



2021
ENVIRONMENTAL,
SOCIAL & GOVERNANCE
IMPACT REPORT

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A MESSAGE FROM OUR CEO

[102-14] Statement Senior decision-maker

OUR MISSION IS TO MAKE A DIFFERENCE — FOR ALL THOSE WE SERVE, INCLUDING OUR TEAM MEMBERS, CLIENTS, SHAREHOLDERS, COMMUNITIES AND THE WORLD AROUND US. Over the last few years, our team members, who have always played a large role behind the scenes, stepped up during the pandemic and into the spotlight. I want to thank them once more for their unwavering dedication to ABM's purpose: to take care of the people, spaces and places that are so important to us.

Building on this purpose, ABM continues to develop and enrich our commitment to operating responsibly and leaving a healthier planet for future generations. We recognize the important role we play across a wide range of industries, and are constantly working to integrate and align Environmental, Social & Governance (ESG) practices into our operations and business strategies. We know that leveraging sustainable and responsible operations creates value for stakeholders while supporting the long-term success of our business.

ENVIRONMENTAL SUSTAINABILITY AND CLIMATE

Looking ahead, ABM is publicly committing to the Science-Based Targets initiative, working with strategic suppliers to promote sustainable initiatives, and updating our emission targets to ensure our greenhouse gas emissions reduction goals are in line with the Paris Agreement's ambition to limit global warming by 1.5 celsius degrees. We also remain committed to the principles of the UN Global Compact and have performed an analysis on

how our sustainability efforts contribute to the United Nations Sustainable Development Goals (SDGs).

OUR IMPACT EXTENDS BEYOND OUR OWN OPERATIONS, DIRECTLY INFLUENCING AND FACILITATING THE ACTIONS AND PRACTICES OF OUR OVER 20,000 CLIENTS.

Through a wide and growing range of sustainability offerings, we help our clients optimize their operations, reduce their environmental footprint, and meet their sustainability goals. With our ABM GreenCare® program leading the way, we provide clients with environmentally friendly and sustainable cleaning products and methods, waste management and recycling optimization, water conservation and energy reduction services and more.

Further, as one of the largest providers of electric vehicles (EV) charging installations in North America, ABM is a critical driver of supporting the booming demand for EV capacity while helping build a resilient, sustainable and responsible EV infrastructure.

DIVERSITY, EQUITY & INCLUSION

ABM is also advancing our Diversity, Equity & Inclusion (DE&I) efforts. As a company with more than 100,000 team members from diverse backgrounds and countries, we believe that representation matters, and starts at the top. Our board is 40% ethnically or racially diverse, and 40% of our board members are women.



ABM continues to develop and enrich our commitment to operating responsibly and leaving a healthier planet for future generations

WE AIM FOR OUR LEADERSHIP TO BE A TRUE REPRESENTATION OF ALL THOSE WE PROUDLY SERVE.

This includes creating a robust and diverse supplier base, as well as participating in supplier diversity initiatives and mentoring minority-owned businesses with whom we partner.

WE FIRMLY BELIEVE OUR DIVERSITY ENHANCES ABM'S COMPETITIVENESS IN THE MARKETPLACE, FUELS ECONOMIC VITALITY ACROSS ALL SECTORS IN OUR INDUSTRY, AND CREATES THE BEST POSSIBLE WORKPLACE EXPERIENCE FOR OUR TEAM MEMBERS.

With the support of our Board of Directors, we continue to invest in our DE&I strategy, which is integrated with our overall ESG and business objectives. In the past year, we hired and tasked a dedicated subject matter expert, ABM's DE&I Director, with developing programs and initiatives that build on our position as an industry DE&I leader. We also expanded our Culture and Inclusion Council, led by a cross-functional team dedicated to fostering diverse talent and driving meaningful social change across our organization.

LOOKING AHEAD

We expect society's demand for the work we do to continue increasing well into the future. We are committed to investing in our people, business and operations to unlock ABM's long-term value. This past year, we launched a five-year strategic vision called ELEVATE. The strategy encompasses our key learnings from the pandemic and five mega trends impacting our industry,

including sustainability and mobility, with the aim of elevating the client and team member experience through industry-leading use of technology and data.

With sustainability as one of its core drivers, ELEVATE aims to bring to scale efficiencies, insights and offerings pertaining to the ESG objectives of both ABM and our clients.

WHILE WHAT WE DO HAS NEVER BEEN MORE IMPORTANT, WE STRONGLY BELIEVE THAT HOW WE DO IT TRULY MATTERS. Operating responsibly with integrity and respect for others and our planet makes us a stronger business, a better workplace, a more valuable partner and a reliable guide from whom others can learn.

2021 has been an incredible year of growth at ABM. In the year ahead, we will remain steadfast in investing in our purpose, our mission and our ESG commitments in order to deliver on our mission and take the very best care of the places and people we proudly serve.

Scott Salmirs
President & CEO, ABM



HIGHLIGHTS 2021

With more than 100,000 team members from all backgrounds **SERVING MORE THAN 20,000 CLIENTS ACROSS THE UNITED STATES, UNITED KINGDOM AND OTHER LOCATIONS**, ABM embraces the critical role we play in the industries we serve and communities where we operate around the world. As ABM's President & CEO Scott Salmirs often says: "How we achieve our results is as important as the results themselves," a philosophy reflecting how we deliver on our mission as one of the world's largest facility services providers. Throughout 2021, ABM focused on its people, its vision for the future and on strengthening the company's ability to take care of the spaces and places that matter most to those we serve.



Broke new ground with eMobility to support fundamental changes in the transportation sector at a critical stage, and to increase our clients' electrification efforts, we installed more than 26,000 EV charging ports

ENVIRONMENTAL STEWARDSHIP



Committed to the Science Based Targets initiative and set up a carbon reduction roadmap with targets on renewable electricity procurement and vehicle electrification



Improved our EcoVadis rating more than 10 points in last two years



Improved from a D to C rating on the climate change questionnaire and C to B rating on the supplier engagement questionnaire of the Carbon Disclosure Project

OUR PEOPLE AND OUR CULTURE



Invested 849 team member hours in volunteer activities through our ABMCares paid day off



Reaffirmed our commitment to Diversity, Equity & Inclusion by recruiting a dedicated subject matter expert. ABM's Diversity, Equity & Inclusion Director to develop programs to reach our culture and inclusion goals.



Announced ELEVATE strategy to unlock significant long-term value for all stakeholders and strengthen industry leadership position

INCLUSIVE GROWTH & INNOVATION



Acquired Able Services, expanding engineering and technical service offering and expanding client portfolio



Advanced our meaningful partnerships with like-minded industry partners, including the International WELL Building Institute and the Cleaning Coalition of America



Began development of a business ventures program to explore opportunities and quicken the innovation cycle through investments primarily in growth stage companies **focused on solving the industry's biggest challenges**, including sustainability, waste management and improved resource management



ABOUT ABM

Our mission — to make a difference, every person, every day — is the driving force behind everything we do. **WE STRIVE TO CREATE A GREAT PLACE TO WORK FOR OUR TEAM MEMBERS, WHILE CREATING SAFER, HEALTHIER SPACES FOR OUR CLIENTS.** As we continue to raise the standard across all our efforts, we will be a driving force for a more sustainable world.

ABM AT A GLANCE

[102-1] Name of the organization [102-2] Activities, Brands, Products and Services [102-3] Location of the organization headquarters [102-4] Location of operations [102-6] Markets served

THREE CORE PRINCIPLES ARE AT THE HEART OF



PURPOSE To take care of the people, spaces and places that are important to our clients and team members

VISION To see fully engaged people make us the clear choice in the industries we serve

MISSION To make a difference, every person, every day

OUR BUSINESS

ABM Industries Incorporated, a leading provider of integrated facility solutions, is headquartered in New York City. We deliver exceptional experiences to our clients and serve properties of all sizes across urban, suburban and rural areas, including:



AVIATION

Aviation services support airlines and airports and range from parking and janitorial to passenger assistance, catering, air cabin maintenance and transportation.



BUSINESS & INDUSTRY

Business & Industry, our largest reportable segment, encompasses janitorial, facilities engineering and parking services customized across virtually every business sector, including commercial real estate, data centers, banking, financial services, government, healthcare, retail, hospitality and sports and entertainment.



EDUCATION

From large universities to K-12 schools, ABM delivers comprehensive and innovative solutions to keep learning environments clean, safe, healthy and cost-efficient.



MANUFACTURING & DISTRIBUTION

ABM delivers custom services for top manufacturing and distribution companies across the industrial manufacturing, e-commerce, life sciences and technology sectors.



TECHNICAL SOLUTIONS

ABM offers leading-edge facility HVAC, electrical, lighting, power, EV charging and infrastructure solutions for reducing energy usage, optimizing efficiencies and increasing reliability.

LOCATIONS

● ABM Self-Performed Services ● Franchise and Joint Venture Operations



OWNERSHIP AND LEGAL FORM*[102-5] Ownership and legal form*

ABM is incorporated under the laws of the State of Delaware and is a publicly traded company, governed by a Board of Directors. ABM common stock is listed on the New York Stock Exchange [NYSE: ABM].

The person or entities known to ABM to be beneficial owners of more than 5% of the shares of ABM common stock as of December 31, 2021, are set forth below. This disclosure is based on a review of Schedule 13G filings with the U.S. Securities and Exchange Commission (SEC).

- BlackRock Fund Advisors
- The Vanguard Group, Inc.
- State Street Global Advisors,
- Dimensional Fund Advisors, L.P.

SCALE OF THE ORGANIZATION*[102-7] Scale of the organization*

	2021	2020	2019
Number of employees	105,983	110,870	135,807
Net revenues	\$6,228.6	\$5,987.6	\$6,498.6
Elimination Inter Segment Revenues	\$(144.2)	\$(122.4)	\$(127.7)
Business & Industry	\$3,346.5	\$3,157.8	\$3,251.4
Technology & Manufacturing	\$987.1	\$956.0	\$917.0
Education	\$836.4	\$808.8	\$847.0
Aviation	\$668.8	\$680.9	\$1,017.3
Technical Solutions	\$534.0	\$506.6	\$593.2
Net income per share	\$1.86	\$0	\$1.90

**EXTERNAL AND INTERNAL INITIATIVES***[102-12] External Initiatives [102-13] Memberships of associations***EXTERNAL INITIATIVES**

- International Facility Management Association (IFMA)
- U.S. Green Building Council (USGBC)
- Energy Star Partner (ES)

MEMBERSHIP OR ASSOCIATION

- Association of Energy Engineers (AEE)
- National Association of Energy Service Companies (NAESCO)
- Building Owners and Managers Association (BOMA)
- Energy Management Association (EMA)*
- American Society of Heating, Refrigerating and Air-Conditioning Engineers (ASHRAE)
- Society of American Military Engineers (SAME)
- International WELL Building Institute
- Building Skills Partnership

**Denotes board participation*



Our purpose has never meant more and demand for all we do has never been higher.

ELEVATE PROGRAM

The world has changed since the onset of the COVID-19 pandemic, which means our world at ABM has changed, too. As the demand for healthy, safe and sustainable spaces has never been higher, we've innovated ways to deliver even better solutions — for our team members, our clients and their customers.

Recognizing five mega trends and applying key learnings from the pandemic, ABM launched ELEVATE. This is our five-year strategic vision to unlock significant long-term value for all stakeholders and strengthen ABM's industry leadership position. We started this process by refreshing our deep understanding of the market, as well as the five trends impacting our industry now and in the years ahead.

SOCIETAL SHIFTS

Society is driving demand for healthy, safe, energy-efficient and sustainable spaces as well as stronger commitments to DE&I.

THE FUTURE OF WORK

Employee expectations are changing drastically, causing employers to rethink workplace design and reassess appropriate work models for their teams.

SUSTAINABILITY

Society is driving demand for renewable energy, clean air, reduction in energy consumption and the elimination of harmful pathogens.

MOBILITY

Significant investments are being made in autonomous vehicles and electrification, driving new infrastructure builds across the world.

DIGITIZATION

Leading-edge technologies, data and analytics continue to move into the fore.

ELEVATE

Incorporating these trends and all we learned through the pandemic, ELEVATE is the next step in our collective journey. A long-term, comprehensive plan, ELEVATE is based on three strategic pillars:

Enabling clients: We will **ELEVATE** the client experience as a trusted advisor and innovate with multi-service solutions, including our GreenCare® sustainable solution offerings and consistent service delivery to drive our growth.

Empowering team members: We will **ELEVATE** the team member experience by training and developing the next generation of leaders, building on our inclusive culture.

Enriching experiences: We will **ELEVATE** our use of technology and data to power client and team member experiences with cutting-edge data and analytics, processes and tools that will fundamentally change how we operate our business and result in significant financial returns.

While prioritizing and guiding ABM's overall operations and investments, **ELEVATE** directly supports our commitment to be a driving force for a cleaner, healthier and more sustainable world.



SUSTAINABILITY

We take care of places and spaces—by evolving and growing our capabilities and broadening our reach while being conscientious of mitigating our carbon footprint. **WE ARE THE ULTIMATE ENABLER, HELPING OUR CLIENTS ACHIEVE THEIR FACILITY SUSTAINABILITY GOALS** with innovative services, leading technology and a relentless passion to make a difference.

SUSTAINABILITY AWARDS AND RECOGNITION

ENVIRONMENTAL, SOCIAL AND GOVERNANCE (ESG) PERFORMANCE RATINGS

ABM continues to improve its performance on sustainability ratings. We use these ratings as one source for identifying areas of improvement that align with our sustainability journey.



MSCI: ABM has been upgraded to "A" from "BBB," positioning us in the top 25% of our industry.



Green Apple Award for environmental best practice: The ABM United Kingdom (U.K.) team was awarded with two Green Apple Awards for working collaboratively with shopping center clients to reduce emissions, improve community engagement, positively impact biodiversity and improve waste management practices.



ISS ESG Corporate Rating: We proudly obtained the ISS ESG Prime designation signifying ambitious absolute performance requirements within our industry.



CSR award/world leaders: ABM U.K. worked collaboratively with Victoria Leeds Shopping Centre to reduce environmental impacts, promote biodiversity and improve recycling rates. ABM ran collaborative community engagement projects and volunteered in the community, contributing to a local Junior Engineering and Engagement Program (J.E.E.P.), and assisting a unhomed individuals into work.



EcoVadis: ABM moved from 45/100 to 54/100 in the last two years, positioning ourselves in the top 45% of the overall score distribution.



Sustainalytics: ABM is part of the Sustainalytics universe and has been classified as having strong ESG Risk Management.



Carbon Disclosure Project: ABM moved from D to C on the climate change disclosure questionnaire and from C to B on the supplier engagement report.



We support the **United Nations Global Compact.**



GOVERNANCE

[102-18] Governance structure

ABM's governance structure provides a framework to serve all stakeholders, including team members, clients, suppliers, investors and communities with integrity. Our Board of Directors reflects our inclusive culture and commitment to diversity – 40% of our Board members are women, and 40% are ethnically or racially diverse.

