repair your built environment.

- Mechanical & Electrical Maintenance
- Building Security & Fire Protection
- Building & Fabric Maintenance
- Vertical Transportation
- Statutory Testing & Inspections
- UPS Maintenance
- HVAC Maintenance
- Generator Maintenance

## Occupant Support Solutions

Providing excellence in services focused on supporting your built environment.

- Janitorial
- Mail & Courier
- Handyman Services
- Printing & Copying
- Waste Management
- Grounds & Landscaping
- Cafeteria, Coffee & Vending
- Pest Control
- Reception/Front of House
- Health & Fitness
- Conference Services
- Document Management

## Specialty Technical Solutions

Providing expertise and consulting support around critical topics such as sustainability, capital planning and more.

- Microgrid / Onsite Generation
- Energy Solutions
- Professional Engineering Services
- Water Conservation
- Construction Management
- Building Controls
- Data Center Management
- Lighting Solutions
- Battery Solutions
- LEED Certification
- EV Infrastructure & Networking
- Sustainability Solutions

## Custom Solutions

Understanding the risk profile—and short-term and long-term goals—of your facilities in order to develop customized solutions relevant to business needs.

- Sourcing & Vendor Management
- Technology Support
- Environmental, Health & Safety (EHS) Management
- Capital Planning
- Quality & Compliance
- Financial Management
- Business Analytics & Performance Improvement
- Workplace Experience
- Call Center Support

# Expansive solutions from a unified provider



*From Electrical & Lighting, Energy, Facilities Engineering and HVAC & Mechanical to Janitorial, Landscape & Turf, Mission Critical and Parking & Transportation, ABM Performance Solutions provides one source of accountability for all facility services.*

# Why you need ABM Performance Solutions

Expectations for today's workplaces are fundamentally shifting.

Facility owners are now experiencing:

- Lower occupancy rates
- Higher occupant needs
- Rising energy costs
- Elevated sustainability goals
- Shortages of frontline talent
- The need for smarter cost management
- The necessity of measurable asset optimization

However, the conventional facilities services model has not shifted in response.

Many other providers are still operating with:

- Punchlists
- 20-50 disconnected vendors
- Delayed response times
- Aging, inefficient systems
- Zero or minimal data
- Overloaded internal teams
- No clear ROI

**ABM Performance Solutions delivers:**

*Next-level cost efficiencies customized to your facility that deliver measurable impacts from a single point of control.*

Let's break down what that actually means for you, your company and your facilities:



**Next-Level Cost Efficiencies** – Focused on protecting your assets while lowering the total cost of your operations.



**Customized to Your Facility** – Solutions that flex to the needs and priorities of your built environment, with access to ABM specialized technical service in just hours.



**Measurable Impacts** – Driving financial, operational, sustainability, uptime and workplace experience results—all backed by data.



**Single Point of Control** – Greater accountability drives higher performance. Your ABM Account Director is responsible for coordinating all work and delivering what you need.

# A new mindset for your facility

## Shifting from consolidated facility services to ABM *Performance Solutions*

ABM *Performance Solutions* is the next evolution of consolidated facility services. It's more customized, more accountable, more outcomes-driven. It's positioned differently to address a market need for an audience with an elevated intent for their facility—and the next-level focus to bring it to life. It encompasses so much more than traditional consolidated facility services. That's because ABM *Performance Solutions* is more than services—it's solutions and a dedicated team that performs.

### The ABM *Performance Solutions* mindset is:

- Decision-making made easier, as fewer subcontractors are involved
- Comprehensive views of all services, easing your oversight of these responsibilities
- Technological implementation and data integration
- An expert hand to help with capital expenditures
- A strategic advisor, partner and operations lead for your entire facilities portfolio

Through our ABM *Performance Solutions* offering, everything works together through a single point of control. And to make that transition as painless as possible, ABM is finally bringing it all together for you.

