



ABM



**Welcome to
ABM**

Dear all,

It is my privilege to introduce myself to you in my capacity as ABM's SVP & President UK&I and I am delighted that ABM have been awarded a contract at your site. We look forward to working with you and welcoming you into the wider ABM family.

What is equally important is that we learn from each other during the mobilisation process and work together as one team.

The first question we are always asked when we are awarded a new contract is, "Will things change?" and invariably our answer is yes. Rarely do our customers award ABM a contract with the expectation that things remain the same. Any changes that we recommend are always however with the best interest of both the business and our people, with regular consultation opportunities throughout. I can assure you that ABM are not a company that makes changes without valid reason or rationale. We are always fair, putting our people first with complete honesty and transparency.

ABM is a global company that has an excellent track-record in giving our people great opportunities to develop their careers within the facilities management industry and we would hope that you may want to explore this further as part of your own career journey. We have a passion for treating our people well, with regular engagement and a culture listening to what all our team members have to say which I'm sure you will see as go forward together.



There are additional benefits of being an ABM team member and we will detail these to you during the TUPE and mobilisation process. The following pages contain some brief introductions about the team. I look forward to meeting each of you when visiting your site and we look forward to working with you all.

Make a difference,
Richard Sykes

Meet The Managing Director

Campbell Murdoch

Hello everyone,

As ABM's Managing Director of Business and Industry, I want to extend a warm welcome to all of you joining our team. We are excited to have you on board and look forward to the contributions you will bring to our organization. At ABM, we take pride in partnering with industry-leading organizations, providing exceptional service to both our clients and the communities they serve. Collaboration and shared best practices are at the heart of what we do, and we are committed to working together to enhance our processes and deliver outstanding results for all stakeholders.

Our company has over 40 years of proven facilities management experience in the UK&I earning us the solid reputation we hold today. We are confident that you'll feel warmly welcomed and enjoy working with our team members across the entire ABM business. Our top priority is the safety of our Team mates and everyone else on the estate. We strive to be One ABM, bringing together our teams from every line of business we work in, from transportation to aviation and cleaning to facilities management.

As the ABM family, we are always supportive of collaborative thinking and want all our team members to feel they have a contribution to make in improving how we work and how we celebrate success together.

I look forward to meeting you all and to visiting the site, to see at first hand the work you do and to discuss how we can continuously develop our teams, together.

Campbell Murdoch
Managing Director B&I UK



Introduction to ABM

As a leader in facilities management solutions, ABM provides innovative cleaning, security, technical maintenance, critical and integrated services to a wide range of sectors, including commercial, retail, transport, critical, financial and heritage & leisure. With national delivery expertise and presence, we offer localised, trained resources with strong management support. We have been operating within the UK for 40 years, and have over 14,000 employees throughout England, Scotland, Wales, Northern Ireland and the Republic of Ireland.

We pride ourselves on the ability to focus on our clients, and have a proven record of delivering successful service solutions while building long lasting relationships. Our partnership approach includes open and honest communication, and trust achieved by delivering on our promises. We couple this with the ability to provide a highly flexible and scalable service that can adapt to changing needs.



RESPECT



INTEGRITY



COLLABORATION



EXCELLENCE



TRUST



INNOVATION

Where to find us...



www.abm.co.uk



[ABM UK](#)



[@abm_uk](#)



[@abm_uk](#)



[@abm_uk](#)



London 14 Pier Walk, London, SE10 0ES

South Ruislip Artemis Building, Odyssey Business Park, HA4 6QE

Heathrow World Business Centre 2, Newall Road, Heathrow Airport, TW6 2SF

Chesterfield Unit 53-55, M1 Commerce Park, Markham Lane, Chesterfield, S44 5HS

Glasgow Templeton House, Templeton on the Green, Suite 22, 62 Templeton Street, Glasgow, G40 1DA

Dublin 12 Muirfield Dr, Naas Rd, Dublin, Inchicore, Ireland

Belfast 7 Harbour Court, Heron Rd, Belfast, BT3 9HB, Ireland

Cork 24 Penrose Wharf, Penrose Quay, Cork, T23 RK11, Ireland

Galway Galway Technology, Mervue Business Park, Mervue, Galway, Ireland

Useful Contacts

HR: uk.hr@abm.com

Services ABM Provide

ABM deliver services across buildings of all types, taking care of the people, spaces and places important to us. Some of the main services we provide as contracts (that can include single or multiple services):