As of March 23, 2022, the date of ABM's 2022 Annual Meeting of Stockholders, our Board of Directors had 10 members: Quincy L. Allen, LeighAnne G. Baker, Linda Chavez, Donald F. Colleran, Art A. Garcia, Thomas M. Gartland, Jill M. Golder, Sudhakar Kesavan, Scott Salmirs and Winifred M. Webb. All of our directors, with the exception of ABM's Chief Executive Officer, Scott Salmirs, are independent. One of our independent directors, Sudhakar Kesavan, also serves as chair of the Board of Directors.

ABM's Board of Directors has four standing committees. Each committee is composed solely of independent directors; meets periodically throughout the year; reports its actions and recommendations to the full Board; receives reports from senior management; meets regularly in executive session; annually evaluates its performance; and has the authority

to retain independent outside advisors.

Annually, or more frequently as needed, our Governance Committee reviews committee assignments and makes recommendations to the Board with respect to committee membership, taking into consideration each director's qualifications and the desire to refresh committee membership. The primary responsibilities of each committee, as well as membership of each committee as of April 2, 2022, are summarized below. Each committee is governed by a charter, which sets forth its responsibilities. For more information, see the committee charters on the corporate governance section of our website at investor.abm.com/corporate-governance.com.

OUR BOARD COMMITTEES

ABM's Audit Committee, comprised of Art A. Garcia (chair), Quincy L. Allen, Jill M. Golder and Winifred M. Webb, oversees the appointment, compensation, retention and oversight of the work of the independent auditor; oversees the scope and results of the independent auditors' audit; reviews the company's financial reporting activities, including quarterly and annual financial statements, and accounting standards/principles used; oversees the company's internal audit functions; and oversees the company's disclosure

controls and internal controls. In addition, the Audit Committee reviews policies with respect to financial risk management and the company's major financial risk exposure. The Audit Committee met seven times in fiscal year 2021.

ABM's Compensation Committee, comprised of LeighAnne G. Baker (chair), Linda Chavez, Donald F. Colleran and Thomas M. Gartland, approves CEO compensation and conducts an annual performance evaluation of the CEO; approves other non-CEO executives' compensation; approves equity plans and awards; reviews the company's overall compensation structure; and approves executive employment and severance agreements. The Compensation Committee met seven times in fiscal year 2021.

ABM's Governance Committee, comprised of Thomas M. Gartland (chair), Linda Chavez, Jill M. Golder and Sudhakar Kesavan, identifies qualified candidates to serve on the Board, and reviews the Board and Board committees' composition and structure. In addition, the Governance Committee is tasked with developing and recommending corporate governance principles and certain company policies to the Board. The Governance Committee met six times in fiscal year 2021.



BOARD OF DIRECTORS



Sudhakar Kesavan
Chairman



Quincy Allen



LeighAnne G. Baker



Linda Chavez



Donald F. Colleran



Art A. Garcia



Thomas M. Gartland



Jill M. Golder



Scott Salmirs



Winifred M. Webb

ABM's Stakeholder and Enterprise Risk Committee, comprised of Winifred M. Webb (chair), LeighAnne G. Baker, Donald F. Colleran and Art A. Garcia, assists the Board in its oversight of environmental and social matters, including, but not limited to, Diversity, Equity & Inclusion, employee engagement, talent development and safety, and risks related to such matters, and assists the Board in its oversight of ABM's enterprise risk management program. The Stakeholder and Enterprise Risk Committee met three times in fiscal year 2021.

ABM's Board of Directors is committed to refreshing Board membership through proactive assessment of its collective skills, experience and perspectives. Half of our current members have served on the Board for five or fewer years. In analyzing director nominations and director vacancies, our Governance Committee seeks to recommend candidates who will create a collective membership on the Board with varied experience, backgrounds and perspectives, including the specific qualifications of industry knowledge; accounting and finance; management; leadership; business strategy and operations; corporate governance; other public board experience; and risk management. The Governance Committee also seeks diversity in its directors, including but not limited to diversity in the areas of race, ethnicity,

national origin, gender and age. When identifying highly qualified candidates for membership, our Governance Committee includes and requests that any such search firm it engages include women and racially and ethnically diverse persons in the initial pool from which director candidates are chosen, in accordance with ABM's Corporate Governance Principles.

During fiscal year 2021, the Board held nine meetings. Together, the directors attended 99% of the meetings of the Board and 100% of the committees on which the directors served during fiscal year 2021. Each director attended 95% or more of the aggregate of: (i) the total number of meetings held by our Board (during the period for which he or she was a director); and (ii) the total number of meetings held by all Board committees on which he or she served (during the period for which he or she served). More information about our governance structure can be found in ABM's 2022 Proxy Statement, filed with the United States Securities and Exchange Commission on February 11, 2022. Additional information concerning our Board and governance can also be found at abm.com/investors/.



SUSTAINABILITY GOVERNANCE

[Risk Assessment]

BOARD OF DIRECTORS OVERSEEING SUSTAINABILITY - THE STAKEHOLDER AND ENTERPRISE RISK (SER) COMMITTEE:

ABM's Board of Directors established the Stakeholder and Enterprise Risk (SER) Committee in fiscal year 2020. The committee is comprised entirely of independent directors and is responsible for the oversight of environmental, social and public policy matters, stakeholder impacts, and enterprise and strategic risks.

ESG MANAGEMENT AT CORPORATE LEVEL:

ABM's Corporate Sustainability Manager develops and oversees sustainability strategy, performance and monitoring initiatives such as our GreenCare® portfolio of sustainable services and ABMCares and reports directly to the Chief Culture and Communication Officer.

Regular updates are provided to the SER Committee on topics including but not limited to: ABM's sustainability performance, our commitment to reduce our environmental footprint and reduction targets, ESG ratings performance and associated improvement plans, and alignment with sustainability reporting standards and results from internal and external audits.

ABM's U.K. Sustainability Manager supports and shapes the U.K. business response to meet ABM sustainability and environmental policy with measures and actions that align with the U.K. Government policy intent to achieve net zero by 2050 and the requirements of the new Environment Act and the Social Value Act.

Our U.K. and U.S. sustainability managers meet weekly to ensure alignment and work together to implement Salesforce's Net Zero Cloud tool across our organization. This initiative will increase ABM's environmental reporting transparency and accuracy and bring added focus to our environmental footprint reduction roadmap.

We created a dedicated position to drive momentum in support of our Diversity, Equity & Inclusion strategy and Culture & Inclusion Council. This will foster an empowered and inclusive culture into fiscal year 2022 and beyond.

CLIMATE CHANGE AND ENTERPRISE RISK MANAGEMENT (ERM):

Climate change has been identified and addressed in ABM's Enterprise Risk Management (ERM) roadmap, through which we strive to manage risks associated with our business strategy and objectives.

ABM's ERM roadmap, updated at least annually, identifies, assesses, quantifies and responds to risks, new threats and opportunities that could impact the achievement of our strategic objectives.

The ERM team, regularly reports to the Board's SER Committee, oversees efforts to mitigate the effects of compliance, financial, operational, reputational and strategic risks.

We perform environmental reporting relevant to our business and useful to our clients, develop targets aligned with the Science-Based Targets initiative's methodology, develop our sustainable services portfolio, monitor compliance with environmental regulations and adhere to ESG reporting frameworks and disclosure requirements.

Through the ERM process, ABM evaluates the organization to optimize the balance between retaining, transferring, reducing or mitigating hazards.

REMUNERATION LINKED TO SUSTAINABILITY CRITERIA:

The compensation packages of our U.S. and U.K. sustainability managers and Chief Culture & Communication Officer tie annual incentive rewards to the successful implementation of sustainability initiatives and performance against targets.

ABM provides effective, cost-saving energy management services and installation of solar panels and electrical vehicle charging stations. The work of achieving energy savings and reducing greenhouse gas (GHG) emissions for our clients is incentivized through infrastructure upgrades, rebates and grants.



STAKEHOLDERS AND MATERIALITY ANALYSIS

[102-40] list of stakeholder's groups [102-42] Identifying and selecting stakeholders [102-43] Organization's approach to stakeholder engagement [102-45] Entities included in the consolidated financial statements

From how we communicate to our team members to our conversations with clients, ABM remains transparent with our sustainability progress and updates. Through this collaborative approach, we continue to identify key stakeholders that are well-positioned to help us achieve our goals. In 2021, for the tenth consecutive year, ABM conducted a materiality assessment and analysis, adhering to the principles of inclusion, materiality, responsiveness, and impact defined in the AA1000 Assurance Standard, which is the standard for assessing the credibility and quality of an organization's social, economic and environmental reporting. This process ensured alignment of the company's

material aspects with stakeholder expectations.

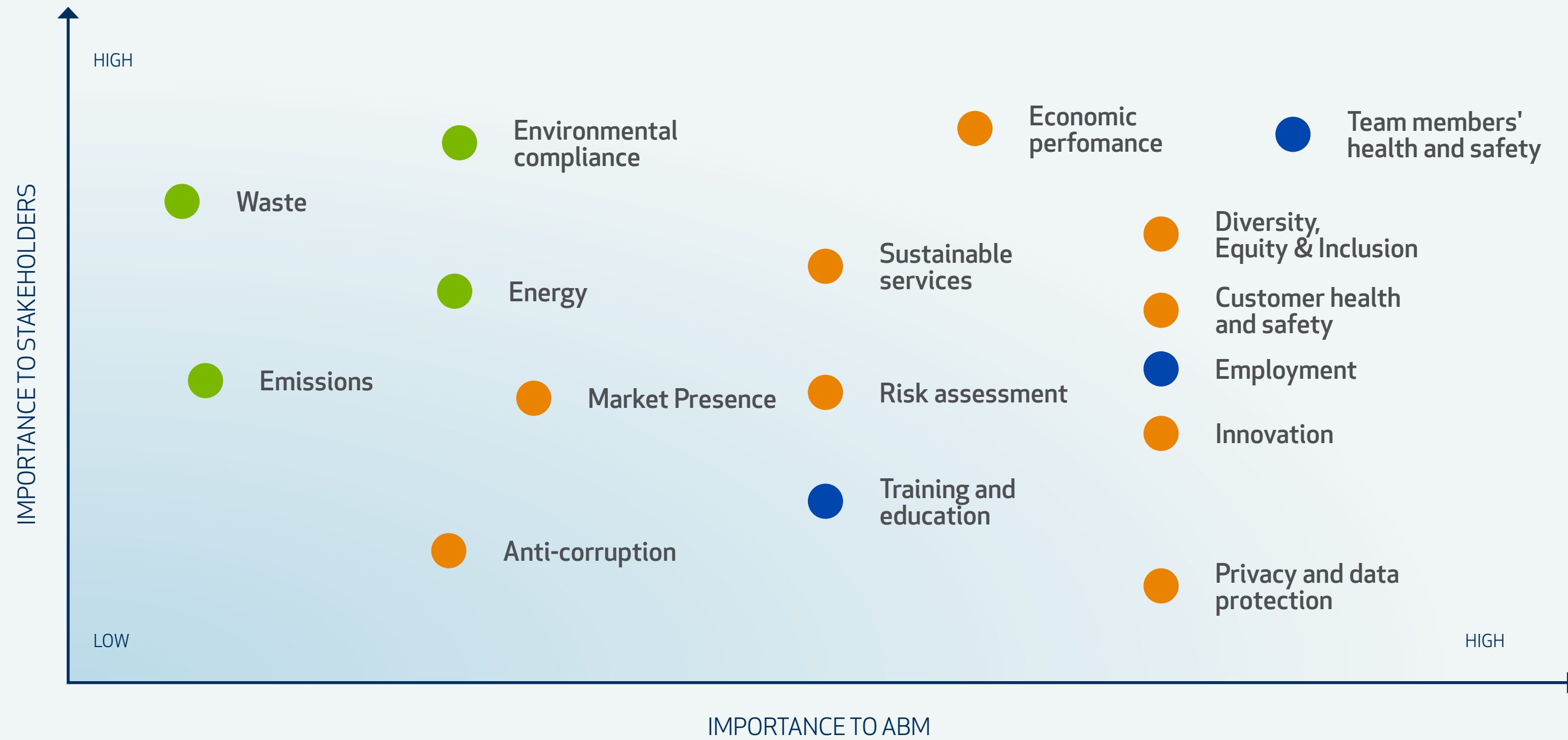


This year, we are disclosing our main sustainability challenges and associated action plans to our stakeholders through this Report and our Annual Report. ABM annually reports a list of

all consolidated subsidiaries as of the fiscal year in Exhibit 21.1 to ABM's Annual Report on Form 10-K, filed with the SEC subsidiaries. Subsidiaries have been excluded from this Sustainability Report.



MATERIALITY MATRIX



MANAGING OUR FOOTPRINT DOING BUSINESS IN A RESPONSIBLE WAY ENSURING TEAM MEMBERS' WELL-BEING

MATERIALITY ANALYSIS

[101 Foundation] [102-44] Key topics and concerns raised [102-46] Defining the report content and topics' boundaries [102-47] List of material topics [102-53] Contact point for questions regarding the report [102-54] Claims of reporting in accordance with the GRI Standards

To ensure transparency across our corporate sustainability analysis, **WE CONTINUED OUR PARTNERSHIP WITH THE CENTER FOR SUSTAINABILITY EXCELLENCE** to perform our materiality analysis and publish an independent audit. To ensure accuracy of reporting, we have introduced an internal audit exercise to review both qualitative and quantitative information contained in this report. Results from the internal audit exercise have been shared with the Audit Committee of our Board of Directors.

To build our materiality matrix, we distributed a survey with the Global Reporting Initiative's (GRI) list of topics material to ABM and asked both our internal (team members, executives) and external (clients, vendors) stakeholders to rank them in order of importance. We have also included topics relevant to our business that are not part of the GRI list of topics. These include climate change resiliency and the provision of sustainable services.

New material issues identified this year are: innovation, provision of sustainable services, emissions, risk assessment, environmental compliance and waste. To identify priority topics to include in our sustainability strategy, **WE DECIDED**

TO FOCUS ON THE ASPECTS IDENTIFIED WITH "HIGH IMPORTANCE" by our internal

and external stakeholders.

To ensure consistency with previous years, we continue reporting on issues that are no longer listed as material: non-discrimination, human rights and anti-competitive behavior.

We welcome stakeholder insights into how we can meet our shared commitment to a sustainable world.

