



# NEWSLETTER Q4 2025



## FEATURED EMPLOYEE

# JHUANA VELASQUEZ

Jhuana Velasquez is ABDM's Director of Human Resources, bringing over 12 years of HR experience supporting teams across multiple locations in a variety of industries. With a background in psychology and a passion for people and culture, Jhuana focuses on creating work environments where individuals and teams feel supported, empowered, and inspired to grow.

At ABDM, she leads HR strategy with a people-first mindset—developing programs that foster engagement, drive professional development, and strengthen a company culture rooted in positivity and mutual respect. Her mission is simple: help every team member bring their best self to work.

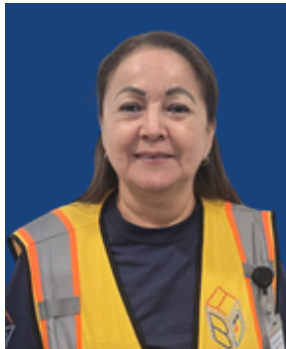
Outside the office, Jhuana is fueled by movement and balance—you'll often find her lifting at the gym, playing tennis, or unwinding at the beach. Her energy and commitment to wellness mirror the culture she's building at ABDM: dynamic, inclusive, and always evolving.

## TOP EMPLOYEES

We're proud to recognize our Top Employees whose reliability, work ethic, and positive impact consistently raise the standard across our sites.



Jay, LAX1



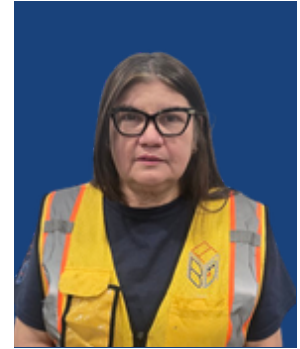
Katty, EWR1



Lekwame, LAX1



Larryl, LAX1



Xiomara, EWR1



Sandra, EWR1



Shamiracle, ATL1



Kyle, LAX1



Juanita, LAX1



Ana Lidia, EWR1

## BIRTHDAY CELEBRANTS

Wishing you a fantastic year ahead filled with good health, great memories, and continued success. Thank you for all the hard work you do—we're lucky to have you on the team!

### October

Lavetta  
Cesar Daniel

### November

Donnava  
Arias  
Xiomara  
Terris Patrick

### December

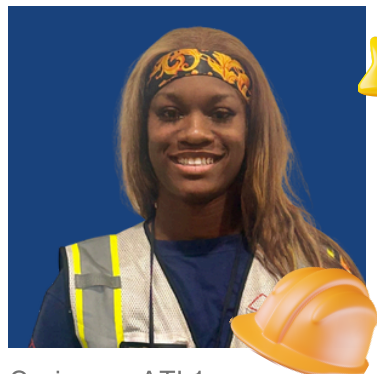
Dylan



# SAFETY SUPERSTARS

Each month, we highlight the team members who go above and beyond to keep our sites safe, efficient, and positive. In Q4 2025, we're proud to recognize four individuals whose dedication to safety and teamwork raises the standard.

## October



Corianna, ATL1

## November



Nelson, DFW1



Benjamin, ATL1

## December



Mansin, ATL1

## 2025 Overall Feedback Reveal Consistent, High-Quality Service

CATEGORY	ATL1	DFW1	EWR1	LAX1
Overall cleanliness of restrooms	4.46	4.82	4.54	5.00
Cleanliness & upkeep of breakrooms	4.62	5.00	4.85	4.79
Organization of janitorial closets, supply areas & carts	4.77	5.00	4.77	4.86
Responsiveness to service requests or urgent needs	4.92	4.91	4.54	5.00
Uptime & reliability of equipment	4.85	4.82	4.38	5.00
Vendor coordination & on-site oversight	4.77	5.00	4.69	5.00
Cleanliness & organization of maintenance work areas	4.77	5.00	4.69	5.00
Attitude & professionalism of on-site staff	4.77	4.91	4.85	5.00
Communication & collaboration with ABDM on-site leadership	4.92	5.00	5.00	4.93
<b>OVERALL</b>	<b>4.76</b>	<b>4.94</b>	<b>4.70</b>	<b>4.95</b>

## Q4 Feedback

"The restrooms are pretty clean all the time, and the maintenance team is quick and responsive!"

"Thank you all for your hard work and speed to complete tasks for us here. You are all appreciate heavily."

"The sense of urgency is greatly appreciated as we as Operators have to minimize downtime to the least as possible. On behalf of Flexport, I thank the ABDM team for all that they do. It truly helps us be successful at what we do!"

Throughout 2025, client survey scores remained consistently high across all active regions – including **multiple perfect scores across various categories and locations!** Clients notice the difference, and these results reflect the care and reliability our teams delivered all year long.

## MESSAGE FROM THE CEO

Last year, consistency became our competitive advantage. Across every site, our teams delivered steady, high-quality service that clients relied on and openly recognized. Cleanliness scores remained strong. Response times improved. Safety standards held firm. These results reflect more than process. They reflect discipline, professionalism, & pride in the work.

When I visited our sites this year, what stood out most was the attention to detail in the daily routine. In our industry, excellence is not built on big moments – it is built on daily execution. I am proud of the standard our teams upheld and grateful for the responsibility they carry every day. The foundation is strong – and this year, we build on it with even greater focus and ambition.



Alexander Aginsky  
CEO, ABDM

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