



# Client Business Review

02.21.19



# Agenda

1. Introduction
2. Moment for Safety
3. Operations
4. Quality & Key Performance Indicators
5. Employee Initiatives
6. Questions

# Introductions



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**RYAN BROCK**

Regional Vice President

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**JOHN BRAND**

Regional Director of Operations

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**STEVE SPORT**

District Manager

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**JUD CRANE**

Director of Physical Plant

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# Moment for Safety

## EMERGENCY EXITS

- Know where emergency exits are located
- Do not block exits or hallways
- Evacuate immediately if a fire alarm is activated
- Meet at the proper assembly point, make sure everyone is accounted for

# Who We Are

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## PURPOSE

To take care of the people, spaces and places that are important to you

## VISION

To be the clear choice in the industries we serve through engaged people

## MISSION

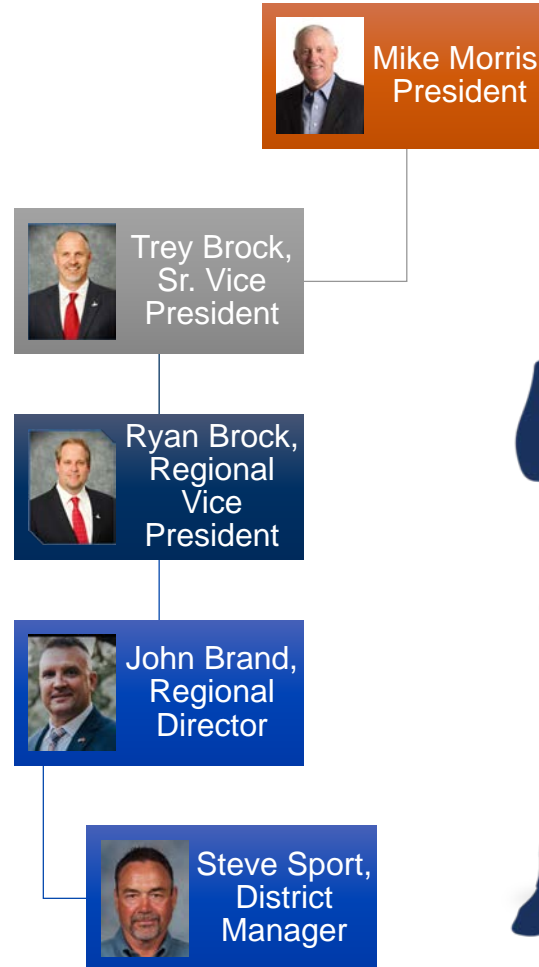
To make a difference,  
every person, every day



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# Operations

# Organizational Structure





# Staffing Updates

## CURRENT STAFFING

- 167 custodians
- 8 landscapers





# Staffing Updates

## MANAGEMENT TEAM

- 1 District Manager
- 2 Grounds Leads
- 1 Operations Manager
- 3 Area Managers
- 1 Lead Custodian (each location)

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# Navarre

GYM FLOOR REFINISH



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# Pace

## INDEPENDENT HALL



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# Pea Ridge

CAFETERIA





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# Bagdad

CAFETERIA



# Dixon Primary

## CAFETERIA



# Santa Rosa County

## TEAM

- Ryne Jernigan
- Lonny Ennis
- Wendy Van Dyun
- Mary Mayer
- Marie Lee



A decorative graphic on the left side of the slide, consisting of a central cluster of overlapping, semi-transparent white geometric shapes (triangles and polygons) that form a star-like or floral pattern. Several solid white circles of varying sizes are scattered around this central cluster.

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# Customer Feedback



“Just wanted to share with you that your grounds crew did a fabulous job cleaning up the campus and landscape areas.

It really looks amazing and we so appreciate the effort.”

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MARIA LADOUCEUR, PRINCIPAL  
LOCKLIN TECH

“Hey, just wanted to know that I had a gentleman speak to me last night at the basketball game regarding the men’s bathroom in the gym.

