CREATING HEALTHIERSPACES:
ACERTIFIED, THREE-STEPAPPROACH

The standards for facility wellness have never been higher
EnhancedClean™ can help you meet them
As facilities return to normal occupancy levels, providing peace of mind is vital. There is a heightened sense of scrutiny for demonstrating that Custodial and SMU Facilities is doing their part to provide clean, healthy, and safe environments. Through our EnhancedClean program, Custodial is uniquely positioned to help prevent the spread of pathogens using a certified disinfection process and training.
program backed by experts.
The COVID-19 pandemic will forever change the facility services business model.

The post-pandemic world is challenging for everyone, especially so for those in positions of responsibility for the well-being of others. There will be a heightened sense of scrutiny for facility owners and managers to demonstrate that they’re doing their part to provide clean, healthy, and safe environments. A clean facility is not enough. Moving forward, facilities must incorporate disinfection protocols to provide a healthier space and maintain occupant trust. Clear communication about stronger and more intentional disinfection processes will be important to foster consistent confidence. The emergence of COVID-19 is a watershed moment for the facility services industry, and we will always remember that this was when the standards for cleaning and overall healthier buildings were raised for the long term.

The COVID-19 pandemic puts facility services providers in a critical role to provide an enhanced program to help keep buildings and their occupants healthy. These services must be based on expert infection prevention methods that help mitigate pathogen transmission. The EnhancedClean™ program is Custodial’s response to this challenge.

This program was developed by Custodial in partnership with the EnhancedClean Advisory Council to best reflect recommendations of the Centers for Disease Control and Prevention (CDC), the World Health Organization (WHO), the Occupational Safety and Health Administration (OSHA), the U.K. National Health Service (NHS), and other government agencies.

Custodial is dedicated to providing you with the services and knowledge you need to create healthier spaces for occupants through Custodial’s EnhancedClean program.

Before we know it, school will be back in session, offices will reopen for business, stadiums will be full, hospitals will calm down, and airports will be bustling. We’re honored to partner with you as you ramp up your operations and as you move forward.
Introducing

**ENHANCED Clean™**

The Custodial EnhancedClean program is a three-step approach that delivers healthy spaces with a certified disinfection process backed by experts. We will help clients to return safely, navigate change, and provide assurance by demonstrating trustworthy cleaning and disinfection. We do so through consistent intervals of frequent high touch point and broad disinfection, all delivered by a reliable partner dedicated to innovating ways to create healthier spaces.

Our certified process is developed in partnership with our EnhancedClean Advisory Council, which includes board certified experts in infectious disease and industrial hygiene.

EnhancedClean helps your occupants feel safer from emerging pathogens with assurance from visibly consistent disinfection, reliable, and comprehensive facility services that prioritize health and wellness.

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*Custodial EnhancedClean™ services are designed to reduce but not eliminate the risks of spreading infectious diseases and viruses. There is no guarantee that the EnhancedClean services or any cleaning services will completely eliminate the risks of spreading infectious diseases and viruses.*
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A Three-Step Approach

STEP ONE: Return Safely

The first step started with planning and preparing for building and occupant health and safety, Custodial performed a site assessment that included the following:

- SMU Facilities and Custodial identified high touch points where frequent disinfection was needed and performed a general initial assessment to fit the needs of all the facilities, which could be easily changed for unique departmental requirements.
- Identified the most effective locations to add hand sanitizing stations or disinfecting wipes.
- Due a 500% increase in the demand for medical related supplies nationally, SMU Facilities and Custodial collaborated to arrange agreements with local vendors to provide resources to service the campus and offer disinfection supplies for returning staff. The Bob Smith Health Center had SMU Facilities and Custodial secure a 3-month supply of hand sanitizer for the pole stations and additional hand sanitizer was sourced through various relationships for campus use.
- Disinfection routes were established as a starting point for further development as the campus population returns.

