

EnhancedClean Key Message Guide

Helping facilities and their occupants move forward during the COVID-19 pandemic means facility services can no longer remain in the background: they are now at the front and center of occupant trust, satisfaction, and wellness. Through our EnhancedClean disinfection program, ABM has the opportunity to communicate to both industry insiders, clients, and the general public how we can help deliver safer, healthier facility environments. Please review and utilize the following talking points to ensure consistent and accurate program information.

ABM:

- Provide critical facilities services at commercial properties, to keep buildings clean, efficient, and safe.
- Services range from janitorial to parking to electrical/mechanical...
- Once you know our name and logo, you will see us everywhere – commercial office buildings, schools, airports....
- Our purpose is to care for the people, spaces and places that are important to us, and our mission is to make a difference, every person, every day.

COVID-19 Response:

- In the past, facilities services often went unnoticed, but it's now at the forefront of national awareness and a linchpin for America to reopen and stay open.
- COVID-19 has instigated a shift in mindset, as janitorial services have historically been viewed as just another operational expense. We are an essential workforce.
- There's a heightened demand to demonstrate that employers are providing clean, healthy, safe and sustainable spaces the community can trust after reentry.
- With this increased demand, ABM has a critical opportunity to make a difference.
 - Consulted leading experts in infectious disease and industrial hygiene.
 - Designed innovative protocols and approaches to cleaning and disinfection.
 - Now guiding clients and the public in best practices to prevent the spread of disease / reopen and stay open as safely as possible.

Launch of EnhancedClean:

- We recognized early on that janitorial services were going to take on much more significance in what we are calling the 'new normal' amid heightened demands for virus protection.
- A property's cleaning protocols have become the top priority – EnhancedClean was created to answer the "now what?" question for our clients. It's how ABM suggests changing processes, protocols, supplies, and equipment to safely operate in the new normal.
- We believe over time EnhancedClean will become part of our clients' permanent scope and not just a one-time or temporary measure. Our view is that virus protection will be a lasting change, well past COVID-19. EnhancedClean is effective in limiting the surface-based spread of not only this virus, but also other seasonal and endemic pathogens for longer term virus protection.

Key Points About the Program:

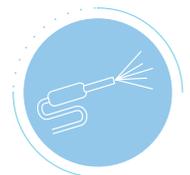
- The ABM EnhancedClean program is a three-step approach that delivers healthy spaces through disinfection specialists and expert-backed processes.
 - **Step one** is focused on occupants returning safely into the facility
 - **Step two** involves scope enhancement recommendations for frequent high-touch disinfection of a space during the day and at night
 - **Step three** addresses broad disinfection of large areas with equipment like electrostatic sprayers
- ABM has established the Expert Advisory Council in partnership with leading infectious disease experts and industrial hygienists. Our council of experts will advise regularly, guiding the development of our overall program, disinfection processes, and training materials.
- To promote consistency in execution and effectiveness, the EnhancedClean training program is used to educate employees on proper disinfection process and program delivery.
- Our program certification validates that the EnhancedClean program uses the right processes, supplies, training, and communication and is delivered by trained, knowledgeable team members.
- It's different because it delivers an industry-defining standard of cleaning and disinfection with new levels of safety excellence that help mitigate the dangerous spread of pathogens and provide disinfected environments for occupants in work, school, and public spaces.
- Transparency and visibility will be key to building trust and confidence that it's safe to return to work. This includes the cleanliness of the facility as well as the visual reassurance that comes with increased visibility of day staff who are cleaning and disinfecting frequently, along with occupant signage promoting good hygiene and social distancing practices.
- Our new workforce protocols are designed to keep building occupants safe and help limit the spread of pathogens.



RETURN SAFELY



FREQUENT
HIGH-TOUCH
DISINFECTION



BROADER
DISINFECTION

Differentiation:

- EnhancedClean is very different from ABM's existing cleaning program because:
 - Offers cleaning and disinfection with certified processes backed by experts, coupled with our scale and access to staffing and supplies.
 - Incorporates more widespread use of electrostatic sprayers and hospital grade disinfectants.
 - Employs signage, which helps introduce and reinforce new practices like social distancing, prevention practices such as hand hygiene, and other safety measures based on the facility needs. The communications signage we provide also demonstrates that clients are taking the appropriate steps to ensure a healthy environment.
 - Offers innovative solutions like evidence-based testing for clients seeking validation of the efficacy of disinfection.
 - Our training and certification programs offer assurance around the use of the right processes, supplies, training, and communication that our delivered by trained, knowledgeable team members.

What do we mean by 'certification'?



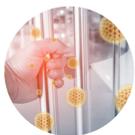
- ABM certifies its EnhancedClean team members. The certification incorporates both specialized disinfection knowledge and program delivery.
- Disinfection Specialists perform the frequent high-touch disinfection and electrostatic spraying. After receiving robust training, these team members are tested on comprehension and ability to perform the tasks.
- EnhancedClean Facilitators are trained not only on disinfection processes but also program delivery to help ensure consistent execution of the EnhancedClean program.
- Collectively, ABM's certification validates that the EnhancedClean program uses the right processes, supplies, training, and communication and is delivered by trained, knowledgeable team members.

What does 'broad disinfection' mean in the third step of the EnhancedClean program?



- We recommend adding electrostatic spraying at regular intervals when occupants have left the facility, perhaps at night or over the weekend. This is a broader service that covers more areas of the facility to ensure a deep disinfection that will make building occupants feel safe.
- Electrostatic spraying is a more efficient way to disinfect large areas after concentrating mostly on high touch surfaces during the day when the buildings are occupied.

What is ABM's position on the use of antimicrobial coatings for disinfection?



- There is a lot of misinformation out there; and ABM has established the Expert Advisory Council to vet all the best solutions and bring them to our clients.
- Our council develops, documents, and reviews ABM's position on key topics, such as electrostatic sprayers and antimicrobial coatings.
- Antimicrobial coatings have been out in the market for over 30 years. This is not new technology, and while we can offer this service, it is very expensive – way more than our most expensive disinfectant – and the cost doesn't justify the lack of a third-party verification on the claim of long-standing prevention, and we cannot guarantee the claim.

What is ABM's position on the use of UV disinfection?



- The CDC has recognized UV-C (Ultraviolet Germicidal Irradiation) as effective for water, air, and surface disinfection treatments (in combination with proper cleaning, as heavy surface soil can block UV light).
- UV light technology is an effective tool to complement a comprehensive cleaning and disinfection program. However, the right method of deployment and proper training is essential to ensure efficacy and safety. Additionally, UV light alone is not enough to achieve thorough disinfection and must be paired with manual cleaning in order to provide safer, healthier environments.