

ABM & Fairbanks North Star

Borough School District

October 21,
2025

ABM's Partnership With FNSB School District

Our Commitment Remains Strong:

- 1-Year Contract But Spending As If It Is A 10-Year Contract By Investing In Equipment, Training, & Talent Acquisition
- Our Commitment to Increase Staffing & Coverage
- Full Commitment to Training & Increasing Oversight
- Reconfiguring & Implementation Of Custodial Routes Effectively
- District Wide Implementation Of Quality Inspection Using SITE
- Client Business Reviews



Recruiting Efforts

Positives

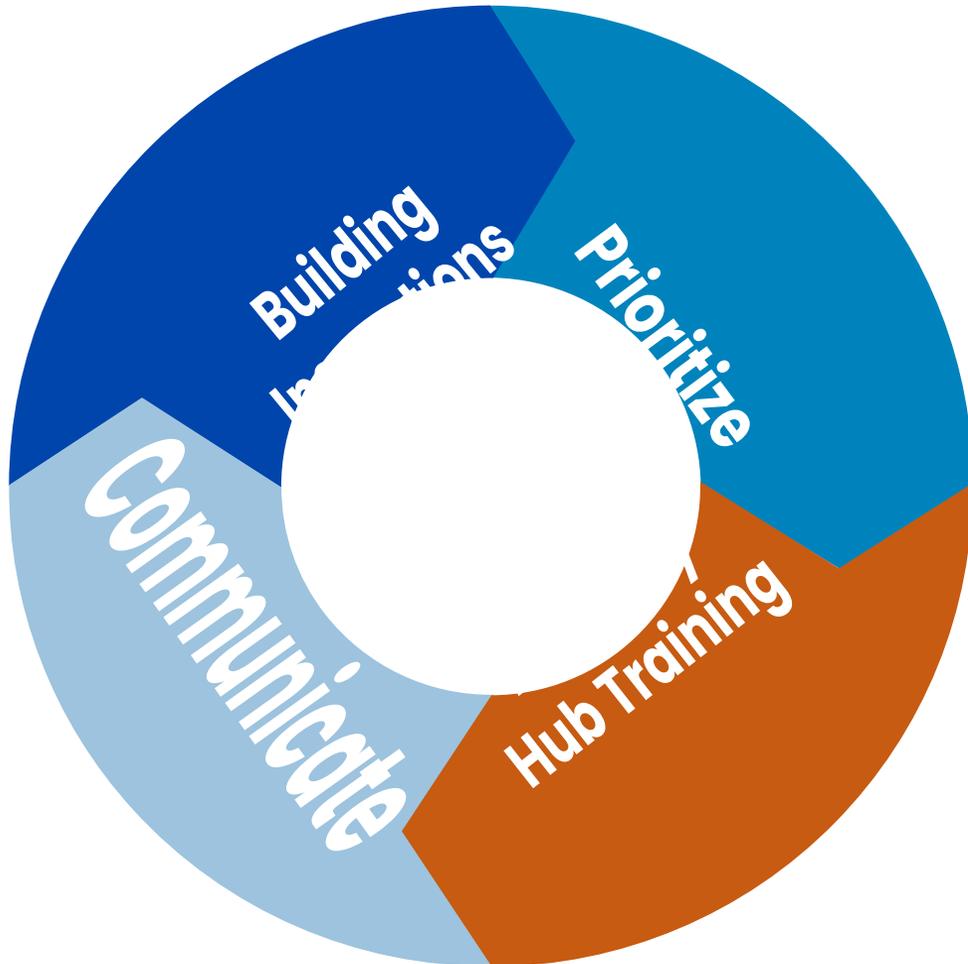
- Consistently recruiting to have a ready-to-go pipeline of candidates for employment
- Consistently adding people on a weekly basis to find the best talent for each school
- Developing an on-call list in the event of callouts

Challenges

- Background process takes between 2-6 weeks depending on the applicant



Keeping Your Environment Safe, Clean, and Efficient Through Collaborative Measures



Building Inspections

- Consistent Daily Assessment Tool
- Joint-Inspections
- Data from Inspections Informs Actionable outcomes
- Retraining occurs based on measured outcomes

Prioritize Safety

- Participation in the Safe Work Observation Program (SWOP)
- Daily Safety Trainings
- Team Members retrained for unsafe behaviors
- Team Members recognized for using proper safety protocol

ABMWay Hub Training

- Standard Operating Procedures
- Training
- Demonstrated Competencies
 - Managed Compliance
 - Consistent Outcomes

Communicate

- Reports and Information Collected
- Identify areas of improvement
- Create the go-forward plan
- Business Reviews with Local, Regional, & Sr. Leadership



Inspect

- Inspect what we expect
 - All Buildings
 - All Room Types
- Reinforces consistent cleaning and verification
- Inspect using any mobile device



Correct

- Follow-up with team members to correct deficiencies.
 - Email inspections to team members
 - Inspector can add photos and detailed notes



Communicate

- Real-time reporting of information necessary to maintain service performance
- Identify Areas of Concern
 - Spot trends
- Communicate with Customer on areas of concern and the plan forward



Retrain

- Retrain the Team based on repeated Deficiency Items

