

# Solving the Top 7 Facility Workforce Challenges

At the heart of any facility services program are the people that care for and maintain your buildings. For in-house staff specifically, headaches like recruiting skilled laborers, training, and cost can prevent you and your facility from functioning at maximum efficiency.

## Turnover

### The Challenge:

In the janitorial industry alone, annual employee turnover averages about **200%**.<sup>1</sup>

### ABM Solution:

We develop internal talent to reduce turnover and keep employees engaged.



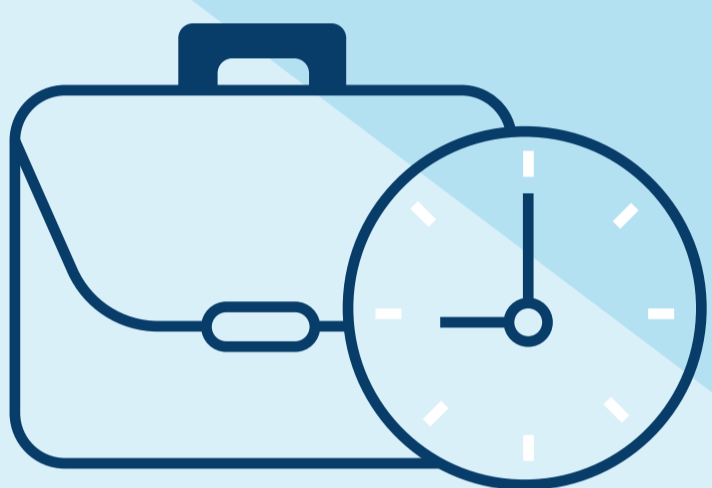
## Recruitment

### The Challenge:

Skilled trades are the **#1** hardest position to fill.<sup>2</sup>

### ABM Solution:

Many applicants come through non-profits and community development organizations.



## Aging Workforce

### The Challenge:

**50.9** years old is the average age in the FM workforce, with much of the talent retiring in the coming decade.<sup>3</sup>

### ABM Solution:

As a Corporate Sustaining Partner of the IFMA Global Workforce Initiative, we strive to close the facility management talent gap through partnerships with accredited FM degree programs.<sup>4</sup>

## Training

### The Challenge:

Maintenance employees average **31.9 to 36.3 hours** of formal training per year.<sup>5</sup>

### ABM Solution:

We train our team members through facility-specific protocols, safety, and customer service, so you don't have to.



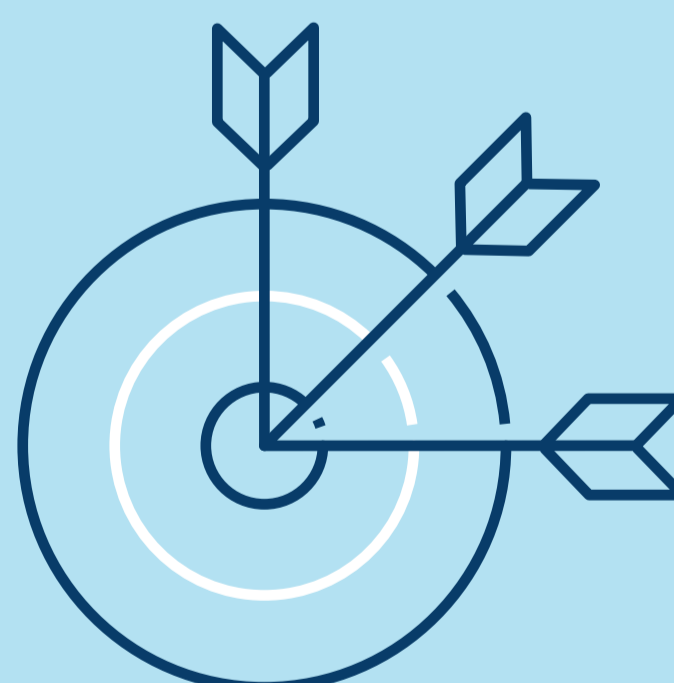
## Cost

### The Challenge:

Labor costs can account for **¾** of the cost of facility services delivery.<sup>6</sup>

### ABM Solution:

Working with a quality-oriented provider like ABM prevents unplanned expenses, like out-of-scope work, operational downtime, and more.



## Consistent Results

### The Challenge:

Many facility management providers use a network of subcontractors to provide building services, resulting in a hodgepodge of providers with dissimilar **values, work standards, and cultures** different from yours.<sup>6</sup>

### ABM Solution:

We self-perform 90% of our services, providing consistent ABM quality services, screening, and training.



## Multiple Invoices

### The Challenge:

The **#1** headache experienced by facility managers is the sourcing, vetting, and continued management of vendors.<sup>7</sup>

### ABM Solution:

With ABM Performance Solutions, there is one contract to manage and one primary contact, allowing more of your dollars to go toward quality labor.



Discover ABM Performance Solutions today. Learn more at [ABM.com/PerformanceSolutions](https://www.abm.com/PerformanceSolutions).

#### Sources:

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