### An all-encompassing approach to asset lifecycles

ABM *Performance Solutions* is in sync with the complete lifecycle of your entire building—and every physical asset inside it.

Buildings are complex systems, and one small change can impact everything. That's why understanding the whole lifecycle of a building—and being able to optimize it—is critical, because it means everything is actually integrated.

Every cause has an effect, all the way down to how the water, the lights and the air are affecting your employees. In short, the lifecycle management of your building impacts the health and productivity of both your facility systems and your workers.

That's why ABM *Performance Solutions* tends to every aspect of the complete workplace experience. We take a consultative approach to provide multiple, self-delivered services by our in-house team of technical experts—all of whom deeply understand your facilities to help you achieve resilient infrastructure throughout your facility.

### Under our care, systems perform, businesses prosper and occupants thrive.

And delivering on the guarantees we make for your building's lifecycle and the efficiency of your facility assets all begins with known outcomes.

# Putting outcomes first in your facility

Outcomes need to make a meaningful difference for your operation and also align with your organization's overall goals and objectives. *ABM Performance Solutions* is laser-focused on delivering measurable outcomes for clients, including:

## Optimization

- Reinvesting cost efficiencies back into your core business
- Removing middleman fees from having multiple subcontractors
- Preventing business interruptions

## Sustainability & ESG

- Exceeding sustainability goals for energy efficiency, carbon footprint and more
- Increasing resiliency, reliability and stability of your facilities and operations
- Consolidated tracking for ESG performance and sustainability

## Efficiency

- Extending the lifecycle of your buildings, assets and equipment
- Enabling constant uptime in your operations and systems
- Making your facility systems more efficient—and less expensive—to operate

## Occupant Satisfaction

- Increasing employee productivity and occupant comfort
- Increasing customer satisfaction
- Attracting, retaining and developing the talent your facility needs

## Safety

- Meeting your safety, compliance and regulatory requirements
- Providing a safer work environment that helps prevent accidents and protect employees
- Mitigating and managing your operational risk



# A consultative approach for capital planning

We know there is no singular, overriding problem for every facility. So the question we always ask our clients is this: “What outcomes are you really looking to achieve?”

Through a series of conversations, site visits and assessments, we customize our *ABM Performance Solutions* service model with you—all to make sure that the outcomes we’re delivering are intrinsically connected to your fundamental business model.

Our unique approach to asset lifecycle management helps you make informed decisions about how and where to spend your capital funds for the maximum return on investment. This includes alternative funding vehicles that then free up capital for core business needs, such as purchasing new production equipment. All while providing an outsourcing model that meshes well with your company culture.

So if you need quicker and more consistent resolution of day-to-day challenges, the expertise to future-proof the sustainability of your facility or a single partner to streamline services and minimize unnecessary facility costs, *ABM Performance Solutions* can deliver a custom solution to give you the outcomes you’re seeking.





# Tangible outcomes driven by past client implementations

## Parking experience for top-ten international airport

**57%**  
annualized return on investment

**8.2%**  
reduction in OPEX within the first 15 months

**30%**  
reduction in exit lanes, as well as increased throughput overall

Largest integrated installation of EV chargers among U.S. airports

J.D. Power guest experience survey score of 4.75 out of 5

## County school district in rural Georgia

**\$4.8 million**  
estimated savings in energy and OPEX over a 15-year period

**25%**  
greater actual energy savings than initial guaranteed savings estimate

## Top-ranking, major technical university

**73% and 52%**  
reduction in energy use, respectively, for two campus buildings

**\$11.7 million**  
guaranteed savings over a 10-year period

## Chain of consumer electronics stores in Florida

**28%**  
reduction in energy consumption with ABM Energy Performance Contracting

**\$18 million**  
in guaranteed energy savings over a 10-year period

**\$2 million**  
project savings per year, exceeding the guaranteed savings by 28%

## Infrastructure for municipal government in Virginia

**\$2.1 million**  
in energy and OPEX savings projected from technology, lighting and HVAC upgrades

**\$5.1 million**  
in projected additional benefits from upgrading water meters city-wide

# ESG & sustainability for your facility

After decades of incremental movement, sustainability is now a singular priority for companies and shareholders. So, with *ABM Performance Solutions*, we're actually doing it—we're **marrying the financial and the environmental**.

