

Enhancing Risk Management and Safety Within a Broader Strategic Vision

ABM Industries, founded in 1909, is a leading provider of integrated facility services. As a Fortune 500 company, ABM serves over 20,000 clients across more than 15 industries globally. With a workforce exceeding 100,000 employees and an annual revenue of \$8 billion, ABM operates from over 250 offices throughout the United States and internationally. The company's comprehensive range of services includes janitorial, engineering, parking, electrical, and lighting solutions.

**15+**

INDUSTRIES SERVED

\$8B

ANNUAL REVENUE

100,000+

EMPLOYEES

2022

ADOPTED ORIGAMI

At a Glance

CHALLENGES

- Organizational silos impeding unified risk management approach
- Lack of consistent safety practices across diverse operations
- Need for improved claims frequency and severity management
- Limited integration of risk management data and processes

SOLUTION SUITES USED

- Risk Management Information System (RMIS)
- Environment, Health, & Safety (EHS)
- Enterprise Risk Management (ERM)

SOLUTIONS

- Implementation of 2020 Vision strategy for organizational alignment
- Continuous improvement initiatives in safety and risk management
- Development of a company-wide safety culture
- Adoption of Origami Risk's integrated technology solutions

RESULTS

- 35% decrease in casualty claim frequency rate since 2017 (excluding COVID-19 years)
- 18.5% reduction in total cost of risk over a five-year period
- Successful Return to Work program with 4.68:1 ROI
- Improved safety culture and operational ownership

2020 Vision: A Catalyst for Change

In 2015, ABM Industries embarked on an ambitious journey. The company launched 2020 Vision, a long-term, comprehensive strategy and transformation initiative designed to differentiate ABM in the marketplace, improve its margin profile, and accelerate revenue growth. While this strategy encompassed the entire organization, it had significant implications for ABM’s approach to risk management and safety.

At the heart of 2020 Vision were two critical factors that would reshape ABM’s Risk & Safety department:

1. Organizational realignment
2. Focus on consistent excellence

The organizational realignment aimed to remove silos and operate as one unified corporation. For the Risk & Safety department, this meant:

- Restructuring to align more closely with operations
- Realigning organizational reporting structure
- Centralizing processes

The pursuit of consistent excellence, as defined in 2020 Vision, involved implementing best practices in account management and labor management across the organization, as well as developing a more integrated approach for continuous improvement in its safety program. This included driving initiatives to help reduce future insurance claim frequency and severity.

Continuous Improvement in Risk Management and Safety

With these guiding principles, ABM’s Risk & Safety department embarked on a journey of continuous improvement. Each year since 2016, the team has worked diligently to enhance safety measures and reduce claims frequency and severity.

The journey began in 2016 with the introduction of “Moment for Safety,” a program designed to embed safety consciousness into daily operations. This was accompanied by the Safe Workplace Observation program and the initiation of a Claim Closure Program. These initiatives set the stage for a cultural shift, emphasizing that safety was everyone’s responsibility, from senior leaders to frontline team members.

As the years progressed, ABM continued to innovate and refine its approach. The company implemented a series of initiatives:

2017	ABMWay of claims management and Workers’ Compensation Claim Deductible Allocation Program
2018	Auto Liability/General Liability Claim Deductible Allocation Program, Claimant Advocacy, and Safe Driving Program Initiative

2019	AL/GL Limited Investigation, Workers' Compensation Focus Site Initiative, and Self-Care Program
2020 TO 2021	AL/GL Focus Site Initiative and comprehensive COVID-19 Risk & Safety Response
2022	"Back to Basics" Training, Safety Team Restructure, expansion of ABMWay, and Front-Line Leader Training
2023	Formal EH&S Audits, Employee Recognition program, and enhanced Risk Assessment practices

Leveraging Technology for Enhanced Risk Management

Throughout this journey, ABM recognized the importance of technology in supporting its evolving risk management and safety practices. In 2022, the company adopted Origami Risk's RMIS, ERM, and EHS solutions. This technology integration allowed ABM to:

- Consolidate multiple data sources into a single database
- Automate and mobilize actionable information across all business segments
- Streamline various risk management processes

Measurable Outcomes and Achievements

The results of these concerted efforts have been remarkable. ABM has seen significant improvements:

- 1** **35% decrease** in casualty claim frequency rate since 2017 (excluding COVID-19 years 2020–2022), despite successful integrations of two separate billion-dollar acquisitions.
- 2** **18.5% reduction** in total cost of risk over a five-year period through focus on claims closure, alternative risk structures, and the successful implementation of various safety initiatives.
- 3** Successful Return to Work (**RTW**) program:
 - **58%** of employees returning to full duty
 - **15%** returning to light duty with no lost time
 - ROI of **\$4.68:1**
 - Reduction in average Total Temporary Disability (**TTD**) days by **over 23%** (from 95 TTD days in Q1 of 2019 to 73 days in 2024)
- 4** Improved claim management: Better outcomes for injured team members through claimant advocacy, resulting in cost savings in the company's claim management program

5 Enhanced safety culture:

- Full ownership of safety culture in the field, with operators understanding they 'own' safety and recognizing the cost of injuries and accidents to colleagues and the company
- Promotion of safety acumen across the enterprise, extending to clients and even clients' clients

These results demonstrate the effectiveness of ABM's comprehensive approach to risk management and safety, driven by strategic initiatives and supported by technological solutions.

Looking Ahead: Future Plans and Initiatives

As ABM looks to the future, the company remains committed to refining and expanding its risk management and safety practices. Plans for using Origami Risk to drive these efforts include:

- Expanding the use of safety modules across the organization
- Integrating more data sources and implementing predictive modeling
- Extending standardized risk management systems to international operations
- Implementing digital safety assessments for proactive risk identification and mitigation

Conclusion: Integrating Risk Management Into Strategic Vision

ABM's journey demonstrates that effective risk management and safety practices are not standalone efforts but integral components of a broader strategic vision. By aligning these practices with overarching organizational goals, fostering a culture of safety, and leveraging technology, ABM has not only enhanced its risk management capabilities but also contributed to its overall operational excellence.



About Origami Risk

Origami Risk provides integrated SaaS solutions that simplify risk, insurance, compliance, and safety management. Origami delivers its highly configurable RMIS, GRC, EHS, and Healthcare risk management solutions from a secure, scalable platform that includes tools for centralizing data, automating critical workflows, and providing insights into risk and safety initiatives. A singular focus on client success underlies Origami's approach to developing, implementing, and supporting our innovative, award-winning software.

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