Feedback, comments and questions regarding sustainability plans and progress can be sent to the ABM Sustainability Team at sustainability@abm.com



DOING BUSINESS IN A RESPONSIBLE WAY

Material issue	Material topic raised as highly important by	Management approach and boundaries	GRI and SASB Material topic	More information
Team members, health and safety	Management, team members	Ensure the protection of our team members' health and welfare with our comprehensive risk management and safety program	<ul style="list-style-type: none"> Occupational health and safety (GRI 403) 	p.43 - 47
Diversity, Equity & Inclusion	Management, team members, clients	Create a culture of belonging that allows us to develop diverse talent. Supported by our team member-led Culture & Inclusion Council and our supplier diversity efforts	<ul style="list-style-type: none"> Diversity and equal opportunity (GRI 405) Workforce diversity and engagement (SASB-SV-PS-330a) Human rights (GRI 412) 	p. 54-56
Customer health and safety	Management, team members	Ensure the protection of our clients' health and welfare with our comprehensive risk management and safety program	<ul style="list-style-type: none"> Customer health and safety (GRI 416) 	p. 44
Employment practices, risk assessments, market presence and economic performance	Management, team members, clients	Seek to implement best practices around employment and risk assessment to increase our market presence and impact positively on our economic performance	<ul style="list-style-type: none"> Employment (GRI 401) Market presence (GRI 202) Economic performance (GRI 201) 	p.51
Innovation and provision of sustainable services	Management, team members	Create value for clients through the provision of sustainable solutions that support their facilities' goals around energy, green cleaning and waste	<ul style="list-style-type: none"> Innovation Sustainable services 	p.22 - 35



ENSURING OUR TEAM MEMBERS' WELL-BEING

Material issue	Material topic raised as highly important by	Management approach and boundaries	GRI and SASB Material topic	More information
Training and education	Management	Foster an environment in which team members find development opportunities supported by our training programs and channels like ABMVoice to ensure every voice is heard	*Training and education (GRI 404)	p. 57
Privacy and data protection	Management	Implement tools and resources to support our cybersecurity program and any associated technology enabled initiatives	*Customer privacy (GRI 418) *Data security (SASB SV-PS-230a)	p. 42
Anti-corruption	Management, team members	Continue our commitment to ethical business practices and ensure compliance with regulations, supported by strong governance policies and standards	*Anti-corruption (GRI 205) *Professional integrity (SASB-SV-PS-510a) *Anti-competitive behavior (GRI 206)	p.39-41
Emissions, environmental compliance, energy and waste	Team members, suppliers, clients	Reduce our environmental footprint by setting carbon reduction targets based on science and developing a carbon reduction roadmap that impacts our sustainability efforts around fleet and renewable electricity procurement	*Emissions (GRI 305) *Environmental compliance (GRI 307) *Energy (GRI 302) *Waste (GRI 306)	p. 62-66

MANAGING OUR ENVIRONMENTAL FOOTPRINT

THE GUIDING PRINCIPLES OF OUR SUSTAINABILITY STRATEGY

Our materiality assessment identified three areas of focus that serve as the guiding principles of our long-term sustainability strategy. For each, we have defined a set of key performance indicators that we report on yearly.

DOING BUSINESS IN A RESPONSIBLE WAY

Ensure compliance with ethical business practices across our entire value chain; bring sustainable services to market that positively contribute to our clients' environmental performance; and engage with the local communities where we operate.

ENSURING OUR TEAM MEMBERS' WELL-BEING

Contribute to the professional and personal development of our team members while ensuring a safe and healthy environment.

MANAGING OUR OWN ENVIRONMENTAL FOOTPRINT

Act consistently with our offering of sustainable services and continue to grow our environmentally friendly practices to manage the greenhouse gas emissions footprint of our own operations.

SUSTAINABILITY STRATEGIC AXIS	KEY PERFORMANCE INDICATOR	2019	2020	2021	
DOING BUSINESS IN A RESPONSIBLE WAY	Community engagement	Hours volunteered by team members (#)	9,217	3,113	4,032
		Total charitable contributions (\$K)	\$383,587	\$175,513	\$356,204
	Sustainable procurement	Supplier diversity spend (\$M)	\$128	\$77	\$147
	Data security	Number of data breaches (#)	0	0	0
	Health and Safety	OSHA Frequency rate (#)	3.08	2.14	2.41
	Business ethics	Training business ethics (%)	98	98	99.5
GREENCARE™ - PORTFOLIO SUSTAINABLE SOLUTIONS	Sustainable services	GHG emissions saved EPC agreements (TCO ₂ e)	71,100	68,414	72,374
		MWh saved EPC agreements	100,492	96,702	102,297
		GHG emissions saved EV chargers (TCO ₂ e)	9,564	19,915	18,068
ENSURING OUR TEAM MEMBERS' WELL-BEING	Development	Average hours of training team members (#)	15	19	20
	Workforce	Team member attrition (%)	33	31	28
	Diversity	% women in top management positions	19	22	24
	Employee engagement	Participation rate satisfaction survey (%)	60	52	-
MANAGING OUR ENVIRONMENTAL FOOTPRINT	Energy and emissions	GHG emissions scope 1 and 2 (TCO ₂ e)	52,532	42,640	39,490
		GHG emissions scope 3 (TCO ₂ e)	93,174	44,836	41,450

- Community engagement, training on business ethics and average hours of training metrics represent only staff and management activity.
- Top management positions are considered as executives and senior level managers.








ADVANCING THE UNITED NATIONS SUSTAINABLE DEVELOPMENT GOALS

ABM performed an analysis on how our sustainability efforts contribute to the United Nations Sustainable Development Goals (SDGs), identifying actions and commitments aligned with each target.

To perform this analysis, the company followed the Practical Guide for Integrating the SDGs into Corporate Reporting, developed by the Global Reporting Initiative and the United Nations Global Compact. Through this process, **WE ANALYZED EACH SPECIFIC SDG TARGET RELATED TO THE NATURE OF OUR BUSINESS AND OPERATIONS**, evaluated its risks and benefits and defined the approach below to map our contributions:

ABM MATERIAL SDGs

ABM SUSTAINABLE SOLUTIONS PORTFOLIO

SDG	SDG TARGET	ABM CONTRIBUTION
 <p>Good health and well-being</p>	3.9 By 2030, reduce the number of deaths and illness from hazardous chemicals and airs	Green cleaning program
 <p>Quality education</p>	4.4 By 2030, substantially increase the number of youth and adults who have relevant skills, including technical and vocational skills for employment, decent jobs, and entrepreneurship	Developing our team members' potential
 <p>Decent work and economic growth</p>	8.5 By 2030, achieve full and productive employment and decent work for all women and men	Team members' well-being
 <p>Reduced inequalities</p>	10.2 By 2030, empower and promote the social, economic and political inclusion of all, irrespective of age, sex, disability, race, ethnicity, religion or economic or other status	Diversity, Equity & Inclusion
 <p>Climate Action</p>	13.3 Improve capacity on climate change mitigation, adaptation and impact reduction	Committing to the Science Based Targets initiative
 <p>Affordable and clean energy</p>	7.2: By 2030, increase substantially the share of renewable energy in the global renewable energy mix 7.3: By 2030, double the global rate of improvement in energy efficiency	Creating value for clients through our sustainable services
 <p>Responsible consumption and production</p>	12.5 By 2030, substantially reduce waste generation through prevention, reduction, recycling and reuse 12.6 Encourage companies, especially large and transnational companies, to adopt sustainable practices	Creating value for clients through our sustainable services
 <p>Industry, innovation and infrastructure</p>	9.4 By 2039, upgrade the infrastructure and retrofit industries to make them sustainable with increased resource-efficiency and greater adoption of clean, environmentally sound technologies and industrial processes	Creating value for clients through our sustainable services



DOING BUSINESS IN A RESPONSIBLE WAY

For more than 100 years, ABM has been committed to ethical and responsible business practices to ensure our values of respect, integrity, collaboration, innovation, trust and excellence are applied throughout our operations. We do so by adhering to strict compliance and business ethics standards and by holding our team's safety — both on the job and in terms of data privacy — as our top priority.

CREATING VALUE FOR CLIENTS

[Sustainable Services]

OUR PORTFOLIO OF SUSTAINABLE SOLUTIONS FOR CLIENT FACILITIES

ABM is strongly committed to creating value for clients through our sustainable solutions portfolio. Buildings represent a sizable portion of overall greenhouse gas emissions and we aim to make building operations more efficient and environmentally friendly and to be a key strategic partner for our clients to achieve their sustainability goals.

To support this, ABM has designed solutions to support carbon neutrality and zero waste plans including:

- The provision of renewable electricity on-site
- Conducting energy-efficiency retrofits
- Installing EV charging stations
- Achieving zero waste certifications by increasing waste diversion rates from landfills
- Using green cleaning supplies that meet green building certifications requirements

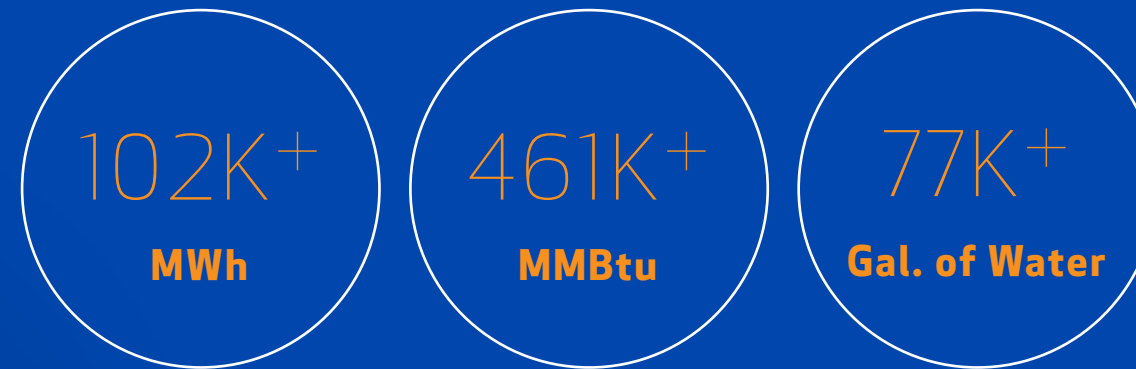
OUR EXPERTISE IN PROVIDING SUSTAINABLE SERVICES

Through our Energy Performance Contracting services, our clients have saved an average of 23% of their energy costs. During the 2021 fiscal year, our clients saved:

- 102,296.56 MWh
- 461,360 MMBtu
- 77,359 Gal. of water
- Corresponding to a total of 77,374 tons of CO₂e



ENERGY COST SAVINGS



CORRESPONDING TO A TOTAL OF **77,374 tons of CO₂e**



We are one of the largest installers of electric vehicle charging stations in the U.S.. **To date, we have installed more than 26,000 EV charging stations.**

26K+

EV CHARGING STATIONS INSTALLED

The installation of our EV chargers has resulted in 3,849,507 pounds of GHG savings and avoided emissions.

ALMOST 4M lbs.

OF GHG SAVINGS AND AVOIDED EMISSIONS



361M sq. FT.

GREEN CLEANING ACROSS CLIENTS' FACILITIES

Our green cleaning program has been **implemented in more than 361 million square feet across our clients' facilities. We have serviced over 450 USGBC LEED-certified and -registered sites.**

5800 tons REDUCTION IN GREENHOUSE GASES

Utilizing electricity to displace fossil fuels results in a cost savings of over \$275,000; **a reduction in greenhouse gases of over 5,800 tons**; along with over 3,500 pounds of NoX (nitric oxides), over 5,600 pounds of VOCs (Volatile Organic Compounds), and over 300 pounds of particulate matter. This is also an important health benefit, as particulate matter is registered as a carcinogen and contributes to childhood asthma. These figures have been calculated using the Department of Energy's National Renewable Energy Laboratory's AFLEET Tool.



ELIMINATED THE USE OF

196K+ gal GASOLINE AND DIESEL FOSSIL FUEL

Through the electric vehicles we manage, maintain and operate for clients, **we have saved more than 1,746.13 TCO_{2e}/kWh, which corresponds with an approximate avoided fuel cost of \$658,215. We eliminated the use of approximately 196,482 gallons of gasoline and diesel fossil fuels.**



HOW WE HELP OUR CLIENTS FIGHT CLIMATE CHANGE

eMOBILITY FOCUS:

Background:

- In 2021, the federal government challenged the automotive industry and consumers alike, calling for electric vehicles to represent half of all new auto sales by 2030. The push for electric vehicles is being accelerated through governments as well as the private sector.
- For example, California issued an executive order laying the foundation for 1.5 million zero-emission vehicles on its roadways by 2025. In New York, the Charge NY initiative is aimed at creating a statewide network of up to 3,000 public and workplace charging stations over the next five years and putting up to 40,000 plug-in vehicles on the road during the same period.
- EV charging capability is becoming a top priority among facility owners, operators and tenants.
- The new generation of EV is bringing the transportation industry to the front doorstep of property owners and managers. As EV sales increase, facilities of all types will need to accommodate vehicle charging.



ABM CAPABILITIES:

Our Solutions:

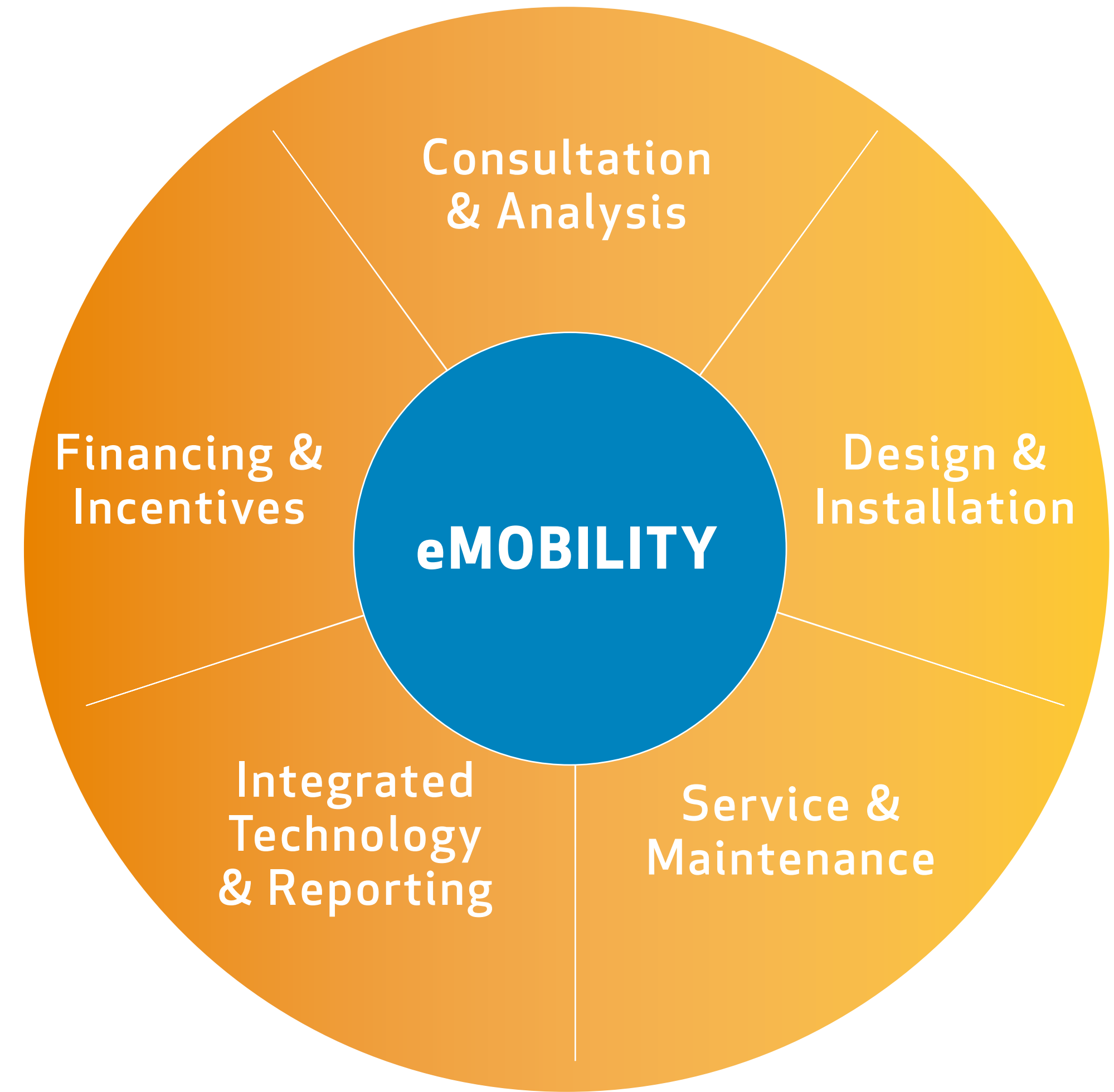
- As a turnkey solutions provider, ABM is positioned to lead our clients to electrification through customized charging solutions that include project design, engineering, charging equipment supply, installation, service and management plans, funding options and incentives harvesting.
- As the need for charging infrastructure increases, so does the burden on facility operations. Our client's electrical infrastructure may not be designed to handle the increased demand that EV charging could place on their property. ABM functions as a one-stop shop for all our clients' eMobility needs, from future-proofing infrastructure to designing and upgrading parking and transportation programs and policies.
 - Representing more than 50% of Fortune 500 companies through integrated facility services, ABM is leading the charge toward enhancing the parking experience for businesses, organizations and transportation facilities as adoption of electric vehicles continues to accelerate.
 - With over 26,000 EV charger installations, ABM is the largest provider in the U.S..