Yes, there's relief and ease in knowing (and actually getting) the most out of your HVAC system for the expected life of the asset. But, that alone is not enough anymore. It's the reason why *ABM Performance Solutions* is focused on ESG and energy innovation—whereas others focus only on immediate needs.

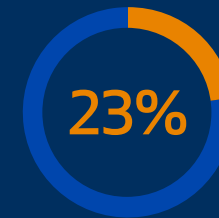
As a result, our work extends the life of your physical assets and facility systems—while also making them more efficient. All with one key outcome at the center: **to future-proof your facility with sustainability in mind**.

With *ABM Performance Solutions*, we're applying that same facility knowledge and performance rigor across the sustainability of your whole facility—helping to meet and exceed your ESG goals such as reduced energy consumption, lowered carbon emissions and greater employee health and wellbeing.

With *ABM Performance Solutions*, you're going to save operational dollars on all your ESG and sustainability efforts, so we're making the sustainable decision an easy one for you.

## Highlights from the ABM 2021 ESG Impact Report

### Energy performance contracting outcomes



Average amount our clients saved on their energy costs

During fiscal year 2021, our clients saved:

**102,296**

MWh of electricity

**461,360**

MMBtu of natural gas

**77,359**

gallons of water

**77,374**

tons of CO<sup>2</sup>e emissions

## EV charging stations and electric vehicles

- ABM is one of the largest installers of electric vehicle charging stations in the U.S. To date, we have installed more than 26,000 EV charging stations.
- Avoided 3,849,507 pounds of GHG and other emissions
- Saved more than 1,746.13 TCO<sub>2e</sub>/kWh (avoiding a fuel cost of \$658,215)
- Eliminated the use of 196,482 gallons of gasoline and diesel fossil fuels
- Derived benefits including carbon offsets and fuel credits by introducing electric shuttle bus systems to the aviation industry



## Print program management supplier

- Net carbon impact reduction of 143 tons of CO<sub>2e</sub> emissions
- Potential carbon offsets of 60 tons of CO<sub>2e</sub> emissions
- Kept 52,644 pounds of plastic out of the ocean
- Reduced number of sheets of paper by 10,405,023
- Saved 1,249 trees
- Reduced print cartridges required by 10,972

## Environmentally responsible solutions

- Utilized electricity to displace fossil fuels, resulting in a cost savings of over \$275,000
- Reduced over 5,800 tons of greenhouse gases (GHG), over 3,500 pounds of nitric oxides (NoX), over 5,600 pounds of volatile organic compounds (VOCs) and over 300 pounds of particulate matter
- Implemented our Green Cleaning and GreenCare® programs in more than 361 million square feet of our clients' facilities
- Serviced over 450 USGBC LEED-certified and LEED-registered sites
- Increased our clients' waste-diversion rates, reduced operating costs and helped them achieve LEED and True Zero Waste certification credit points with our waste management services

# Enabled by technology & data

With ABM *Performance Solutions*, we back up the outcomes we achieve with all the data you need, delivering actionable insights that drive continuous improvement. Our tech stack includes:



**Advanced data platform** with predictive analytics and benchmarking to track assets and people using visual dashboards



**CMMS** with full work order management and asset management capabilities



**Streamlined SOPs** around how data is collected, used and visualized—both internally and externally—providing greater transparency and improved operations



Additional **technology enablers**, such as those needed to support predictive maintenance, indoor air quality (IAQ), IoT sensors, smart building capabilities, artificial intelligence and machine learning

And it's not just coming in and setting it up. It's not just maintenance. It's the ease of knowing you'll never have to worry about it again.