- Our **Environmental Services/Cleaning** teams ensure each of our customers' properties are at their best and remain hygienic and clean throughout the day – using green methods to disinfect surfaces and clean spaces, as well as working with customers to increase recycling and reduce waste.
- Our **Security & Client Services** officers not only deliver guarding, CCTV and incident management, but also protect our customers' reputations by making sure those visiting or working at sites have a positive time and feel safe, with any queries resolved.
- Our **Guest Services** and our ambassadors, are there to enhance the customer experience. We are able to provide a team of well trained, well managed and motivated individuals who are fully engaged and empowered to represent ABM and our customers brand (or environment) and deliver an exceptional customer experience
- Our **Technical/Hard FM engineers** keep our customers' lights on, as well as ensuring the rest of the site systems (such as water, or air flow) are in working order. We have multi skilled engineering teams that carry out the planned and reactive maintenance that keeps a building operational and help reduce our customers' energy usage or disruption, as well as maintaining critical compliance and life safety systems.
- Our **Critical Cleaning** specialists work within white space environments, i.e. data centres / server rooms to ensure the electronic equipment are operating within a safe environment to avoid damage, whilst also eliminating contamination.
- Our **Aviation** teams are behind the scenes delivering outstanding passenger experiences, from cabin cleaning to airport security, PRM (Passengers with Reduced Mobility) services to engineering and bussing, our team members keep airports and airlines moving.



Aviation



Commercial



Financial



Retail



Transport



Critical



Heritage & Leisure



Cleaning



Waste Management



Sustainable Solutions



Window Cleaning



Brand Ambassadors & Concierge



Major Incident Management



Portage



Landscape & Grounds



Security



Critical Cleaning & Raised Access Flooring



Projects



Energy Management



Energy Storage



Renewables



Public Health Services



M&E and HVAC



EV Charging



Building Fabric

Health & Safety

ThinkSafe™

People. Materials. Environment.

We care about your safety – think safe, act safe, go home safe

Do it the **SAFE** way every day!

Start Work Safely

Always receive a briefing before you start work

Assess The Risk

Ask yourself – can this task be carried out safely? If in doubt **STOP** working and contact SPC / Supervisor

Follow Health & Safety Instructions

Follow your safe system of work and risk assessment at all times

Eliminate Harm To You and Others

Report all unsafe acts and conditions - don't walk past!

Remember to report all best practices too !

Getting Involved

Grow, Perform, Succeed

You are part of our 'Grow, Perform, Succeed' (GPS) programme, which has been developed to encourage productive feedback and communication between you and your line managers. This will give you a chance to talk through your experiences and ambitions during informal chats and formal quarterly meetings.

Perform

We use internal communications channels to support our people and celebrate the great things they are doing to make a difference, every person, every day. At ABM we are committed to ensuring the ways we communicate across the UK are helpful and empower you to do your job effectively. If you have a story about a situation where a team member or a team have excelled, do get in touch Chris.Horrocks@abm.com.

Back to the Floor

Every year we run a month of 'Back to the Floor' where we encourage all our ABM leaders to experience a day in the life of our front-line team members around the UK. Our Senior Leadership Team lead the way, spending time with our colleagues and gaining a greater insight into their day-to-day duties and the challenges they face. This year, our people were working with technical cleaning teams in server rooms, PRM and cleaning operatives at airports, engineers servicing HVAC units and more!



ABMCares

ABMCares is a recurring program that runs throughout the entire year, and you can give back to the charity of your choice at any time. The ABMCares program is completely voluntary so there is no obligation to participate.

You can log your donation on the ABMCares website. If you don't have access, ask your line manager to log your donation. When you do so, ABM offers additional benefits including:

- Managers can have one day paid leave per year to volunteer for a charity of your choice.
- A matching gift program up to the amount of £776
- An ABMCares Card worth £70 to donate to the charity of your choice for every 10 hours volunteered and logged, up to a maximum of £140.