STEP TWO: Frequent High-Touch Disinfection

- The second step puts cleaning and disinfection frequency recommendations in action to perform ongoing, appropriate disinfection of high-touch surfaces like door handles, elevator buttons, telephones, entrances, meeting rooms, restrooms areas, and in some cases, conference rooms. Immediately, when the campus was closed in mid March, Custodial deployed a daytime high touch point disinfection pilot program to develop for the rest of the campus upon return. Adjustment to the schedule are made daily to accommodate building needs and traffic.
- SMU Facilities posted communication kits to proactively illustrate the tangible benefits of the program, including:
  - Entryway signs communicating mutual social contracts upon entering the space
  - Educational wall posters that address important practices like social distancing
  - Restroom mirror clings to promote proper handwashing
  - Website information was made available to occupants to learn more about the EnhancedClean program.

STEP THREE: Broader Disinfection

Broad disinfection of spaces via electrostatic spraying when buildings are unoccupied (such as nights or weekends) helps safeguard your space beyond high touch point cleaning. Additionally, Custodial routinely tests new products (such as UVlight technology, and more) for effectiveness and pilots them at client sites to complement ongoing disinfection efforts.

THREE KEY DIFFERENTIATORS OF THE ENHANCEDCLEAN PROGRAM

1. **Certified Processes Backed by Experts** through our EnhancedClean™ Advisory Council, including experts in infectious diseases, industrial hygiene, and more, to help build and validate our program methodology. Disinfection specialists are internally certified to ensure absolute training comprehension and consistent program delivery.

2. **Hospital Grade Disinfectants & Specialized Equipment** such as EPA-registered disinfectants qualified for use against SARS-CoV-2 for high touch points and electrostatic sprayers for broader disinfection.

3. **Innovative Solutions** offer opportunities for ongoing disinfection such as UV light technology.
In the initial phase of Custodial’s EnhancedClean program, the first step in fostering occupant confidence is to have the cleanest, safest possible working environment waiting for them. Custodial will start with a comprehensive pre-opening site assessment, hand-sanitizing stations and disinfecting wipes.

Custodial has developed several workplace protocols for our team members to follow when they are in your facility.

We have social distancing policies which include staggering the start times of our service workers so we don’t have crowding in the supply room before the shift starts. We are employing safer clock-in and clock-out procedures that include constant disinfection of the clocks, keys and handwashing before and after. We have a new health screening protocol to help prevent people from coming to work sick. Standards for wearing masks have been put in place, and all of the necessary PPE to perform the work is provided to our team members.

A key component to reentry is a disinfection service for your entire facility. This may take place one time or at subsequent intervals if you have a phased-in occupancy plan. A team of certified disinfection specialists will disinfect your building(s), including detailed, comprehensive wipe-downs of high touch surfaces with EPA-registered disinfectants.

Our teams use work instructions from our EnhancedClean Standard Operating Procedures, aligned to your unique scope of work. Throughout this step, program management is key. Our protocols ensure that PPE supplies and equipment will be used appropriately and effectively, and vendors will be notified well in advance of day-one reopening.

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THREE CRITICAL COMPONENTS FOR A SUCCESSFUL PARTNERSHIP

1. **Be ready to identify staffing needs**: Both our people and processes are certified -- we must first properly train team members and certify them in disinfection protocols before deploying them to a site to ensure consistent service delivery. There will likely be a need to hire new team members to meet increased demand.

2. **Determine a plan for cleaning supplies**: Planning for the necessary supplies is a crucial part of properly executing reentry protocols, and Custodial is well-positioned to be first in line for products from our supply chain network.