The ABM *Performance Solutions* dashboard gives you multiple views of real time data to drive financial, operational and occupant experience decisions.

# Your goals, your challenges & our performance solutions

As the key decision maker for your company's facility operations, you have big, complex goals to achieve. Top-line items such as:

- Cost management
- Operational efficiency
- Building sustainability
- Simplifying facility management
- Easing administrative burden
- Accountability to shareholders, employees and customers

But, you're also facing mounting industry pressures like:

- Staffing challenges, compounded by rising wages
- Budget constraints, forcing you to identify new strategies to do more with less
- Streamlining management, in an effort to improve financial performance
- Aging infrastructure in need of upgrades to increase energy efficiency and meet sustainability goals
- Meeting local and national legislation requirements for carbon footprint and ESG

With *ABM Performance Solutions*, we offer solutions that deliver:

- Cost efficiencies, especially for first-generation facility services outsourcing
- True professional engineering and design capabilities
- Resiliency for your facility, through our unique capability to design and build microgrids
- Infrastructure maintenance and the on-site resources to ensure your building is an asset—and one that's always up and running
- Measurable outcomes and efficiencies backed by data and analytics that drive continuous improvement

In short, no matter the complexity of your facility or the operational challenges ahead, *ABM Performance Solutions* can take care of it for you. All while giving you **the simplicity, visibility and outcomes you need.**