He wanted to make sure that I passed along the message that he appreciated how clean and well kept the restroom is at MHS sporting events.”

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SHANA HODGE, DEPARTMENT OF ELEMENTARY EDUCATION

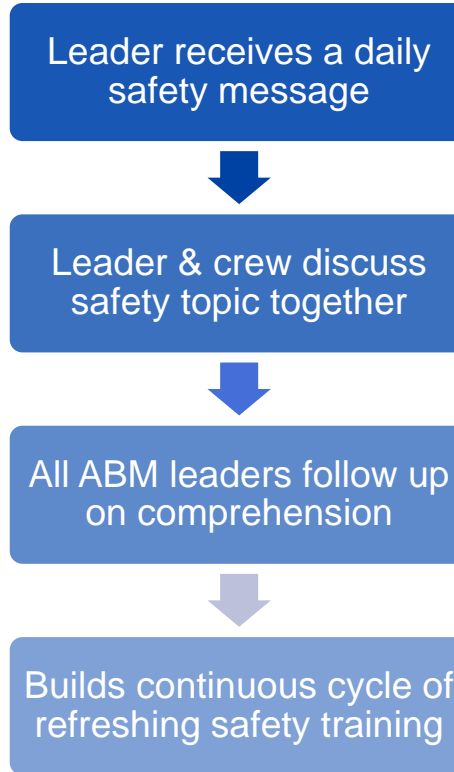
DOUGLAS A. DILLON CENTER

# Safety

## OBJECTIVE

Everyone at ABM starts work by talking about safety every day.

Improvement in safety culture leads to incident frequency reduction.



## RESULTING IN:

- ✓ Culture & safety
- ✓ Leader & crew safety knowledge
- ✓ Facilitator safety expertise

# Services We Deliver



## INTEGRATED FACILITY SERVICES

### Provides one point of contact

- Delivers consistent, reliable service
- Reduces operational & administrative costs
- Consolidates invoices & contracts
- Decreases regulatory & safety risk



### ELECTRICAL & LIGHTING

- Repairs, Replacements & Upgrades
- High Efficiency Lighting Improvements
- Predictive & Preventive Maintenance
- Low- to High-Voltage Testing & Solutions
- Electrical Engineering & Commissioning



### ENERGY

- Guaranteed Energy Saving Programs
- HVAC, Central Plants, Lighting & Controls
- Solar & Other Renewable Energy Solutions
- Sustainability Solutions
- EV Charging Stations



### FACILITIES ENGINEERING

- HVAC, Mechanical & Electrical
- Plumbing, Carpentry & Locksmith
- Maintenance, Repairs & Operations
- Handyman Services



### HVAC & MECHANICAL

- Repairs, Replacements & Upgrades
- Preventive Maintenance
- Chiller Services
- Engineering & Recommissioning
- Guaranteed Energy Saving Programs



### JANITORIAL

- Green Cleaning & Recycling Services
- General Maintenance
- Carpet & Floor Care
- Clean Room & GMP Cleaning
- Staffing & Specialty Services



### LANDSCAPE & TURF

- Landscape & Grounds Maintenance
- Golf Course Maintenance & Renovations
- Athletic & Sports Field Maintenance
- Irrigation Maintenance & Management
- Exterior Pest & Fertility Management



### MISSION CRITICAL

- 24/7/365 Facility Operation
- Energy Audits & Optimization
- PM for Infrastructure Upgrades
- Staffing - Government Clearances
- Quality Assurance & Quality Control



### PARKING & TRANSPORTATION

- Shuttle & Transportation Services
- Valet Parking & Special Event Services
- On & Off-Street Parking Management
- Mobile Phone & Web-based Solutions
- Improved Parking Net Operating Income



# Thank You

GET IN TOUCH WITH US

850.983.5262

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Milton, FL 32570

