

# Best Practices For Overcoming Staffing Challenges



- ★ We end the day knowing we gave it everything we had.
- ★ We dream as big as the sky.
- ★ We know challenges come with pain, but pain is a **OSU - ABM: True Partnership** challenge.
- ★ We have a passion to do what's right, even when it's hard.

- ★ We stand for what matters, even if we stand alone.
- ★ We finish what we start.

Being a **OSU - ABM: True Partnership** challenge.

Inspired by the book "Dowry Ethics: What Wall Street Can Learn from The Code of the West." © 2004 James P. Owen



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## Achieve More



Long-Term Partnership Since 2013

### When Values Align



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MAKE A DIFFERENCE EVERY PERSON, EVERY DAY



Jonathan Romines

Senior Vice President, ABM Education Operations

Juan Leon La Noire

Account Manager, OSU

Gabe Dreiling

Construction & Contract Services Director, OSU



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## Higher Education Trends

Hiring & Retention Challenges	Declining Enrollment &/or Funding	Maintaining & Modernizing Facilities	Increasing Focus On Sustainability	Shift To Vendor Consolidations
<ul style="list-style-type: none"> <li>Long hiring process</li> <li>Fewer applicants</li> <li>Low wages</li> <li>Burnout</li> <li>Limited career growth opportunities</li> </ul>	<ul style="list-style-type: none"> <li>State funding constraints</li> <li>Rising operating costs</li> <li>Fewer resources</li> </ul>	<ul style="list-style-type: none"> <li>27% increase in GSF costs since 2022</li> <li>36% annual stewardship shortfall</li> </ul>	<ul style="list-style-type: none"> <li>Accelerated ESG Efforts:</li> <li>Student demands &amp; government regulations</li> <li>Behavioral changes in energy use</li> <li>Waste management</li> <li>Natural resource conservation</li> </ul>	<ul style="list-style-type: none"> <li>Cost savings</li> <li>Single point of contact</li> <li>Value and efficiencies</li> </ul>

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## End To End Staffing: Focused On The People

ATTRACT & RECRUIT	SCREEN & SELECT	TRAIN & DEVELOP	RETAIN & GROW
<ul style="list-style-type: none"> <li>Competitive wages &amp; benefits</li> <li>Simplified application &amp; hiring processes</li> <li>Centralized hiring centers</li> <li>Intentional advertising</li> </ul>	<ul style="list-style-type: none"> <li>Data analytics to forecast hiring needs</li> <li>Transparent results</li> <li>Hyper-target the best talent</li> </ul>	<ul style="list-style-type: none"> <li>Prioritize safety</li> <li>Train thoroughly for the right jobs</li> <li>Provide regular feedback and opportunities</li> <li>Equitable career paths &amp; growth opportunities</li> </ul>	<ul style="list-style-type: none"> <li>Communicate often and regularly</li> <li>Recognize and reward efforts / outcomes</li> <li>Collaborative KPIs with focus on service delivery &amp; client satisfaction</li> </ul>

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## Different Approach to Staffing

Invest In New Team Members

- ✓ Wages and Benefits
- ✓ Team Member Experience
- ✓ Empowering leaders with data to anticipate hiring needs
- ✓ Making it easier to apply and complete the hiring process
- ✓ Work harder than ever to retain team members

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**Best-in-class Talent**

- Recruit the right people for the job
- Recognize performance & develop talent
- Reward achievement
- **RETAIN BEST TALENT**





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Talent Analytics

## Making Informed Decisions

INSIGHTS	TARGETING	UNDERSTANDING	STRATEGIES
<ul style="list-style-type: none"> <li>• Current team members</li> <li>• Local Community</li> <li>• Team Member Referrals</li> </ul>	<ul style="list-style-type: none"> <li>• Cultural fit for campus community</li> <li>• Nearby geographic area</li> <li>• Military Veterans</li> <li>• Trade schools</li> <li>• Internships</li> </ul>	<ul style="list-style-type: none"> <li>• Wage and Benefit Packages</li> <li>• Team member needs and obstacles</li> <li>• Individual motivations</li> <li>• Proper training for job requirements</li> <li>• Career goals</li> </ul>	<ul style="list-style-type: none"> <li>• Wage Analysis</li> <li>• Improve performance</li> <li>• Enhance productivity</li> <li>• Customized Recognition Programs</li> <li>• <b>RETAIN VALUED TEAM MEMBERS</b></li> </ul>