If you'd like to become more involved consider becoming an ABMCares ambassador. As a local representative of ABMCares, you will have an opportunity to not only make a real impact in your community, but also continue supporting our mission: to make a difference, every person, every day.

If you are interested, contact
abmcares@abm.com



Compliance Hotline

Culture is the foundation of everything we do at ABM. Our core values define our culture and represent our highest priorities, deeply held beliefs, and core, fundamental driving forces.

ABM's six core values include respect, integrity, collaboration, innovation, excellence and trust. ABM team members are committed to living our values by embracing and being mindful of them in all we do.

That is why your voice is so important. We rely on you to help us by speaking up whenever any situation makes you uncomfortable or threatens ABM's values or reputation. If any situation at work makes you feel uncomfortable, speak with a member of management or report your concern (which can be anonymous) by visiting our website at abmhotlineeurope.ethicspoint.com or calling the Compliance Hotline on **0800 0698801 (UK)** or **1800903224**

Team Member Gateway (TMG)

TMG is a centralised HR System, which digitises the way we manage our team members information. Through this platform you will be able to access key HR services from any web browser or mobile device.

You will be able to review your core employment information and have the ability to update information such as:

- Change of Address
- Add or amend personal contact details
- Add or amend emergency contact details
- Add or amend Life Assurance form
- Submit a request for absence such as, holiday, maternity, paternity leave etc.

You will also be able to access our Team Member handbook and Company Policies within TMG.

How do I log in?

You will be able to log onto Oracle via <https://eiqg.fa.us2.oraclecloud.com/> or by downloading the Oracle Team Member Gateway app.

You will be able to log on to the system via entering your TMG number and password. If you have an ABM email, you can access through Company Single Sign On.

To get your TMG number and password, please ask your line manager.

Who should I contact if I need assistance?

If you are unable to access the system, please contact the US IT Helpdesk. They will be happy to assist you.

Contact Number: 0800 026 8055

ABM SUCCESS BEHAVIOURS: OUR COMMON LANGUAGE

These are the behaviours we expect from all of our team members to demonstrate, regardless of role or responsibilities, so that we can be successful individually and collectively.

HOW WE SUCCEED.



CLIENT
FOCUSED



AGILE



CHANGE
CHAMPION



VALUE
DIFFERENCES



COLLABORATE



ACCOUNTABLE



FORWARD
THINKING



ACHIEVE
RESULTS



COMMUNICATE
EFFECTIVELY



DEVELOP
SELF



Health & Safety

As an ABM Team member, yours and all others Health, Safety and Wellbeing is a priority for ABM and by being aware of our own decisions and behaviours we can all make a difference in ensuring the safety of all. Our decisions and behaviours have consequences, these either negative or positive. The wrong decisions can lead to incident and harm so we must always aim to ThinkSafe!, ActSafe!, BeSafe! to ensure a positive outcome and 'ALL' go home safe!

If you have safety improvement suggestions, speak-up and talk to your line manager or safety representative. If the work environment or task is unsafe, conditions of work are not right, equipment unsafe or you are not trained for the task – STOP! and report this to your line manager or safety representative – Your Safety and safety of all others is a priority.

ABM ThinkSafe culture is one where team members at every level appropriately manage risk as an essential part of their day-to-day work! In summary 'Right People, Right Culture' and by following the below ThinkSafe, ActSafe, BeSafe, safety steps you will ensure ALL go home safe!

Perks at Work

With the innovative Perks at Work platform, you can access over 30,000+ national and local employee discounts.

- User friendly interface - navigate through your benefits with ease
- Comprehensive information - Access to all your benefits detail all in one place
- Personalised Experience - Tailored recommendations and tools to help you maximise your benefits
- Access live and on-demand online classes free.
- Take advantage of Perks, helping you save money on daily essentials and luxuries from top brands and retailers.

WeCare

WeCare looks after your wellbeing with a 24/7 UK-based online GP, mental health counselling, a get fit programme, legal and financial guidance, plus much more. Using your phone, tablet or desktop, you and your family have 24/7 access to thousands of experts, all from the comfort of your own home.

To access WeCare call **0800 917 9330** or download the app, register using access code **H31648**



Mental Health First Aiders

It has become more important than ever for us to normalise talking about mental health, so that our friends, family and co-workers feel supported all the time.

