

In-house Electrical Authorisation Capabilities

There are certain ABM team members authorised to operate and work on electrical equipment in emergency situations as a free-of-charge, additional service for clients. The people in these teams are called 'HVAPs', High Voltage Authorised Persons. They can conduct assessments to appoint other team members as 'Authorised Engineers', and then conduct audits of those engineers and the systems they are responsible for.

ABM HVAPs are usually attending incidents that relate to electrical work carried out by other third parties. This means that the team need to not only react quickly to an emergency situation, but also to investigate and understand the work of a third party that they may not have been exposed to previously. It is essential that HVAPs are responsive, fast problem solvers to understand the issues they are presented with in an emergency.

The audits that they conduct allow for continuous improvement and means the service provided for clients is of the highest quality and standard.

Picking up faults and issues and resolving them before it's gone beyond repair can be hugely beneficial to a company. Relying on reactive maintenance and waiting for a warning light to come on, or a component of the machine to fail, will result in greater ad-hoc costs than those who adopt a preventive, approach. In fact, according to some reports*, being proactive with equipment maintenance can save up to 40%, in costs when compared to working on a reactive approach.

ABM ensures that HVAPs regularly audit their Authorised Engineers so that there is coverage at all times, should it be needed. These audits ensure compliance to ABM's Electrical Safety Rules and Procedures. For example, an incident report was filed for a client where a fire broke out in their building, causing excessive heat damage.

An ABM HVAP was contacted by the client and arrived on site within approximately 25 minutes of being notified and began safely surveying the incident once the London Fire Brigade authorised access.

The HVAP was able to trace the problem and put safety locks in place until the original contractor could arrive onsite to survey the area. In another instance, following a power dip at a client site, a smoke sensor located in a high voltage transformer room went it to alarm. An ABM HVAP and Authorised Engineer

arrived on site within approximately two hours of the power dip. The team were able to get safe access to the transformer for internal investigation. The investigation showed that a primary connection was not bolted correctly when it was originally installed. This was then resolved.

In summary, here are the benefits of ABM HVAPs:

- ABM do not charge for this HVAP service; the client benefits from their technical expertise, creating a fundamentally better service provision.
- This service shows the added value of ABM; an extra layer of in-house support for clients.
- Reacting quickly to these emergency incidents and being able to support the client shows ABM's fast reaction time, high expertise and client-centric mindset.

About ABM

ABM (NYSE: ABM) is a leading provider of facility solutions with revenues of approximately \$6.4 billion and more than 130,000 employees in 350+ offices throughout 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.



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