- ABM teams know how to design efficient, safe and dependable installations. Our teams design with resiliency in mind to make sure fleets can be fueled and ready for critical tasks during emergency situations.

ABM IS A TRUSTED PARTNER. WE CAN OFFER CLIENTS:

- A single-source provider for consultation, charging equipment selection, configuration and pricing, installation, permitting, testing and maintenance
- Close partnership with the various EV charging stations manufacturers to ensure clients get the best information, the right fit and the optimal solution for their site
- Lower electricity rates through ABM's supply-side power offerings
- Building and facility services to improve energy efficiency through HVAC, mechanical, electrical, LED lighting and intelligent lighting controls
- Guaranteed energy contracts and funding programs for bundled energy efficiency projects
- In the U.K., we launched our EV charging installation services and have installed EV chargers for clients including Network Rail, Marshalls, Lookers, Porsche and Audi; to date, we have installed over 1,000 units in the U.K.

With over 26,000 commercial EV installs – the largest in the U.S. – ABM is the national leader in eMobility design, installation and maintenance solutions, working across virtually every industry, including auto manufacturing, aviation, municipal government and more.



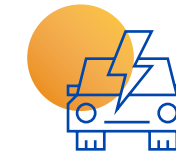
eMOBILITY TURNKEY SOLUTIONS



Trial of Electric Bus
at London City Airport



Created electric shuttle bus systems, yielding all benefits like carbon offsets and fuel credits in aviation industry; **5 in NY/California, 37 at LA Airport and U.K.**



ELECTRIC FLEET

ABM supports our clients' transition to electric vehicles. We closely monitor the latest market developments in order to provide the cleanest transportation services. Our eMobility solution includes:

- Electric fleets for clients
- Electric shuttle bus systems yielding benefits including carbon offsets and fuel credits in the aviation industry at over 40 sites across New York, California and the U.K.
- Trial use of an EV bus at London City Airport Airside Service, enabling us to test the technology and rotations required for charging, resulting in average energy consumption of 1.76kWh/km travelled with a total consumption of 678kWhrs consumed over 361 miles during a 12-day period



SOLAR PANELS AND GLASS

We help our clients understand that solar has become a viable financial solution for companies. We enable facilities to take advantage of the financial and environmental benefits of solar power generation and assist with the design, installation, financing and operation of the systems.



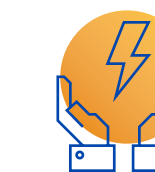
CARBON CAPTURE AND STORAGE

We offer carbon capture and recycle solutions for our clients to contribute to the circular economy and convert carbon into concrete.



ENERGY PERFORMANCE CONTRACTING

As an accredited member of the National Association of Energy Companies, ABM improves energy efficiency across our clients' buildings, reducing energy demand and its associated carbon emissions. Importantly, our all-in approach, compared to traditional facility upgrades, also helps clients lower costs for HVAC, mechanical, electrical and lighting.



SUPPORTING CLIENT ELECTRIFICATION EFFORTS

In our internal ABM fleet, we have added 12 light- and medium-duty EVs to serve our corporate clients. Additionally, our ABM Bus Team operates 24 electric transit buses and 35 hybrid transit buses. Through these operations, we eliminated the use of over a half a million gallons of gasoline and diesel fossil fuels.

INTEGRATED FACILITY SERVICES

- ABM's facility support services are key elements contributing to our clients' CO₂ reduction and CFC reduction initiatives
- Growth in passenger EVs during the next decade (Current OEM passenger vehicle production forecasts show 3.2 million passenger EV units will be built in North America by 2030) is radically impacting the natural resources we consume
- ABM is the largest installer and maintainer of EV charging stations in the U.S., having installed 35% of all the EV charging units in North America to date
- ABM delivers clean power, efficient lighting, waste stream management, efficient energy consumption and EV charging solutions to contribute to a cleaner environment and provide cost savings for clients

- ABM uses modern technology to monitor and optimize all systems within a facility to drive efficiencies and a cleaner footprint for our clients, enabling them to become more environmentally tuned and maintain their green standard as they move down the path of Sustainable Facilities Management (SFM), delivering CO_v footprint reduction and supporting LEED certification process
- ABM facility services are available 24/7/365 to support clients' business activities and values
- ABM is an invaluable resource, working with customers to identify, implement, maintain and validate KPIs to support their company and facility's environmental sustainability initiatives, helping make the world we live in cleaner



Growth in passenger EVs during the next decade is radically impacting the natural resources we consume



EMERGING MARKET TRENDS/RESILIENCE

ABM's industry-leading expertise in energy-saving solutions and the management of sustainable facility solutions empowers our clients with significant operational and financial benefits.

Our Commercial Bundled Solutions team provides a detailed process to help clients reduce carbon emissions, meet sustainability goals and proactively identify capital and operational improvements. It also offers a bundled capital solution that incorporates energy and operational savings into a structured financing program to generate positive cash flow for clients while funding capital improvements. Below is a list of some of the many areas of expertise this group offers.

Engineering Calculations & Design-Build Service

Utility Rebates & EPA Tax Incentives

HVAC, Central Plants, Lighting & Controls

Demand Response, Resiliency

Project Management & On-Site Training

Benchmarking and Measurement & Verification

Guaranteed Energy Saving Programs

Building Systems and Infrastructure

Solar and Other Renewable Energy and Sustainability Solutions

Structuring Financing Terms to Generate Positive Cash Flow

Commissioning & Retro-Commissioning

Our process, provides our clients with a turnkey program including high efficiency conservation, facility modernization and technical service that addresses facility upgrades, sustainability goals, resiliency and funding needs of clients. ABM is a partner to our clients, accountable from the initial analysis phase to design development to the project execution phase and continually thereafter during ongoing operations.

ABM IS ENGAGED WITH EACH CLIENT'S NEEDS AS WELL AS THE VARYING DEMANDS ASSOCIATED WITH CITIES THROUGHOUT THE UNITED STATES AND THE UNITED KINGDOM.

With our expansive breadth of expertise, ABM is uniquely positioned to meet those needs. For example, the City of San Francisco requires all commercial parking lots and garages with more than 100 spaces to provide EV charging stations for at least 10% of those spaces. As the third largest operator of parking facilities and the largest installer of charging stations in the U.S., we have extensive experience implementing EV charging capabilities across jurisdictions and property types. Additionally, ABM's Commercial Bundled Solutions group incorporates additional strategies and solutions to augment the EV offering, such as energy procurement and demand response, microgrid operations and resiliency, and integration and optimization of solar and other renewable energy solutions.

New York City has implemented the NYC Climate Mobilization Act and several Local Laws around decarbonization and GHG emissions reduction. Local Law 33 requires buildings to post building efficiency

ratings, Local Law 87 requires energy audits and retro-commissioning studies every 10 years, and Local Law 97 sets GHG emission limits on buildings and imposes increasing annual penalties on building owners every five years starting in 2025. ABM serves dozens of clients in over 100 buildings in New York City. The Commercial Bundled Solutions group brings the same turnkey process to our New York City clients to help them meet their corporate sustainability goals and the requirements of the NYC Local Laws. With our technical expertise, and through rebates and creative financing and funding solutions, we minimize clients' capital burden, operating expenses, and potential Local Law 97 penalties.

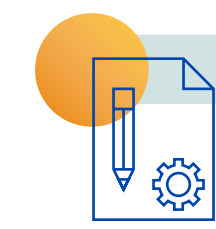


OUR PROCESS



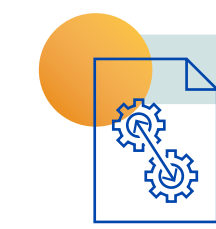
ANALYZE

- Analyze clients' utility spend and capital budget
- Conduct preliminary site survey
- Present PA summary of recommendations



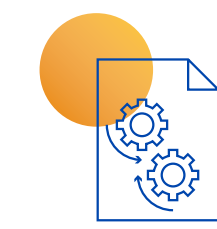
DEVELOP

- Detailed site surveys, utility baseline, energy calcs and modeling
- Co-authored projects scope with Client
- Rebate/incentives analysis, scope development
- Present final scope, design, pricing, savings, and funding options



EXECUTE

- Secure rebates and incentives
- Construction management
- Ensure project is delivered safely, on-time, and within budget



OPERATE

- Training, Measurement and verification
- Supply Client with maintenance agreement
- Energy procurement and carbon trading and benchmarking reporting

GREEN CLEANING PROGRAM

ABM maintains a customizable, environmentally friendly cleaning program that helps clients achieve credit points under the USGBC LEED v4 Building Operations and Maintenance Green Building Rating System and the WELL standards. We have partnered with our chemical, paper and equipment suppliers to provide clients with green-certified products such as those meeting the requirements of Green Seal, ECOLOGO, Green Guard and the Forest Stewardship Council. ABM's janitorial team has also been trained to apply company standards and provide services that follow our clients' cleaning policies. These measures improve indoor environmental quality and positively contribute to the health and productivity of building occupants.

WE HAVE BUILT A STRONG REPUTATION IN PART BY CONTINUALLY STRIVING TO IMPROVE OUR CLIENT SERVICE OFFERINGS THROUGH THE ABM GREENCARE® PROGRAM.

As a member of the U.S. Green Building Council (USGBC), we also continue to offer specific products and procedures for buildings to maintain and improve their LEED and WELL certifications.

In the U.K., we implemented the GreenCare® Program at the Wells Fargo building as a trial and were able to demonstrate an energy reduction equating to £500 saving in energy costs per annum together with a 0.32 Tons saving of CO₂e. We achieved this by collaborating with the client to change the model of vacuum required to one that was less energy intensive, and quieter.

WELL Membership

ABM became a cornerstone member of the International WELL Building Institute (IWBI) to make a positive impact at scale on the wellness of people across the country by delivering healthy spaces where they live, work and play.



ABM'S GREEN PRODUCTS

Chemicals We have selected only products that meet the strongest environmental certifications:

- ECOLOGO-Demonstrates environmental leadership, meeting requirements for performance, limited toxicity, biodegradability and limited waste and resource use.
- Green Seal-Aims to reduce, to the extent technologically and economically feasible, the environmental impact associated with the manufacture, use and disposal of products.
- GreenGuard-This third-party product certification program based on proven emissions standards provides procurement professionals with a resource for low-emitting products.
- BioPreferred-Increases the purchase and use of products that come from plants, marine and forestry materials, and other renewable agricultural resources.

Disinfectants Accelerated Hydrogen Peroxide (AHP) is a globally patented synergistic blend of commonly used ingredients that produces exceptional potency as a germicide and superior performance as a cleaner, proven to be effective in the ongoing battle with COVID-19, yet breaks down into oxygen and water during the sanitizing process without undesirable chemical residue.

Paper Our partner Georgia Pacific uses 100% recycled materials to produce natural paper towels to support healthier forests, reduce the environmental impact of our products and includes the use of post-recycled content.



GREEN JANITOR PROGRAM

As we work to ELEVATE our clients and team members' experience, we teamed up with Building Skills Partnership to offer their Green Janitor Education Program. Participating in this program gives team members a chance to gain new skills, while also earning a LEED certification credit.

The GJEP is a qualified U.S. Green Building Council (USGBC) training program. Through this program janitors earn accreditation in green building cleaning practices to help meet the latest environmental sustainability standards.

WASTE MANAGEMENT SERVICES

Improving Waste Diversion from Landfills ABM waste management services can help clients manage their facilities materials and resources more sustainably and achieve zero waste goals while also reducing operating costs and minimizing environmental impacts. These services have proven to increase our clients' waste diversion rates, reduce operation costs, and achieve LEED and True Zero Waste certification credit points. We offer services such as:

- **Waste Audits** We establish a facility's baseline waste diversion rate, identify material composition, and determine financial and environmental savings if potential waste diversion is met. Audit results identify improvement opportunities, pinpoint facility hotspots and highlight contamination concerns. We help our clients identify current, true and potential waste diversion rates that will help determine costs and environmental savings from the implementation of different initiatives.
- **Solid Waste Data Tracking and Monitoring** We can provide monthly customized reports via interactive KPI dashboards that highlight cost savings from program impacts and the resulting return on investment. Thanks to our solid waste reporting platform, clients can track impacts of implemented programs using key metrics identified for success. As a result, ABM is able to build dashboards that allow clients to take a deeper dive into facility trends, tenant waste streams, landfill reduction, cost savings over time and more.
- **On-site Trash Sorting Program** Dedicated people on-site pull out recyclable and compostable materials from landfill and end facility recycle contamination.
- **Program Management and Tenant Agreement** ABM provides customized program signage, implements waste reduction and recycling initiatives, and promotes best practices for waste disposal and personalized audits.

ABM's services increase our client's waste diversion rates, reduce operation costs, and achieve LEED and True Zero Waste certification credit points.