Share your feelings

If you think you might be struggling with how you are feeling, if you are finding things are getting on top of you and you would like to speak to someone outside of your management team in confidence, who can help lend an empathetic ear, why not talk to one of our fully trained Mental Health First Aiders (MFHAs). If you would like to have a confidential, no strings attached chat, contact your local HR representative or your line manager who will ensure one of our fully trained team contracts you.

If you don't feel able to do that, there are people you can speak to via NHS - recommended helplines found online. The key thing is to remember, you are not alone.

Useful Resources

Here are some useful websites and resources that can help with dealing with these feelings:

Mind.org.uk
samaritans.org

Managing physical symptoms that are triggered by stress and anxiety

It is quite common to experience short-lived physical symptoms when your mood is low or anxious. These can include faster, irregular or more noticeable heartbeat, feeling light-headed and dizzy, headaches, chest pains or loss of appetite.

For tips on dealing with anxiety symptoms visit the anxiety UK web site: anxietyuk.org.uk

Building Mental Health Course

At ABM We want to raise awareness about mental health and its challenges. Spreading awareness and understanding mental health through support and education helps in the identification process of mental disorders. [That is why we offer a Building Mental Health Course](#). The aim is to support reducing stigma, raising awareness and signposting you where to seek help.

To sign up for the course please contact Training.Bookings@abm.com

Learning & Development



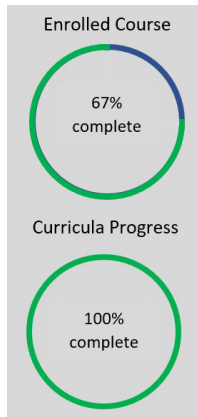
Our learning & development team and qualified in-house trainers can help you improve your skills, gain new qualifications and develop yourselves from operational and leadership skills, to health & safety training.

There is also a variety of online courses that we offer to help you to take advantage of the training material, if you are not able to utilise our face to face training opportunities. In addition to these courses, we provide apprenticeships in areas you may be looking to explore or up-skill. Please contact our learning & development team for more information:

training.bookings@abm.com

Individual learning plan

After mobilisation, we will conduct a skills-gap analysis for all individual team members, identifying current skill sets and seeing where new training can be delivered to upskill people.



ABMUniversity

Our e-learning platform, enables remote delivery of basic training courses and lessons. Some of these include; company information, sustainability commitments, health & safety guidance, HR guidance, communication and branding guidelines and more.

More courses are added and assigned to individuals where relevant completion is tracked so that each individual can see progress on their enrolled courses as well as their required curricula.

Toolbox Talks

ABM's toolbox talks are used for a number of situations. These short, primarily face-to-face, courses are designed to give a snapshot of information to team members and top-up current knowledge.

Apprenticeships

Apprenticeships are beneficial as individuals gain knowledge, practical experience and the wider skills needed for their current job role, whilst being able to apply their learnings and create experiences to support their future career. Using a mix of learning in the workplace, formal off-the-job training and the opportunity to practice these new skills in a real work environment, apprentices will gain a deep understanding of topics covered in the course.

To learn more about apprentices and see our current apprenticeship catalogue, please email: apprenticeships@abm.com

ABM Frontline Leadership Essentials courses

ABM Frontline Leadership Essentials is our programme designed for:

- Anyone aspiring to be a supervisor, team leader or manager in the future.
- A “new into position” manager who have recently been promoted but may not have had much (or any) formal development in how to deal with leading a team before.
- Existing managers who want to brush up their skills around a specific subject.

The individual two-hour development sessions can be taken virtually or attended in person and cover a range of subjects including: coaching others, giving and receiving feedback, handling conflict, having difficult conversations, time management and being self-aware. There are over fifteen separate titles in the whole programme, so you can attend only the titles you would like to know more about or start from the very beginning with our “stepping up” session and work your way through to our “Manager to Leader” session and beyond”.

J.E.E.P.