3. **Review cleaning frequency enhancements**: This program is not a one-time service. It’s designed to complement standard cleaning practices, and should not replace them. We planned weeks in advance to have the staff and supplies ready. Managing expectations of cost will be key to success to reflect higher labor costs due to the need for a higher frequency of cleaning, and higher materials costs to procure disinfectants, new supplies, and PPE.
The Ongoing Importance of Social Distancing Practices

Even the cleanest building can’t protect people from airborne viruses transmitted when a nearby infected person coughs or sneezes. In addition to helping you enact social distancing procedures, we want you to know that Custodial follows these measures within our own teams:

- Maintain six feet between yourself and others at all times
- Wash hands with soap and water for at least 20 seconds before and after touching a shared surface
- Avoid gatherings of 10 or more people
- Restrict and reconfigure areas where people may gather (e.g., break room, timeclock)
- Routinely use electronic communication methods and limit in-person meetings
- Wear CDC-recommended cloth face coverings in public settings where other social distancing measures are difficult to maintain, especially in areas of significant community-based transmission
Creating safer spaces now requires more robust, frequent disinfection beyond the routine cleaning procedures in use before the pandemic. As departments establish a pattern of day-to-day operations, our recurring disinfection service starts with frequency recommendations for disinfection of high touch point areas. We will advise on frequency intervals based on the risk profile of your facility, which will be determined based on average occupancy levels, facility health screening practices, and other key factors. Disinfection services include the use of EPA-registered disinfectants approved to kill emerging pathogens. This program also contains a full conversion to microfiber products to optimize effectiveness.

In order to maximize the benefits of your disinfection efforts, Custodial can help you enact other practices to foster occupant well-being. Custodial team members will help you tackle other reentry considerations, like new policy change management, through our Occupant Communication Program. This program will help introduce and reinforce new practices like social distancing, prevention practices such as hand hygiene, and other safety measures based on your facility needs. The communications we provide also demonstrate that you are taking the appropriate steps to ensure a healthy environment.

This service provides the level of disinfection and protection required on a regular basis to maintain wellness while curbing community spread of pathogens. Increased cleaning frequency and staffing levels, higher visibility of cleaners, and a wider scope of services help people trust that their health and safety are your top priorities.

CLEANING METHODS DEFINED

Cleanliness: What does it mean now? You need to clean AND disinfect. Here are the differences between the two methods:

CLEANING uses detergents to physically remove germs, dirt, and other impurities from surfaces and objects. This process does not necessarily kill germs, but lowers their numbers and the risk of spreading infection. Cleaning is most appropriate for all contact surfaces, especially high-touch surfaces.

DISINFECTING works by using chemicals to kill germs on surfaces or objects. Most EPA-registered disinfectants contain both disinfectant and detergency, therefore this is a critical step in the enhanced cleaning process to kill pathogens.
ENHANCEDClean™
AN INDUSTRY-DEFINING STANDARD OF CLEANING AND DISINFECTION

Posters to encourage social distancing in restrooms
Restroom mirror clings on proper handwashing
Educational wall posters
Floor clings to encourage social distancing
Welcome back messages with guidance
Video for digital signage
Sanitizing stations
Entryway easel signs or pop up banners
Table tents and floor clings in break areas to encourage social distancing
Web page to link to with details on EnhancedClean measures
Email content detailing EnhancedClean procedures and occupant responsibilities

KEY:
- Occupant Communications
- High-Touch Surfaces
- Broader Disinfection
- Desk & Table Tops
- Chairs
- Telephones
- Elevator Buttons & Handrails
- Toilets & Flush Valves
- Sinks & Faucets
- Sani Product Dispensers
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STEP THREE
BROADER DISINFECTION

Step three focuses on broad disinfection of large areas, beyond high touch points, through the use of electrostatic sprayers. This service will be performed at regular intervals based on your facility’s needs. This final step includes the use of hospital grade EPA-registered disinfectants with faster kill times and broader pathogen elimination if an outbreak were to occur at your facility.

Disinfecting large surface areas complements the scope enhancements and increased frequencies of high touch point cleaning and disinfection implemented in step two. With this level of comprehensive periodic disinfection in addition to the previous two steps, occupants feel confident that their environment is not only healthier day to day but also reset to even higher standards on a consistent basis.