CLIENT CASE STUDIES – SUSTAINABLE SOLUTIONS

UNITED STATES:

GLOBAL HEADQUARTERS CAMPUS WASTE AUDIT GREENCARE™ & SUSTAINABILITY SERVICE

As part of our GreenCare™ and sustainability service line, ABM worked with a client to advance their goal of achieving True Zero Waste certification, a waste-reduction approach aimed at changing how materials flow through society, by first executing a campus-wide waste audit of the company's global headquarters. Located in the Pacific Northwest of the U.S., the client's headquarters campus comprises 73 buildings spanning 6 million square feet of office space, manufacturing and design studios, distribution centers and retail space.

ABM approached the task through a thorough process that involved:

- Sorting 100% of landfill and recycle streams into 10 materials categories and visually inspected the compost for contamination.
- Reporting on waste from each building section separately to identify hotspots and trends across campus.


- Calculating and presenting visualizations of waste stream changes needed to achieve target waste diversion goals.
- Benchmarking building by tonnage and diversion change to identify which kinds of programs should be targeted first.
- Tracking recycle contamination and landfill recovery.

The successful project's ultimate deliverables included a shareable report, interactive waste analysis dashboard sorted by waste stream, building, and building section, and a customized Zero Waste roadmap to achieve the company's target goal of 90% waste diverted from landfills.

WASTE STREAM SAVINGS	
Landfill	\$153,927
Cardboard	(\$1,302)
Recycle	\$154
Redeemable	(\$74)
Food Waste	(\$23,749)


1 Environmental equivalencies from EPA WARM model

GHG REDUCTION



Equivalent to 1,189 CARS

ENERGY REDUCTION



Equivalent to 150 HOUSEHOLDS

ABM Sustainability continues to partner with the client to design, execute, and track progress towards overall goal for sustained success.

AMERICAN MULTINATIONAL INTERNET TECHNOLOGY COMPANY ADMINISTRATIVE AND EVENT SERVICES, JANITORIAL SERVICES, SUSTAINABILITY

A multinational and uniquely innovative technology company needed to create and maintain a modern and flexible culture of innovation while controlling costs, meeting regulations and increasing quality and efficiency. As a trusted facilities services provider, ABM stepped up to help with a flexible integrated service delivery model and mobile technology to support this collaborative and unconventional workplace.

ABM transformed the traditional facilities services model to an innovative performance-based data- and technology-driven approach focused on customer needs while continually improving the user experience. **WE DEVELOPED AN INTEGRATED SERVICE DELIVERY MODEL OF TEAMS DEDICATED TO CUSTOMER GROUPS BASED ON THEIR UNIQUE NEEDS** including workplace amenities and administrative functions.

We collaborated with the technology company to promote the brand's social responsibility through robust recycling and waste management programs including zero waste initiatives. ABM also created opportunities to educate employees about sustainability and new ways to enhance existing programs.

Our innovative approach led to a concierge-like program in which workers are visible with 24/7 availability to assist employees and visitors at the technology company campus. This top-tier service helped position the technology company as a destination employer with exceptional facilities and services.



CLIENT CASE STUDIES – SUSTAINABLE SOLUTIONS

UNITED KINGDOM:

MERMAID QUAY ABM CLEANING AND SECURITY SERVICES

Mermaid Quay, set on the waterfront in the heart of Cardiff Bay in Wales, has more than 5.5 million visitors a year, and features restaurants, cafes and bars as well as a comedy club and five-screen cinema. Mermaid Quay, already a client of ABM, asked us to collaborate with them in support of our combined sustainability objectives, most specifically our efforts to reduce the number of plastics going to landfill by way of recycling.

ABM's commitment to sustainability includes working with our suppliers to ensure we use the most environmentally friendly products wherever possible. Knowing Mermaid Quay's commitment to reducing plastic use, we introduced a meaningful and creative solution, proposing that our onsite teams wear new uniforms made from recycled plastic bottles.

ABM turned to Regatta – a company whose environmental values align with ABM and Mermaid Quay – and their Honestly Made clothing line, the only workwear brand to offer 100% recycled

fabrics. Despite initial skepticism about comfort and design, the team quickly discovered that no one could tell the material was made from recycled plastic from looking at or touching the material. The quality was clear and the uniforms looked great on the ABM team. Today, each soft-shell jacket saves 40-50 plastic bottles from entering the waste stream while the other garments reuse at least 15 plastic bottles each.

With each order of uniforms for the 20-member team, 1,600 plastic bottles are diverted from landfills. This innovation has been adopted as best practice at other locations across the U.K. and more deployments are planned.



VICTORIA LEEDS WASTE MANAGEMENT SERVICES

ABM helped Victoria Leeds lower the center's waste impact by improving recycling while also lowering costs for rent payers' service charge. This initiative led to the creation of a new position, a "waste champion", whose role aims to improve Victoria Leeds' waste management procedures.

The first step was to engage retailers with clear signage to educate and motivate retail staff to adopt proactive waste management practices. This included collecting coffee grounds to use as compost in the center's planting areas. ABM also had a custom bug hotel constructed to create a habitat for beneficial insects that create a healthy, vibrant landscape. RFID trackers were installed in waste bins to provide accurate waste stream measurements and prevent overcharging for non-collected waste.

ABM's efforts increased recycling to 94%, surpassing the goal of 90%, while reducing the number of waste collection bins. The team efforts allowed the waste budget to be reduced by 42% and 13 tons of coffee were diverted from the waste stream.



INNOVATION AND STRATEGY

ABMNEXT

In 2021, ABM launched our new, formal innovation program, ABMNext.

ABMNext runs structured pilots and scales viable solutions that drive value for our clients.

- The foundation of the program is a client-facing technology roadmap that prioritizes near-term solutions like sensor technology, autonomous equipment, and integrated technology platforms among others.
- The ABMNext online innovation hub allows team members to share and collaborate on their ideas.
- As potential solutions are prioritized for testing, we define hypotheses and create a pilot plan that produces the right data and learnings to find scalable solutions.

In 2021, our ABMNext team worked on several initiatives that have connectivity to sustainability. These include:

OCCUPANCY SENSORS

Occupancy sensors allow users to gather data about how spaces are actually being used. Consuming, normalizing and operationalizing the data can be difficult as the data normally comes through as a string of digits. This is where ABM focused our efforts:

- We are able to gather data from occupancy sensors, aggregate it into an insight dashboard and operationalize the results
- We can use the information to adjust both static and real-time services tasks, ensuring that resources are being properly allocated to the spaces that need servicing within the space

- Instead of a conference room being cleaned when it was not used – wasting cleaning materials – we can now use facility data to drive servicing routes

ABM is looking to scale this product in the coming months to a broader number of clients.

CONDITION-BASED MAINTENANCE

Predictive maintenance solutions enable the servicing of the right equipment at the right point in time with the right supplies in-hand. ABM has vetted a number of solutions and is moving into a pilot with testing. This has several benefits from a sustainability standpoint, including:

- Ensuring equipment is not replaced before its time (e.g., filters, HVAC parts, etc.), leading to less waste and optimal energy usage
- Reduced gas consumption in vehicles, as servicing team members know what equipment needs to be replaced, resulting in fewer trips



ABM has always had an innovative culture, but our new, formal innovation program, ABMNext, allows us to harness this entrepreneurial spirit and take it to the next level.





INDOOR AIR QUALITY

Several indoor air quality sensors allow for continuous monitoring of air quality indicators (e.g., CO₂, Volatile Organic Compounds, temperature, humidity, etc.).

WE ARE STUDYING HOW TO DRIVE HEALTHIER, MORE PRODUCTIVE AND MORE SUSTAINABLE FACILITIES AND PILOTED SEVERAL TECHNOLOGIES

in our Tustin, California, office (our Living Lab environment). We also validated which solution is the most accurate when compared to traditional hand-held measurements. We are now looking at methods to operationalize these solutions, inclusive of:

- Remote management of spaces (e.g., centralized viewing for recommendations to avoid trips to tour/test)
- Optimization of indoor air quality and energy usage to produce data to minimize the amount of energy used while maintaining high indoor air quality standards

SMART PARKING INFORMATION

We created a Smart Parking solution that pulls together data from individual systems to support parking garages. With this solution, we could also “tokenize” clients to ensure we can track the same client between system interactions. This allows us to promote more sustainable parking, including:

- EV charging incorporation and promotions
- Less time driving around a garage as parkers have wayfinding to direct them directly to open spots

We are looking at how this solution can be scaled to more clients in the coming year. We are also starting to work on several other solutions, including:

DIGITAL TWIN

This concept is a 3D replication of a building that relies heavily on the correct underlying data structure to bring together data in a unified display. Once mature, it should allow for more remote management of the facility as well as more automated management (e.g., controls that change automatically).

ESG ANALYTICS

We are looking at how we can build ESG analytics for our clients, starting with waste management. This will be pulled into client-facing dashboard analytics.

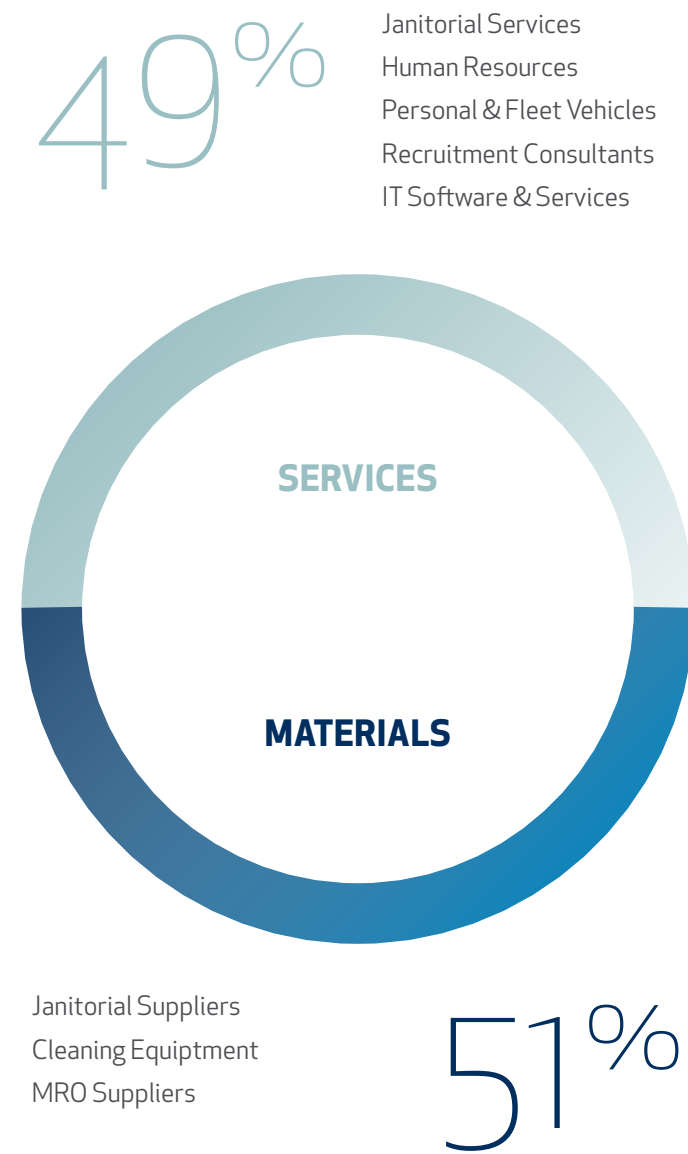
SUSTAINABLE PROCUREMENT

[102-9] Supply Chain

ABM'S SUPPLY CHAIN

As a facilities management service provider, we make purchases in support of and on behalf of our clients and corporate functions. During 2021, ABM engaged with over 50,000 suppliers and spent more than \$1 billion to provide materials and services to our clients and to our own operations.

SPEND



ABM'S SUPPLIER CODE OF CONDUCT:

USING ENVIRONMENTAL AND SOCIAL CRITERIA FOR SCREENING OUR SUPPLIES AND MITIGATING RISKS

ABM uses strategic supplier partnerships to provide a capable, modern supply chain that allows ABM team members to receive the same products used to service our clients in the most responsible manner. All this is done while managing our supply base through strategic sourcing processes and risk mitigation efforts.

We have established the ABM Supplier Code of Conduct to align suppliers and their subcontractors providing services directly to ABM's clients with our Supplier Code of Conduct. These requirements cover compliance with all applicable local laws, respect for human rights, environmental conservation and the safety of all the products and services we provide.

Through this Supplier Code of Conduct, our suppliers are committed to upholding the human rights of workers and to treating their team members with dignity and respect. This applies to all workers, including temporary,

migrant, student, contract, direct team members and any other type of worker. In addition, we ask our new contractors to have Safe Contractor accreditation or agree to apply for and achieve accreditation within three months of becoming an approved supplier.

Our suppliers shall maintain all required environmental permits and safety data sheets, as well as records of the solid waste, wastewater and air emissions generated by their operations. At the same time, they should strive to reduce all types of waste generation, including water and energy consumption, as an overall strategy to implement environmentally friendly business practices. In addition, ABM suppliers shall strictly prohibit any form of corruption, adhere to fair business practice standards and comply with any applicable anti-corruption law.

By year end, we're targeting **80%** of our suppliers to sign the supplier code of conduct.

OUR SUPPLIER DIVERSITY EFFORTS

We are committed to providing minority-owned, women-owned and disabled veteran-owned (MWDVE) businesses direct access to subcontractor opportunities and procurement bids. We strongly believe that a robust and diverse supplier base not only helps ABM's competitiveness in the marketplace, but it also fuels economic vitality across all sectors in our industry.

The company actively participates in supplier diversity initiatives and is proud to support MWDVE enterprises through ABM's mentoring program. Our extensive training and introduction to the latest cleaning techniques, supplies and equipment have all played a significant role in the success stories where we subcontracted MWDVE companies.

ABM enterprise supplier diversity spend increased more than 145% in the five years following the inception of our program in 2016. During the 2021 fiscal year, that spend decreased considerably due to COVID-19 impacts on the business. In 2021, approximately 20% of ABM's overall supplier spend was with minority-owned businesses.

To date, ABM's most substantial spend with diverse suppliers is concentrated in California (23% of total diversity spend), Georgia (16%), Illinois (12%) and Texas (11%). These states are also where some of our largest markets are located. This means the dollars we spend go directly back into these communities, demonstrating our commitment to local economic development.

At ABM, we have defined our go-to-market supplier diversity goals and defined action plans to ensure we are able to meet clients' needs. During the 2022 fiscal year, ABM will be working on a formalized action plan on supplier diversity and will be sharing this directly with clients.

**GREEN SPEND:
PERCENT OF PAPER SKU'S THAT ARE
GREEN CERTIFIED FOR 2021: 77%**

**APPROXIMATELY 55% OF OUR CHEMICALS
PURCHASES ON BEHALF OF OUR CLIENTS ARE
ECOLABEL AND WELL GHS PURCHASES.**

REUSING EQUIPMENT

It is ABM's standard practice to repurpose equipment when and where appropriate based on condition, client and contractual arrangements. ABM constantly strives to reuse and repurpose equipment in the most efficient manner possible.