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## Candidate Care Team

- Applicant engagement
- Pre-employment
- Onboarding Process

**REDUCE FALLOUT GAP**

- Convert more qualified applicants
- 30% reduction in fallout
- Reduce offer to start time by 5 days
- Identify and mitigate stress points
- Reduction in background check timeline
- Enhanced workday 1 experience


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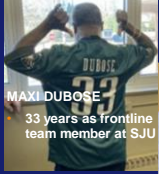
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# Recognizing Team Members



**MAXI DUBOSE**  
33 years as frontline team member at SJU

## D.C. university spotlights team member

ABM's HVAC department at a university in Washington, D.C., recently highlighted Miguel Alvarez as the Employee of the Month. Miguel has consistently shown dedication and excellence in his work, ensuring that the university's HVAC systems are operating at their best.  
*"Thank you so much for your hard work and dedication Miguel," wrote Supervisor Alvaro Loza.*



Congratulations Miguel

ABM Weekly News

**Education Team Gives Fun Gift to Philly Fan for Super Service**  
An ABM team member at the ABM facility received some unique recognition for more than three decades of service.  
On Tuesday, the award-winning team at Philadelphia recently came together to celebrate Mike DeBate, a Customer Support Specialist who has served as a team leader at Saint Joseph's University for 32 years. The ABM team surprised DeBate with a surprise gift bag containing Philadelphia Eagles merchandise. DeBate is a die-hard fan of the team.  
ABM is proud to have team members like DeBate who are dedicated and hard-working. Pictured below (left to right) are Chad Johnson, Michael Burns, Mike DeBate, Kelley Carlson and Pat Dimes.

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# MENTORSHIP FOR GROWTH



**Kaitlyn Carbone**

- Custodian, 2018
- Supervisor, 2019
- Elevated to Events Manager/Administrator
- Account Manager, Saint Joseph's University, 2023

- Mentors matched with mentees for best outcome
- Recognized desire for advancement
- Create pathway for opportunity
- Measure & share results
- Increase mentee's capabilities for future growth

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# Rewarding Employees: A Cultural Foundation



**"Appreciation can make a day, even change a life. Your willingness to put it into words is all that is necessary."**

Margaret Cozzio



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**Diversity & Inclusion**

Everyone is –

- Seen
- Heard
- A contributing Team Member




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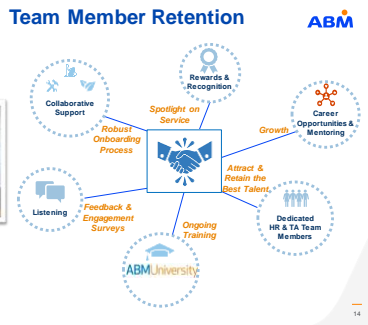
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**Best Practices:  
Overcoming Staffing  
Challenges**



**Takeaways** 

- Make Informed Decisions
- Recruit to Retain
- Simplify Hiring Process
- Train & Develop
- Growth Opportunities
- Recognize & Reward

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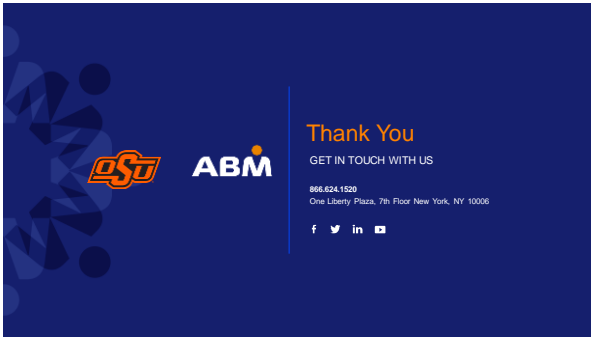
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