Custodial stands ready to develop an implementation plan at your facility to bring it to a new level of clean.

TESTING INNOVATIONS FOR INFECTION CONTROL

Innovation will play an increasingly important role in protecting both facilities and occupants. Keeping our eye on the best way to serve everyone also includes reducing touch point frequency in your facility, and using current and emerging technologies to assure thorough disinfection.

Here are some examples of technologies we are working on:

- UV/Visible Light Disinfection: This method uses different spectrums of light to kill germs, bacteria, and viruses and to reduce reliance on disinfectants.
- And more as the EnhancedClean Advisory Council reviews client needs and we continue to test new technologies.
Training & Certification

Specialized, comprehensive training has been at the forefront of our EnhancedClean™ program development. We have partnered with experts in infectious disease and industrial hygiene to define methodology and training for EnhancedClean.

We’ve developed an internal certification program to ensure absolute training comprehension and consistent program delivery. Online learning modules will complement in-person training including the proper use of PPE, disinfectants, equipment use, and more. A highly specialized level of training is given to our team members using electrostatic sprayers and other newly adopted disinfection methods. Managerial training will ensure supervisors have the tools and knowledge to effectively instruct on methods and oversee the process.

Team members must demonstrate the ability to perform the tasks before they can obtain certification. Only the team members who pass the field and written tests will be certified and registered internally.

Through our governance process, training will be consistently updated as guidelines evolve and new findings come to light from the CDC, NHS, and world health community, so you can feel confident that your facilities and the occupants within are being carefully protected, whether your facility has been closed, minimally staffed, or ramped up to full operations.

OUR ADVISORY COUNCIL

Disinfection Methodology Vetted By Leading Industry Experts

A select team of internal and external expert advisors have developed and validated the processes and training that make up ABM’s EnhancedClean certified program. This expertise brings best practices in infection control from the healthcare field to our EnhancedClean program and the commercial spaces we service.

Expert advisors include:

- **Infectious disease experts** who focus on the prevention and control of healthcare-associated infections, antimicrobial resistant and epidemiologically significant organisms, and other adverse outcomes in the healthcare setting by translating research into practice.

- **Industrial Hygienists** who analyze, identify, and measure workplace hazards or stressors that can cause sickness, impaired health, or significant discomfort in workers through chemical, physical, ergonomic, or biological exposures.

Our advisory council works closely with our Operations teams to define the workplace protocols and standard operating procedures that will minimize the risk of transmission. These are put into practice through comprehensive training and certification of our team members as certified disinfection specialists. Custodial continues to follow the most up-to-date safety, infection control, and cleaning protocols recommended by global experts, including the Centers for Disease Control and Prevention (CDC), the World Health Organization (WHO), and the Occupational Safety and Health Administration (OSHA).
What to Expect Now and Over Time

Predicting the trajectory of COVID-19 and subsequent facility shutdowns, reentries, and possible repeated closings (due to new outbreaks) will be difficult. However, we will work with departments to put the right plan in place as occupancy levels start to increase. Even if occupant buildings remained fully occupied, including our EnhancedClean program and other maintenance services will help ensure ongoing safety.

Visit CustodialEnhancedClean.com to learn more or call 866.624.1520 and press option 3.

ABOUT ABM

ABM (NYSE: ABM) is a leading provider of facility services in the United States and various international locations. ABM’s comprehensive capabilities include janitorial, electrical & lighting, energy solutions, facilities engineering, HVAC & mechanical, landscape & turf, mission critical solutions and parking, provided through stand-alone or integrated solutions. ABM provides custom facility solutions in urban, suburban and rural areas to properties of all sizes — from schools and commercial buildings to hospitals, data centers, manufacturing plants and airports. ABM Industries Incorporated, which operates through its subsidiaries, was founded in 1909. For more information, visit ABM.com.