PARTNERING WITH SUPPLIERS TO EMBED SUSTAINABILITY ACROSS OUR VALUE CHAIN

Diversey – Chemical Supplier

We are constantly identifying new products and methods to operate more efficiently and sustainably for our clients. Our strong relationship with chemical supplier Diversey provides one such example. Diversey's latest innovations in packaging and chemical concentrations helped ABM reduce shipping volumes by an equivalent of 47 truckloads in 2021. We were also able to cut

plastic and cardboard usage by 426,000 kg, offsetting about 1,003,000 kg CO₂e of carbon emissions.*

Diversey uses post-consumer recycled (PCR) corrugated cardboard for its products (at least 75%) and offers highly concentrated cleaning products in closed loop dispensing systems, which significantly reduces the need for single-use plastic containers. For instance, one of Diversey's hard surface cleaner's, Pur-Eco, is diluted at a ratio of 1:256 from ready-to-dispense, offering a 99% reduction in packaging compared to a ready-to-use product sold in 1-gallon containers.

*Based on calculations from life cycle assessments, industry knowledge and engineering factors. Technical information of estimations at the end of the report.

Our supplier diversity spend increased more than
145% in five years

Percent of paper SKU's that are green certified for 2021:
77%

CASE STUDY - USTREET PARKING

ABM has had a successful joint venture partnership with UStreet Parking for the past 10 years, resulting in measurable growth and improvements across the business. For example, ABM helped UStreet develop valuable client-facing skills. This mentorship continues to grow as ABM guides UStreet into other disciplines of service like janitorial and construction, and UStreet has globalized its operations and gained new partners including the National Airport of Ethiopia.

HP - MANAGED PRINT PROGRAM SUPPLIER

ABM has also seen impressive results through HP's Managed Print Program:



NET CARBON IMPACT REDUCTION
143 tons CO₂e



POTENTIAL CARBON OFFSETS
60 tons CO₂e



POUNDS OF PLASTIC KEPT OUT OF THE OCEAN
52,644 lbs

	5 year total	2017	2018	2019	2020	2021
Net Carbon Impact Reduction	143 tons CO ₂ e	53 tons CO ₂ e	29 tons CO ₂ e	30 tons CO ₂ e	17 tons CO ₂ e	13 tons CO ₂ e
Potential Carbon Offsets	60 tons CO ₂ e	12 tons CO ₂ e	12 tons CO ₂ e	12 tons CO ₂ e	12 tons CO ₂ e	12 tons CO ₂ e
Pounds of Plastic Kept Out of the Ocean	52,644 lbs	16,878 lbs	11,446 lbs	11,555 lbs	6,233 lbs	6,551 lbs



REDUCTION IN SHEETS
10,405,023 sheets



SAVED TREES
1,249 trees



REDUCTION IN CARTRIDGES
10,972 cartridges

	5 year total	2017	2018	2019	2020	2021
Reduction in Sheets	10,405,023 sheets	3,857,371 sheets	2,145,054 sheets	2,202,531 sheets	1,228,530 sheets	971,537 sheets
Saved Trees	1,249 trees	463 trees	257 trees	264 trees	147 trees	117 trees
Reduction in Cartridges	10,972 cartridges	3,516 cartridges	2,385 cartridges	2,407 cartridges	1,299 cartridges	1,365 cartridges

Trees Saved
1,249

ETHICAL BUSINESS APPROACH

[102-16] Values, principles, standards, norms of behavior [205] Anti-corruption management approach [205-2] Communication and training about anti-corruption practices [205-3] Confirmed incidents of corruption [406] Nondiscrimination management approach [406-1] Incidents of discrimination and corrective action plans [412-2] Employee training on human rights policies or procedures [206] Anti competitive behavior [206-1] Legal actions for anti-competitive behavior, anti-trust, and monopoly practices (SV-PS-510a.1)

Since 1909, ABM has been committed to ethical business practices that protect our clients, our team members and our business while enhancing the communities where we operate. We avoid practices that can be harmful to others. We hold our team members, partners and suppliers to the same high standards. **WE LEAD WITH HONESTY AND INTEGRITY** and comply with all applicable laws and regulations where we operate, conducting our business activities in an honest and ethical manner.

OUR CODE OF BUSINESS CONDUCT

The ABM Code of Business Conduct (COBC) ensures that our principles of respect, integrity, collaboration, innovation, trust and excellence are applied throughout our operations. Our COBC guides how we do business and is an important reflection of how we operate as a lawful, fair and ethical organization and responsible corporate citizen. Topics covered include conflicts of interest, duty of loyalty, gifts and gratuities, bribery and corruption, and harassment and discrimination, among others. The COBC reiterates that it is every team member's responsibility to report any violations of the COBC or applicable law and the COBC sets forth the various channels ABM has established for team members to report any such violations or to discuss a concern. One reporting channel ABM team members can use for reporting violations or concerns is the ABM Compliance Hotline, which is accessible by phone or website, administered by a

third party, and always available. The hotline can take reports in more than 100 languages and accept reports anonymously. The COBC also clearly states ABM's policy that there will be no retaliation against whistleblowers.

ABM is committed to fostering a professional and safe working environment. All ABM team members are presented with the COBC at the time of hire. Additionally, all ABM staff and management team members must complete an annual training and recertification of the COBC, which includes mandatory disclosure of any violations or areas of concern. ABM also provides a variety of other training on business ethics topics to its staff and management team members. As part of our efforts to increase awareness of business ethics-related topics, we provide a comprehensive training program for team members at all levels that fully complies with and exceeds all federal and state law requirements. During the 2021 fiscal year, 99.5% of ABM staff and management team members in the U.S., U.K. and Qatar completed our Code of Business Conduct certification.



ANTI-CORRUPTION POLICIES

We are committed to upholding the highest ethical standards and all applicable anti-bribery and anti-corruption laws across all geographical locations and aspects of our business. ABM supports in-person as well as anonymous reporting of potential corruption and bribery violations through the ABM Compliance Hotline. Team members are encouraged and instructed to use any of our reporting mechanisms if they encounter or witness any type of inappropriate behavior or have any concerns.

ABM performs periodic risk assessments and audits to identify potential corruption or bribery risks and provides mandatory, bi-annual anti-bribery and anti-corruption (ABAC) training for select team members. The online ABAC course educates the audience on how to recognize and mitigate associated risks and disclose potential violations. In 2021 the training was assigned to 4,100 team members, more than half our staff and management workforce, with a 100% completion rate. The audience selection aligns with the U.S. Foreign Corrupt Practices Act (FCPA) and U.K. Bribery Act requirements. In addition, ABM's annual COBC training includes reference to anti-corruption requirements for all team members. To further support compliance activities, a new interactive and custom gift and entertainment training was developed and delivered to the sales organization and customer-facing operators. This training is part of the onboarding for all new team members in the sales group.

To further combat corruption and bribery by third parties including sales agents and lobbyists, ABM revised our due diligence process to include high-level risk assessment; external and internal feedback; and a required questionnaire, to be completed and signed by the potential third party. As of 2021, no allegation had been made against ABM about corruption, and no confirmed incidents under any applicable corruption laws had been reported. Additionally, there were no legal actions against ABM for anticompetitive behavior, anti-trust or monopoly practices.

NON-DISCRIMINATION AND ANTI-HARASSMENT POLICIES AND PROCEDURES

We prioritize the safety and well-being of our team members by providing the leadership, policies, practices and training to not only prevent harassment and misconduct, but to provide a path to resolution. With more than 100,000 team members serving over 4 billion square feet of space daily, we work to ensure each member of our team knows that wherever and whenever they work, they have ABM's support.

We have zero tolerance for sexual harassment and misconduct of any kind. We are deeply committed to providing a safe work environment for all team members and, over the past decade, have led the industry in developing a comprehensive approach to proactively prevent and correct sexual harassment and workplace misconduct. We promptly investigate work-related harassment

complaints with careful consideration for potential victims' safety, privacy and well-being.

Our anti-harassment policies, training and enforcement processes are the gold standard in the industry. Our protocols equip us to address incidents thoroughly and quickly and support our team members, while also helping us prevent sexual harassment and workplace misconduct altogether.

Anti-Harassment Policies: ABM has a written policy against harassment in the workplace, which is included in the National Team Member Handbook, our COBC and in our new hire package.

Comprehensive Training Programs: ABM maintains robust internal training programs on multiple topics, and trainings are tailored to the needs of our team members. At the time of hire and annually, all ABM team members receive anti-harassment training that meets and exceeds all federal and state requirements.

Reporting Mechanisms: ABM team members have multiple options for reporting incidents of sexual harassment or other workplace misconduct:

- **ABM Compliance Hotline** – Always available, administered by a third party, takes calls anonymously if desired and in more than 100 languages

- **Human Resources** – Local Human Resources staff members are trained in taking sexual harassment reports and supporting potential victims through a process that is respectful and supportive
- **Union Representatives** – Team members who are members of a labor union may report any concerns to their union representatives

ABM includes information about the ABM Compliance Hotline in the new hire package, which is provided to all new hires; in our employee work rules; on our public-facing website; and in workplace posters. Additionally, ABM provides our newly hired team members with a business-sized card containing the ABM Compliance Hotline phone number and website, as well as a reminder about ABM's prohibitions against harassment, discrimination and retaliation. The team member can carry it in their wallet or pocket and have it available anytime.

In 2021 the training was assigned to **100%** **4,100** team members, more than half our staff and management workforce, with a 100% completion rate.

Investigations Policy and Process:

ABM is committed to conducting internal investigations in a prompt, objective, thorough, consistent and timely manner. To that end, we have developed a written Workplace Investigations Policy, which makes it clear that only trained Human Resources professionals who have completed ABM's extensive investigations training, or private investigators or employment attorneys engaged by ABM's Legal Department, may conduct investigations into sexual harassment complaints. We have developed a written Workplace Investigations Manual to set forth our expectations and the process ABM's Human Resources Investigators should follow in conducting investigations into harassment complaints.

Cooperation and Collaboration:

ABM works cooperatively with law enforcement where appropriate. For example, if an ABM team member reports that they were subjected to or witnessed criminal activity at work, ABM's Human Resources representatives are trained to immediately report the matter to local law enforcement and fully cooperate with law enforcement in their investigation into the matter.

Care for Potential Victims:

ABM has strict policies prohibiting retaliation for making a good faith complaint and/or participating in an investigation. For complaints involving sexual misconduct at work, ABM's practice is to immediately suspend the accused team member from work pending investigation. Depending on the circumstances, the ABM team member who

raised the complaint may be offered time off with pay. ABM's Human Resources personnel provide support and flexibility to those who report an issue, so they feel safe and protected in their work with us. Our Human Resources team often conducts wellness follow-ups with the ABM team member(s) who raised the concerns, even months after the report was made, to address any questions, concerns or further issues.

OUR COMMITMENT

Our COBC and other policies and procedures act as ethical frameworks for achieving our goals and are important tools for preserving and nurturing our culture of respect, integrity and accountability. When we are all able to recognize, report and address unethical and unlawful conduct, the workplace is better for everyone.

OUR HUMAN RIGHTS STATEMENT

[412] Human Rights Management Approach

ABM follows all international labor and immigration laws that apply to us and does not tolerate the use of child labor; any acts of modern slavery; human trafficking; or other illegal, abusive or forced labor practices. This includes compliance with internationally recognized laws and regulations in all locations where we operate, regardless of local business customs. ABM's U.K. business maintains a Modern Slavery Act Statement wherein ABM states its support of the Modern Slavery Act of 2015. The company considers its team members as critical to its success and it is committed to operating free from forced labor, slavery and human trafficking.



DATA PROTECTION APPROACH

[418] Customer privacy management approach [418-1] Sustained complaints received concerning breaches of customer privacy (SV-PS-230a.1 - SV-PS-230a.2 - SV-PS-230a.3)

ABM utilizes a multilayer defense aligned with the National Institute of Standards and Technology (NIST) framework to identify and mitigate cybersecurity risks, where best-in-class security tools are used to aggregate and remediate risk as soon as possible, post identification. We use internal and external tools and resources to support the cybersecurity program and any associated technology-enabled initiatives.

In 2021, **WE MADE SUBSTANTIAL INVESTMENTS TO ADVANCE THE MATURITY OF THE CYBERSECURITY PROGRAM**, including the hiring of ABM's first Chief Information Security Officer (CISO). In addition to this role, the cybersecurity office formalized its organizational structure and hired additional leaders and team members to cover core program areas of responsibilities. ABM also continued investing in new cybersecurity solutions for additional layers of coverage and visibility in protecting data across the enterprise.

Customer data is retained in aggregate, meaning organizational data is a part of customer master data. However, personally identifiable information (PII) is limited in nature, and demographic information is not maintained. Data is managed in accordance with ABM's data classification policy.

During 2021, ABM had zero breaches of customer privacy or losses of customer data, or any substantiated complaint on this topic, and we continue to strive to be on the forefront of compliance with laws and guidelines brought from General Data Protection Regulation, California Consumer Privacy Act, and all new guidelines and laws for personal information and retention. ABM meets and, in many cases, exceeds those guarantees of protection against collection and retention of private information.



ABM's commitment to the safety and protection of our people and clients drives our continued investment in data protection and information security.

TAKING CARE OF OUR PEOPLE AND OUR CLIENTS

[403] Occupational Health and Safety Management approach [403-1] Occupational health and safety management system [403-2] Hazard identification, risk assessment and incident investigation [403-3] Occupational health services [403-4] worker participation, consultation and communication on occupational health and safety [403-5] Worker training on occupational health and safety [403-6] Promotion of worker health [403-7] Prevention and mitigation of occupational health and safety impacts directly linked by business relationships [403-9] Work related injuries [403-10] work related ill health [416] Customer health and safety [416-2] Incidents of non-compliance concerning the health and safety impacts of products and services

Safety is a cornerstone for ABM's culture and how we operate every day. Our risk and safety programs are designed not only to ensure compliance with the Occupational Safety and Health Administration (OSHA) and other regulatory bodies, but also to protect the health and welfare of our team members, clients and our clients' clients. ABM's comprehensive risk management and safety program ensures our team members are:

- Educated on how to complete tasks safely
- Trained in hazard identification
- Aware of emergency response procedures to immediately address challenges
- Proficient in reporting accidents utilizing applicable procedures to ensure appropriate loss mitigation techniques are implemented should a loss occur

ThinkSafe[™]
People. Materials. Environment.

Our "Think Safe" approach to safety includes establishing a safety mindset from day one of employment. This safety culture is continuously reinforced through routine safety messaging, relevant monthly training topics and unique programs and materials created for our team members. Examples include the ABMWay Hub, which contains specific information about how to prevent certain types of workplace injuries; ways to proactively address potentially catastrophic situations such as hurricanes or tornadoes; and refreshers on ABM's safety requirements.

ONE OF THE KEY ELEMENTS OF OUR THINKSAFE PROGRAM IS A COLLABORATION WITH OPERATIONS TO HELP LEADERS IDENTIFY WORKPLACE HAZARDS AND IMPLEMENT CHANGES TO PREVENT ACCIDENT OR INJURY. In our frontline leader training, participants are guided in creating a culture of safety, through leadership engagement and participation in the Safe Work Observations Program (SWOP). Frontline leader training also provides guidance on what to do should a claim occur in order to ensure team members receive the right care at the right time to expedite their recovery.