We are determined to change the perception of Technical careers in the UK and have developed our Junior Engineering Engagement Programme to inspire the next generation of engineers, demonstrating the great opportunities that the facilities management sector can offer. In its pilot year, J.E.E.P. took 35, 11-15-year-olds through 10 immersive and educational modules covering building management and engineering, with an IWFM-authorized certificate upon successful completion. Since then, the programme has expanded significantly to numerous schools in London, Manchester, Bradford, Birmingham and Bristol and it continues to grow. To see how our customers get involved with J.E.E.P., visit www.jeep-abm.com



Onboarding Programme

All UK staff and management receive a 90 day onboarding programme hosted on ABMUniversity. The programme provides clear direction and access to the tools and resources needed for success from day one.

Team Member Playbook

This guides new Team Members on a journey of success through their first 90 days and links to Compliance Training Curriculum.

Mandatory Onboarding Courses

Mandatory courses will be automatically assigned to your ABMU profile and these must be completed within 30 days of joining the business.

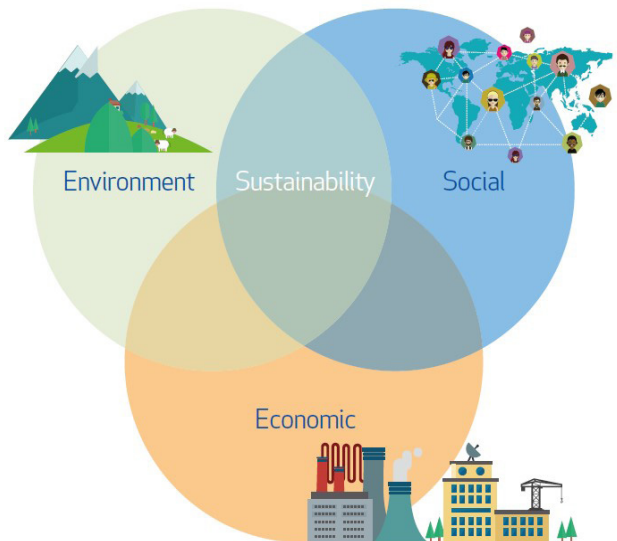
New Team Member Orientation Webinar

This Provides networking opportunities and a chance to ask questions. It happens on the 3rd Tuesday of every month and you can sign up by emailing Training.Bookings@abm.com

Sustainability Roadmap

ABM are committed to ensuring a cleaner healthier and more sustainable world. To ensure we deliver on this commitment, ABM UK have developed a Sustainability Roadmap.

Did you know that sustainability is not only about reducing our environmental impacts? Did you realise that sustainability is about improving our social (people and communities), economic (supply chain and local economies) performance alongside reducing our environmental impacts to become an even better sustainable business, which helps our clients improve their sustainability performance as well.



To support this journey to a more sustainable world, a series of contract based Collaborative Sustainable Innovation Groups and several ABM Sustainability Working Groups have been set up in a team near you.

These groups are tasked with significantly reducing our environmental impacts, increasing our positive social presence in the communities we work and live in, whilst providing a positive socio-economic impact both locally and nationally.

This project is wide ranging, and we will need your help and support to achieve it at some point in the process.

If you would like to be a part of one of our launching Sustainability Working Groups, and make an even bigger difference every person, every day or if you have a great idea to help us improve further, please contact sustainabilityuk@abm.com.

A connection has been irrevocably created between ourselves, our customers, suppliers and shareholders mandating the delivery of improving sustainability in our daily work lives. We now need to work smarter to understand and deliver both our own and our customer sustainability needs.

Whilst we are working strategically to improve our sustainability outcomes, we need you to think about the choices you make every day in your workplace .

- 1. Environmental Choices** - Are there lights you can turn off? If there are any dripping taps, can you report them for maintenance? Have you segregated your waste correctly? Doing this well helps us to send the waste to make zero carbon electricity to help the UK to reduce its carbon emissions. Could we reduce our waste by working with volunteer organisations locally? If you have to travel for work, are you making the most efficient choice? Could you cycle to work or take the bus or train instead?
- 2. Social Choices** - Would you consider getting involved with our ABMCares program by either volunteering or getting involved in team events to raise donations for local charities? Is there something you could suggest to help us be more community conscious? Could you become an ABMCares Ambassador?
- 3. Economic Choices** - Did you know that many goods and services are made by volunteer or social enterprise organisations locally? If you know of such an organisation that we could buy from locally and one that helps deliver a social purpose to the community you work and live in, could you let us know?