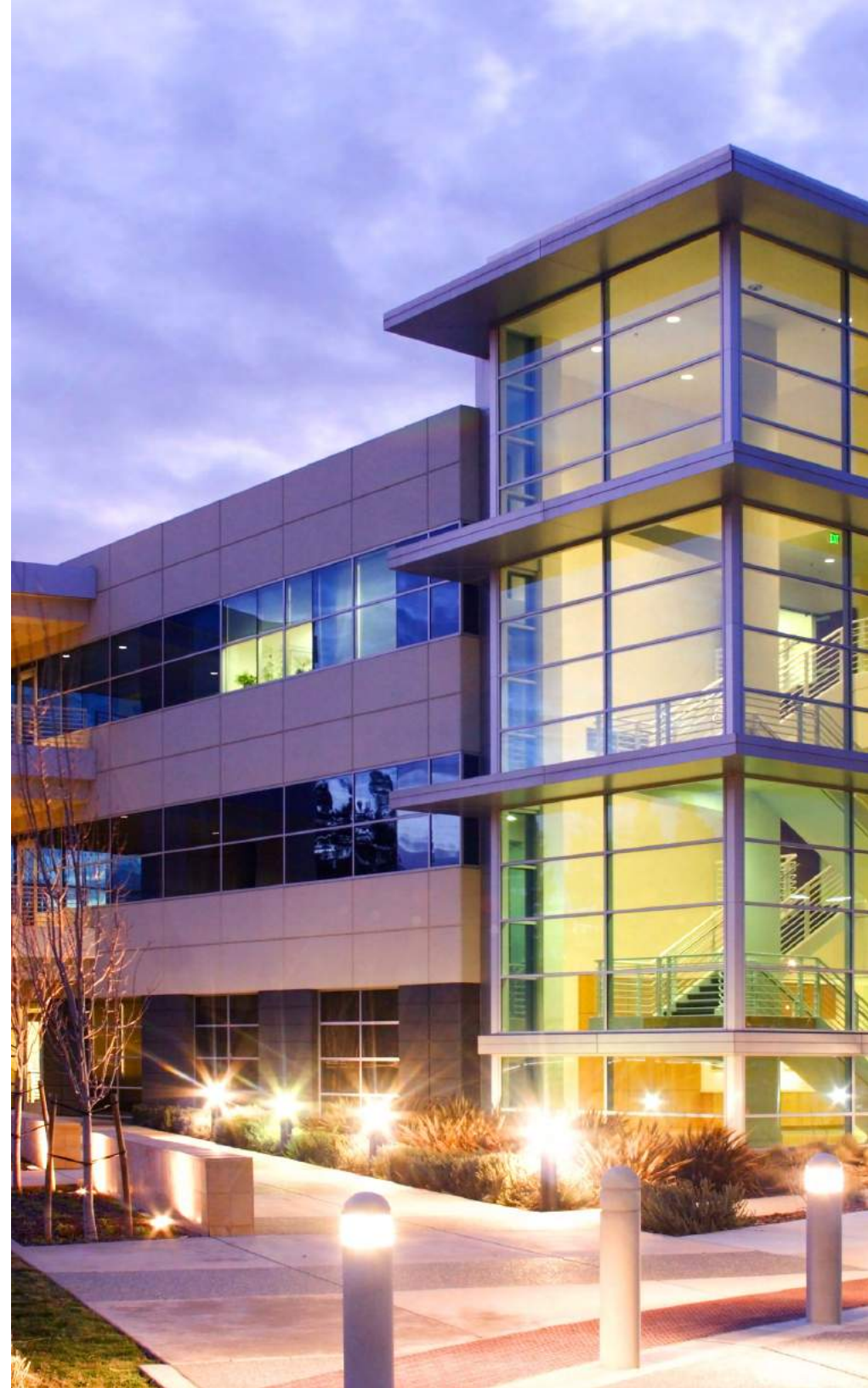
# How ABM gives your facility an edge

ABM *Performance Solutions* offers your company greater value—not only financially, but also in terms of accountability.

With us, you'll only need to deal with a single provider—one with the ability to self-perform end-to-end—because we'll be handling the vast majority of the facility and infrastructure service work ourselves.

And for those few services that we do subcontract, we have a robust vendor management process to ensure that we're holding subcontractors and other vendors accountable to the same high standards we demand of ourselves. That means fewer headaches, fewer calls and fewer dollars wasted.

Plus, by creating a singular reporting platform, ABM *Performance Solutions* powers your entire operation with consistent service delivery, the streamlining of multiple facility suppliers and the alignment of a single team with one shared goal: **driving outcomes and efficiencies for your business.**





# The greatest gains for first-generation outsourcers

If your company is looking into outsourcing its facility services for the first time, it's likely that your current subcontractor management is scattered and costly. And that you feel there's got to be a better way to train your in-house employees and career path them. And that you don't have good visibility into the sustainability elements of your facility, nor their costs.

It's also likely that you haven't yet had the chance to leverage a large facility services provider. One that can use its scale, reach and speed-to-service to drive immense cost efficiencies for you. All so your operation can experience the greatest gains and return on investment.

These are all the capabilities that *ABM Performance Solutions* brings to a first-generation outsourcer: delivering skilled, reliable staffing; reducing the number and costs of subcontractors; increasing your sustainability and energy efficiency; and streamlining and standardizing the overall logistics of how it's all delivered. This is where and how ***ABM Performance Solutions* drives increased performance, cost efficiencies and greater outcomes throughout your entire facility.**

# From problems to performance

It's time to get proactive, outcomes-first performance—for the life of your facility.

## Performance to:

- Reduce CAPEX costs
- Optimize operational efficiencies
- Elevate the workplace experience
- Exceed increasing ESG and sustainability goals

## Performance through:

- Cost Management
- Building Efficiency
- Sustainability Initiatives
- Energy Conservation
- Technological Integration
- Workplace Experience
- CAPEX Discipline
- Accountability

## ABM Performance Solutions delivers outcomes.

We assess what services you need, customize them to your facility, deliver them from one solutions provider—us—and then back it all up with the outcomes your operation requires.

It's streamlined, simplified solutions that give your operation one contract, one invoice, one point of control and one source of accountability for the outcomes of all your facility services.

## ABM Performance Solutions™

Greater outcomes for the life of your facility.

866-448-4979

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Building Value