HEALTH AND SAFETY POLICY

The safety organization is comprised of trained safety managers that are embedded across our business and report to the Senior Vice President of Risk and Safety. This operating model allows safety managers to create custom industry group solutions to challenges that arise from operations and to ensure all safety activities are aligned with ABM corporate goals and objectives. Our Risk and Safety leadership can in turn adapt our safety program to include client safety requirements and oversee the safety activities of subcontractors.

TOP FOCUS SITES INITIATIVE

The strong partnership between our Risk and Safety and Operations teams has resulted in a number of improvements including a decrease in claim numbers. For example, we looked at our top frequency accounts and developed a strategic partnership with operational leadership to conduct a holistic review focusing on intervention and engagement at all levels from frontline team members to operational leadership.

Program components include:

- Initial site assessments
- Development of a site-specific safety improvement plan
- Biweekly progress calls
- Team member engagement through safe work observations
- Regular site visits/audits by safety team
- Monthly progress review meetings

Results coming from this initiative have been outstanding at our client sites, with year-over-year improvements in safety claims. Equally important as these results, there were meaningful safety conversations at all levels among operational leaders, frontline team members and the safety team. Now, Risk and Safety has evolved the program to include additional tiers:

Tier 1 (Site & Branch) - Continuation of existing program where locations are selected as a result of having a high frequency of claims

Tier 2 (Targeted Purpose) - Accounts are selected for specific reasons outside of high claims activity. Examples include accounts with high or frequent OSHA activity, high client demand for improved safety practices, or where high hazard work is performed

Tier 3 (Recognize & Anticipate) - Accounts are selected based on anticipation of need, or in recognition of outstanding performance

HAZARD IDENTIFICATION

As mentioned earlier, **ABM'S SAFETY PROGRAM HELPS LEADERS IDENTIFY HAZARDS AND MAKE CHANGES TO PREVENT ACCIDENTS OR INJURIES.**

A job hazard analysis protocol has been developed that applies to all ABM on-site service team members across all service lines. It highlights the responsibilities of frontline managers, branch managers, team members and the safety department to identify and report hazards and implement critical actions to mitigate them.

Along with this job hazard analysis protocol, ABM maintains a PPE hazard assessment process, a safety inspection process and a safe work observation process. Also, our employee safety manual and employee handbook require reporting of all unsafe acts/conditions to supervisors. To that end, team members can report work-related concerns via the safety hotline (866-208-2114) and have authority to cease work whenever they encounter unsafe working conditions.



INCREASING SAFETY AWARENESS

ABM programs are designed to increase the safety acumen of our staff. We deliver tailored training to team members based on their job requirements, hazards identified through site assessments and OSHA- and client-mandated training topics. In 2021, Risk and Safety decided to take an even more aggressive approach to ensuring that this training was of the right quality and content. In looking at coursework that was being delivered via a third-party vendor, it was determined that these trainings could be improved if Risk and Safety were to develop them internally. Focusing first on required engineering trainings, **OVER 80 SAFETY COURSES WERE ADDED TO ABM'S LEARNING SYSTEM.** Improvements in these trainings include being able to quickly develop new courses, the flexibility to edit as needed and greater ability to ensure knowledge transfer. While these courses have initially been focused on the engineering function, Risk and Safety has also been able to develop content unique to specific clients, as well as produce trainings that were needed outside of the engineering function.

Additional topics are delivered through interaction with the managers. They can be delivered via Moment for Safety messages in a pre-shift meeting, weekly safety briefings and monthly safety talks. These interactions are documented for regular safety audits and inspections, including on-site client

reviews. Additionally, ABM partners with client environmental health and safety staff to ensure consistent processes between both organizations.

DEPLOYING RESOURCES

To ensure that we are looking out for our team members, it is important that we are equipping our leaders with resources that allow them to best perform their jobs while embracing a safety-first approach. Risk and Safety drives our operational partners to our Risk and Safety SharePoint. In a review of the existing SharePoint, it was determined that when we were directing leaders to it, they were seeing outdated material, or resources that were no longer applicable, or needed. In 2021, our Risk and Safety intranet hub/SharePoint, which is a primary resource for team members, was completely revamped and redeployed, featuring an improved user experience that enables leaders to quickly identify needed resources, systems, data and contacts. Additionally, a rotating news carousel has been added to ensure leaders are aware of critical and timely items that need their immediate attention. In 2021, we were proud to become a member of the National Safety Council, America's leading nonprofit safety advocate whose mission is eliminating the leading causes of preventable injuries and death. All of ABM's leaders now have access to additional resources such as webinars, safety talks, presentations, posters, safety videos and information services.

The Results

Safety programs for fiscal year 2021 produced the fifth consecutive year of claim frequency reductions. ABM's continued attention to safety and aggressive claims management has led to an experience modification rating (EMR) of 0.99 and an OSHA frequency rate of 2.41.

MOVING FORWARD

Looking toward the future, our ultimate goal is recognition by our team members, clients, customers and communities as having a world-class safety-driven culture. In order to reach this goal, we've developed a strategy consisting of three pillars:

Strengthen our safety infrastructure by developing compliance and data-driven programs and initiatives in conjunction with operations

- Partner with operations to deliver value-added programs and services
- Deploy safety programs and initiatives that ensure compliance and address behavioral concerns
- Focus on mitigating safety risk at locations and with tasks demonstrating elevated levels of claims/injuries

Mature our safety culture through management commitment, awareness and new ways to engage team members

- Integrate safety into all operational tasks and business planning
- Drive operational ownership and understanding through awareness and education
- Utilize technologies and observations to engage team members

Ensure that the safety department continues to evolve with the needs of the organization, and that we are developing a high-performance team that can help us move to increasingly higher levels of achievement

- Develop a sustainable and high-achieving safety team that is conducive to attracting and retaining team members
- Appropriately recognize and compensate high performers
- Provide development and advancement opportunities

ABM UK HIGHLIGHT

ABM companies in the U.K. retain ISO standards for the following: ISO 45001 Occupational Health & Safety, ISO 14001 Environmental Management, ISO 9001 Quality Management and ISO 50001 Energy Management. Audits performed during the 2021 fiscal year returned no non-conformances to requirements.

SAFETY CULTURE & COVID-19

We've worked diligently to ensure team members are protected against COVID-19. Throughout the pandemic, we also placed an increased focus on chemical safety, specifically for the disinfectants that we use, as we are using a higher volume, as well as different disinfectants, due to demand.

Because of this, and to ensure general transparency and consistency in processes, **WE PUT EVEN GREATER EMPHASIS ON PARTNERING WITH OUR OPERATORS AND OUR CLIENTS' ENVIRONMENTAL, HEALTH AND SAFETY STAFF.** Such cooperation provides opportunities for sharing best practices, compatibility and compliance and the opportunity to build even greater trust during these difficult times.

In 2021, COVID-19 continued to impact our team members and the workplaces we support, through the emergence of new variants, and the propagation of additional science and regulations to combat the pandemic. Coordination through ABM's Operational Response Team (ORT) allowed for the quick deployment of additional processes and resources to best support our team members and the health of our client facilities.

Key deliverables included:

Process for handling COVID-19 outbreaks

- COVID-19 test kits centrally stored for quick deployment
- Safety-led conference call to coordinate outbreak response
- Standard operating procedure and forms for the consistent handling of outbreaks
- Facilitation guides to assist impacted locations

Vaccination database

- System for capturing team member vaccination status
- Standard operating procedures and quick reference guides to assist impacted locations
- Dashboard allowing operational leaders to track team member vaccination status at the local level
- Dedicated resources to support COVID-19 data entry

COVID-19 test kits

- COVID-19 test kits available through procurement systems to meet client and state/local government testing mandates
- Standard operating procedure for the testing of impacted team members
- Facilitation guides to assist impacted locations



The maturation of ABM's safety culture has been demonstrated in our handling of the COVID-19 pandemic. Safety is not just a part of the discussion; it is involved in all aspects of business planning and development.

OUR COMMITMENT TO SAFETY IN ACTION

Management is committed to providing the highest standards of safety and health to our team members

Operations has partnered with corporate functions in developing and deploying policy and programs

Safety has been involved in all stages of development of new services and products, such as EnhancedClean™ and EnhancedFacility™

SAFETY METRICS

GROUP INDUSTRY	SUPER REGION	CLAIMANT GENDER	DAYS AWAY FROM WORK	JOB TRANSFER OR RESTRICTION	OTHER RECORDABLE CASES	GRAND TOTAL
AVIATION	AVI - AIRSIDE SOUTH	Female	5	1	14	20
		Male	9		14	23
		Unknown			2	2
	AVI - AIRSIDE SOUTH TOTAL		14	1	30	45
	AVI - LANDSIDE	Female	11		6	17
		Male	8		5	13
		Unknown			7	7
	AVI - LANDSIDE TOTAL		19		18	37
	AVI - AIRSIDE NORTH	Female	7		8	15
		Male	5		3	8
	AVI - AIRSIDE NORTH TOTAL		12		11	23
	AVI - AIRSIDE WEST	Female	15	1	22	38
Male		10		12	22	
Unknown				11	11	
AVI - AIRSIDE WEST TOTAL		25	1	45	71	
AVIATION TOTAL			70	2	104	176
BUSINESS & INDUSTRY	BNI - PARKING	Female	7	1	23	31
		Male	11	2	24	37
		Unknown			30	30
		(blank)			1	1
	BNI - PARKING TOTAL		18	3	78	99
	BNI - WEST	Female	71	3	142	216
		Male	52		114	166
		Unknown			58	58
	(blank)			1	1	
	BNI - WEST TOTAL		123	3	315	441
	BNI - CENTRAL	Female	37	1	101	139
		Male	18	1	33	52
Unknown				36	36	
BNI - CENTRAL TOTAL		55	2	170	227	
BNI - GLNE	Female	48	1	34	83	
	Male	28		43	71	
	Unknown			5	5	
	(blank)			2	2	
BNI - GLNE TOTAL		76	1	84	161	
BUSINESS & INDUSTRY TOTAL			272	9	647	928
CORPORATE	CSA TOTAL HR	Female			1	1
CORPORATE TOTAL	CSA TOTAL HR TOTAL				1	1
EDUCATION	EDU - WEST	Female	19		38	57
		Male	13		10	23
		Unknown			26	26
		(blank)			3	3
	EDU - WEST TOTAL		32		77	109

GROUP INDUSTRY	SUPER REGION	CLAIMANT GENDER	DAYS AWAY FROM WORK	JOB TRANSFER OR RESTRICTION	OTHER RECORDABLE CASES	GRAND TOTAL
EDUCATION	EDU-NORTHEAST/MIDWEST	Female	28	2	65	95
		Male	20		62	82
		Unknown	1			1
	EDU-NORTHEAST/MIDWEST TOTAL		49	2	127	178
	EDU-SOUTHEAST	Female	20	3	38	61
		Male	12	3	30	45
Unknown				10	10	
EDU-SOUTHEAST TOTAL		32	6	78	116	
EDUCATION TOTAL			113	8	282	403
TECHNICAL SOLUTIONS U.S.	ABS-MECHANICAL WEST	Male	3		5	8
	ABS-MECHANICAL WEST TOTAL		3		5	8
	ABS-MECHANICAL EAST	Male	1			1
	ABS-MECHANICAL EAST TOTAL		1			1
	HEALTHCARE TECHNOLOGY	Male	1		1	2
	HEALTHCARE TECHNOLOGY TOTAL		1		1	2
	ABS-ELEC POWER SOL (APS)	Male	1		2	3
	ABS-ELEC POWER SOL (APS) TOTAL		1		2	3
	ABS-MECHANICAL SOUTH	Male			2	2
	ABS-MECHANICAL SOUTH TOTAL				2	2
ABS-FACILITY SUPPORT SVCS	Male			2	2	
ABS-FACILITY SUPPORT SVCS TOTAL				2	2	
TECH. SOLUTIONS US TOTAL			6		12	18
TECHNOLOGY & MANUFACTURING	TCM-CENTRAL	Female	7		17	24
		Male	6		16	22
		Unknown			6	6
	TCM-CENTRAL TOTAL		13		39	52
	TCM-SO WEST/MT & NUCLEAR	Female	8		19	27
		Male	9		16	25
		Unknown			3	3
	TCM-SO WEST/MT & NUCLEAR TOTAL		17		38	55
	TCM-SOUTHEAST & IFS	Female	10	2	34	46
		Male	7		27	34
Unknown				9	9	
TCM-SOUTHEAST & IFS TOTAL		17	2	70	89	
TCM-NORTHEAST	Female	7		16	23	
	Male	10		27	37	
TCM-NORTHEAST TOTAL		17		43	60	
TCM-WEST/PACNW	Female	25		34	59	
	Male	11		27	38	
	Unknown			9	9	
TCM-WEST/PACNW TOTAL		36		70	106	
TECH. & MAN. TOTAL			100	2	223	325
#N/A	#N/A	Male			1	1
#N/A TOTAL	#N/A TOTAL				1	1
GRAND TOTAL			561	21	1270	1852

OUR GIVE BACK APPROACH

CARING FOR OUR COMMUNITIES

We create ways to enrich our team members' lives at work, at home and in their communities because giving back is a significant part of who we are. And it's another way we make a difference. ABMCares is our philanthropy program that encourages our staff and management team members across the company to volunteer and donate to causes important to them and their communities. The program offers a paid day off to volunteer and a matching program for all charitable donations with additional special benefits for our most active givers. The program also encourages our team members to participate in wellness activities throughout the year. Our ABM U.K. team members were included in the ABMCares program for the first time in fiscal year 2021. This expansion of the program coincided with our annual "90 Days to Make a Difference" campaign.

ABMCARES AMBASSADORS

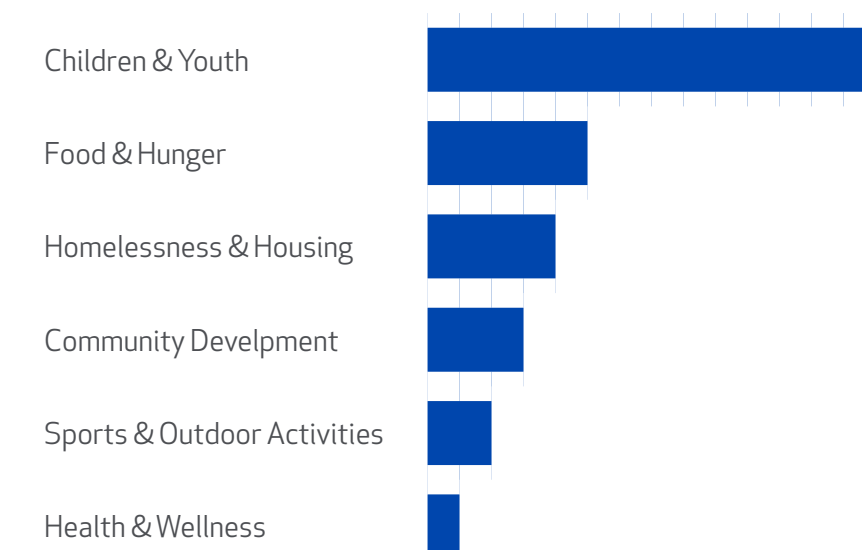
ABMCares Ambassadors guide and support team members who engage in the ABMCares program. In this voluntary role, Ambassadors drive participation in both philanthropy and wellness activities. They are the liaison between their local offices and ABM corporate.