Your part in making our services to clients and customers more sustainable is so important and we need your help to do the best we can for our planet and for our business.

Transferring to ABM

Questions & Answers

What does TUPE mean to you?

The Transfer of Undertaking (Protection of Employment) Regulations 2006 provides you with security of employment in the event of your job forming part of a contract or business which is transferring to a new contractor. Under the Law, in this circumstance, you have the right to transfer your employment to the incoming contractor.

Various criteria are considered when determining if TUPE applies. In this case, TUPE applies, granting you the right to transfer your employment to ABM Technical Solutions at the time of the business transfer.

We know how unsettling the transfer process can be, which is why we take a sensitive and professional approach to all transfers and undertake a thorough consultation process. With so many years' experience under our belt, we know our approach will help to reduce any anxiety you may feel initially and will result in a smooth transfer for you.

What will your Terms & Conditions be after the TUPE transfer?

You have the right to transfer your existing Terms & Conditions with your employment and the Law provides that you should not be worse off in pay and benefits after the transfer. However, we may wish to offer you alternative Terms & Conditions in line with our standard contract of employment and if so, you may choose to accept these if you consider they are more beneficial overall than your existing terms. Please note that you are not compelled to accept our offer.

So how will all this affect me?

In terms of your day-to-day job, it is likely that very little will change. In certain cases we may bring in new equipment or ways of working that will improve the way you do your job, and we'll probably align your pay date and holiday year with ours.

We will ensure that any intended measures are outlined to you throughout the consultation process.

Will you be classed as a new employee from the date of the TUPE transfer?

No. Any continuous service with your existing employer will be classed as having transferred with you.

When do you need to decide whether to take advantage of your TUPE rights?

At or before the time of the transfer of the business, you will need to decide whether you wish to transfer your employment. You should inform ABM of your decision at or before that time. You may change your mind but only up to the time that the business transfers. If you have not indicated your intention to transfer at that time, you may forfeit your right to transfer.

What other options do you have?

You may exercise your right to transfer your employment as outlined above. Your existing employer may offer you alternative employment although they are not obliged to do so.

You may choose not to transfer and not to take any other option of employment with your existing employer. In that case, you will be deemed to have resigned by your own choice.

Will my role change?

Your role will remain the same when you transfer to ABM, however, as with any business, there will be a constant review to improve the service that we deliver to the client.

Can you remain a member of your union on transfer?

Yes. The transfer will not affect your right to remain a member of a trade union. However, you should discuss the exact implications with your Union Representatives.

Will my holidays be honoured?

If you have already booked holidays which have been approved and signed off by your manager these will be honoured.

What happens about grievance and disciplinary issues?

Under TUPE, if you have any live disciplinary or grievance matters on file, or any that are not live but which took place within the last two years, these will be transferred to us along with your other employee information.

If there are any ongoing issues, ABM will deal with them to their conclusion once you transfer to us.

Payroll information

What will happen to my pension?

Pensions are a very individual thing, so we will discuss your current pension arrangements with you during the consultation process.

Automatic pension enrolment

Under current legislation, the company may be required to automatically enrol you into a pension scheme which meets certain statutory requirements and to which both you and the company make contributions. Details of the scheme will be provided throughout the consultation process.

We can say that ABM Technical Solutions uses Scottish Widows pension schemes, and adheres to government contribution levels.

What day is pay day?

The ABM pay dates should be mentioned in the handbook as some TUPE employees might not be aware that we may not necessarily pay on the same date as their previous company.

Pay day is on the 28th of each month for salaried workers. For those on an hourly rate, pay day is on the 10th of each month. Please note that this may vary depending on your bank.

Where to send your P45

We try to make the transition as seamless as possible so you do not overpay tax, in order to achieve this we need all employees to fill in the starter declaration which is included in your TUPE /Starter pack or please provide your P45 from the previous incumbent at your earliest convenience.

How to get in touch with us

If you need to contact the payroll team, please use the email address:

pay.roll@abm.com

EVERY PERSON
**MAKE A
DIFFERENCE**
EVERY DAY

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

ABM.

ABM