"90 Days to Make a Difference" Annual Giving Campaign

From June to September 2021, we ran our annual "90 Days to Make a Difference" campaign, which features fundraising and volunteering activities and encourages team members to find charities they are interested in via our ABMCares donation platform. As part of this campaign, we implemented a double matching week, which drove a 118 % increase in donations above the annual average for all other months of the year.

+240 charities benefited from this program

Event Category



PHILANTHROPIC PARTNERSHIPS: EQUALITY AS AN AREA OF FOCUS

Diversity and inclusion are just as important at the community level as they are to ABM internally. We have thoughtfully entered partnerships with respected organizations focused on building a more equitable society for the next generation. ABM U.S. supports all partners in their efforts to make a difference in the areas of advocacy and civil rights, basic human needs, education and workforce development.



In fiscal year 2021, our U.K. team formed working relationships with organizations that assist in the promotion of individuals who often face barriers in accessing employment due to their unique characteristics and through lack of awareness of their skills, adaptation needs and their experiences.

These organizations are:



JUNIOR ENGINEERING AND ENGAGEMENT PROGRAM

Our U.K. team members manage and deliver an educational program targeting socioeconomically deprived areas. The purpose of this program is to encourage students to consider facilities management as a career for the future. In 2021, the program progressed through a series of sustainability challenges that need to be addressed in the built environment, all of which need to be considered in the policy context of the U.K. to be Net Zero by 2050. Four schools and 97 students in three regions took part in the ABM U.K. J.E.E.P. program.

Our team members devoted their time to provide information on apprenticeships and graduate programs while identifying the innovation and thought leadership required to make sustainable change happen to meet the resource management, waste diversion, low to no carbon energy production, and efficient use of energy that our teams around the U.K. have put into practice every day. The sessions were structured to provide the information required for the students to make informed choices on how best to proceed around driving sustainable innovation.



ABMCARES INITIATIVES

ROCK ASSEMBLY

ABM U.K. works with an organization called Rock Assembly to provide support and advice to young people considering career choices. The mission of the Rock Assembly is to increase social mobility by helping young people from disadvantaged backgrounds discover what they are amazing at, develop valuable new employment skills and take a first step into the world of work.

Rock Assembly brings together employers and young people for an inspirational event, often at Wembley Arena with 10,000 disadvantaged young people in attendance. Event-goers are able to engage with a wide range of employers before heading into a pop concert in the arena in the afternoon.

This year the event went virtual and was comprised of a range of interactive online workshops hosted by employers, which offered students the chance to engage with various sectors and industries throughout the day. The workshops and activities opened students' eyes to a range of apprenticeship programs, school leaver opportunities, and higher education opportunities available to them. Exhibitors included ABM, NHS, BBC, Dell Technologies, Co-op, Barclays, Wates, Siemens, Rolls Royce and Goldman Sachs.

Over 14,000 students participated in the event.

Over 480 disadvantaged young people from 13 different schools participated in the ABM workshops.

U.S. INITIATIVES:

Volunteering at the Houston Food Bank:

ABM team members packed food for 6,000 meals for people in need throughout Houston, Texas.



Revitalizing communities:

ABM U.K.'s security and cleaning team at the New Mersey Shopping Center in Liverpool volunteered their time to collect litter to keep their community tidy.



Supporting local communities: ABM's Cyber & Information Security Office team members spent their time serving their community in Houston, Texas. Team member handled breakfast and lunch prep, sorted through personal hygiene products and processed laundry for individuals at the day center.



Holiday toy collection drives: ABM team members from locations across the U.S. and U.K. combined efforts to collect and donate hundreds of brand-new toys for local children in need during the holiday season.



Building homes and hope for U.S. military veterans:

In partnership with the Habitat for Humanity Veterans Build program, a grassroots effort to serve the housing needs of returning veterans, ABM team members volunteered their time to help build, repair and rehab homes in the Chicagoland area for those who have served our country.





ENSURING OUR TEAM MEMBERS' WELL-BEING

OUR WORKFORCE

[102-8] Information about team members and other workers [401] Employment [401-1] New team member hires and turnover
[405-1] Diversity of governance bodies and employees (SV-PS-000.A) (SV-PS-330a.1) (SV-PS-330a.2)

	TOTAL			MALE			FEMALE		
	2021	2020	2019	2021	2020	2019	2021	2020	2019
BOARD	10	10	10	60%	60%	60%	40%	40%	40%
SERVICE	96,685	102,039	124,897	47%	49%	50%	53%	51%	50%
STAFF & MGMT	9,298	8,831	10,910	56%	57%	58%	44%	43%	42%

	Age < 30			Age 30 - 50			Age > 50		
	2021	2020	2019	2021	2020	2019	2021	2020	2019
BOARD	0%	0%	0%	0%	0%	0%	100%	100%	100%
SERVICE	18%	17%	20%	39%	42%	42%	43%	41%	38%
STAFF & MGMT	11%	8%	13%	48%	50%	49%	41%	42%	38%

	MINORITY			WHITE			NOT SPECIFIED		
	2021	2020	2019	2021	2020	2019	2021	2020	2019
BOARD	40%	40%	30%	60%	60%	70%	0%	0%	0%
SERVICE	68%	68%	65%	21%	20%	18%	11%	12%	17%
STAFF & MGMT	54%	53%	51%	42%	44%	42%	3%	4%	7%

	FULL TIME			PART TIME			UNION			NON UNION		
	2021	2020	2019	2021	2020	2019	2021	2020	2019	2021	2020	2019
BOARD	-	-	-	-	-	-	-	-	-	-	-	-
SERVICE	87%	86%	86%	13%	14%	14%	33%	33%	33%	67%	67%	67%
STAFF & MGMT	99%	99%	99%	1%	1%	1%	3%	5%	5%	97%	95%	95%



ABM HIRES/RE-HIRES

INDUSTRY GROUP	TOTAL			FULL-TIME			PART-TIME			MALE			FEMALE			AGE < 30			AGE 30-50			Age > 50		
	2021	2020	2019	2021	2020	2019	2021	2020	2019	2021	2020	2019	2021	2020	2019	2021	2020	2019	2021	2020	2019	2021	2020	2019
ABS - TECHNICAL SOLUTIONS U.S.	1206	312	434	1196	288	431	10	24	3	970	248	357	236	64	77	117	55	92	603	155	232	486	102	110
AVI - AVIATION	9859	5,723	12,720	9660	5399	12,057	199	324	663	5021	2796	6,062	4838	2927	6,658	1893	2571	6,632	3655	2016	4,099	4311	1136	1,989
BNI - BUSINESS & INDUSTRY	57810	35,218	37,045	50048	26,867	29,915	7762	8,351	7,130	26580	15,918	18,182	31230	19,300	18,863	9886	12,788	12,809	23255	14,954	15,588	24669	7,476	8,648
COO - COMMERCIAL OPS HQ	79	-	9	79	-	9	-	-	-	-	-	8	48	-	-	10	-	2	36	-	2	33	-	5
CSA - CORPORATE	1036	177	236	1036	177	235	-	-	-	393	58	92	643	119	144	124	32	71	576	97	134	336	48	-
EDU - EDUCATION	18216	17,269	18,046	17620	15027	16,035	596	2242	2,011	7239	6314	6,888	10977	10955	11,158	2660	5493	5,911	6715	7131	7,267	8841	4645	4,868
TCM - TECHNOLOGY & MANUFACTURING	2373	14,077	15,518	2297	12503	14,187	76	1574	1,331	1043	6582	7,639	1330	7495	7,879	600	5219	5,880	883	6043	6,598	890	2815	3,040

INDUSTRY GROUP	AGE NOT SPECIFIED			MINORITY			WHITE			NOT SPECIFIED		
	2021	2020	2019	2021	2020	2019	2021	2020	2019	2021	2020	2019
ABS - TECHNICAL SOLUTIONS U.S.	-	-	-	368	83	112	72	131	214	766	98	108
AVI - AVIATION	-	-	-	7361	3537	7,966	1448	346	854	1050	1840	3,900
BNI - BUSINESS & INDUSTRY	-	-	1	41232	18,230	18,614	7002	4,208	4,958	9576	12,780	13,473
COO - COMMERCIAL OPS HQ	-	-	-	22	-	4	1	-	4	56	-	-
CSA - CORPORATE	-	-	-	573	84	128	35	53	50	428	40	58
EDU - EDUCATION	-	-	-	12061	8462	9,019	2379	2882	2,797	3776	5925	6,230
TCM - TECHNOLOGY & MANUFACTURING	-	-	-	1360	8326	7,515	342	3220	3,013	671	2491	4,990



ABM TERMINATIONS/SEPARATIONS

INDUSTRY GROUP	TOTAL			FULL-TIME			PART-TIME			MALE			FEMALE			AGE < 30			AGE 30-50			Age > 50		
	2021	2020	2019	2021	2020	2019	2021	2020	2019	2021	2020	2019	2021	2020	2019	2021	2020	2019	2021	2020	2019	2021	2020	2019
ABS - TECHNICAL SOLUTIONS U.S.	402	445	307	401	429	305	1	16	2	310	374	255	92	71	52	53	81	52	195	196	152	154	168	103
AVI - AVIATION	8336	11,186	14,703	8083	10360	14,449	253	826	254	3482	6000	7,022	4854	5186	7,681	3349	3936	7,104	2855	4033	4,859	2132	3217	2,740
BNI - BUSINESS & INDUSTRY	37217	41,129	29,593	32869	31866	27,416	4348	9263	2,177	15205	19925	14,811	22012	21204	14,782	12696	13061	8,927	15042	16465	11,929	9479	11603	8,737
COO - COMMERCIAL OPS HQ	14	3	4	14	3	4	-	-	-	8	1	4	6	2	-	2	-	1	9	2	3	3	1	-
CSA - CORPORATE	196	209	325	195	209	325	1	-	-	74	81	114	122	128	211	25	17	58	125	119	167	46	73	100
EDU - EDUCATION	16532	19,180	18,535	15703	16755	17,634	829	2425	901	5608	7453	7,353	10924	11727	11,182	4858	5227	5,513	6567	7552	7,212	5107	6401	5,810
TCM - TECHNOLOGY & MANUFACTURING	246	14,132	14,343	235	12420	13,769	11	1712	574	98	6872	7,192	148	7260	7,151	115	4906	4,919	86	5985	5,944	45	3241	3,480

INDUSTRY GROUP	AGE NOT SPECIFIED			MINORITY			WHITE			NOT SPECIFIED		
	2021	2020	2019	2021	2020	2019	2021	2020	2019	2021	2020	2019
ABS - TECHNICAL SOLUTIONS U.S.	-	-	-	138	130	96	241	270	185	23	45	26
AVI - AVIATION	-	-	-	5968	8712	11,151	817	1206	1,088	1551	1268	2,464
BNI - BUSINESS & INDUSTRY	-	-	-	24563	27799	18,829	5833	6134	4,436	6821	7196	6,328
COO - COMMERCIAL OPS HQ	-	-	-	4	2	1	9	1	3	1	-	-
CSA - CORPORATE	-	-	-	124	109	190	69	96	114	3	4	21
EDU - EDUCATION	-	-	-	10464	12274	10,697	3258	3698	3,169	2810	3208	4,669
TCM - TECHNOLOGY & MANUFACTURING	-	-	-	119	8306	7,877	78	3218	3,337	49	2608	3,129

A DIVERSE WORKFORCE IS OUR COMPETITIVE ADVANTAGE

[405] Diversity and equal opportunity management approach

DIVERSITY, EQUITY & INCLUSION

Our Commitment

Diversity, Equity & Inclusion are core to the ABM Culture. Ensuring diversity in our team at all levels is good for our business and simply the right thing to do. Inviting different perspectives and driving inclusion enables us to connect meaningfully, adapt and innovate. Giving our team members equal opportunities to learn and grow deepens our purpose to make a difference. Fostering a stronger workplace of belonging elevates the diverse voices of our communities and drives lasting change.

We are working on ensuring diverse representation across all levels and industry groups at ABM. Our first step was establishing a team member-led, executive leader-sponsored **Culture & Inclusion Council** to develop organizational priorities that nurture an inclusive workplace and drive meaningful change. We also conducted an organizational culture assessment to gather data and insights to inform our long-term strategy. This assessment identified three strategic priorities focused on driving meaningful change for our people, our culture and our business.

We will continue to focus on making an impact to:

OUR PEOPLE: WORKFORCE DIVERSITY & EQUITY	OUR CULTURE: WORKPLACE INCLUSION & BELONGING	OUR BUSINESS: MARKETPLACE & COMMUNITY
Foster a diverse workforce with equitable opportunities for all team members	Cultivate a culture of inclusion so that every team member feels seen and heard	Increase the positive impact of our DE&I efforts for our clients, partners and the communities we serve



We are committed to ensuring that everyone from every background is seen, heard and valued at ABM.

26% increase in top management positions held by women since 2019



During the 2020 Fiscal Year

ABM performed listening sessions and inclusive leadership training over multiple sessions. These sessions focused on identifying the key traits and building the capabilities of inclusive leaders to foster the company's commitment to our Diversity, Equity & Inclusion efforts. This was delivered to the executive leadership team and Council members.

During the 2021 Fiscal Year

ABM reaffirmed its commitment to Diversity, Equity & Inclusion by recruiting a dedicated subject matter expert to develop programs that will help ABM reach its culture and inclusion goals in support of the ELEVATE program.

ABM is also making strides to enhance the awareness and understanding of Diversity, Equity & Inclusion through learning and development opportunities. As an extension of ABM's Culture & Inclusion Council, the U.K. leadership team launched a sustainability forum comprised of cross-functional leaders across the business to drive engagement and develop programs in support of The Social Value Act from the U.K. that calls for public sector commissioning to factor in ESG in connection with public services contracts.

MOVING FORWARD

For the first time, ABM plans to participate in the DiversityInc Top 50 survey to assess its current diversity management practices and leverage the findings to develop strategies to increase diverse representation, ensure equitable opportunities for underrepresented groups and strengthen our culture of inclusion. Additionally, ABM is operationalizing the Culture & Inclusion Council's structure and charter to align with business objectives and our ELEVATE strategy. We will also introduce employee resource groups to amplify a culture of belonging.

	Female	Male
AMERICAN INDIAN OR ALASKA NATIVE	249	280
ASIAN	1590	2291
BLACK OR AFRICAN AMERICAN	11275	11680
HISPANIC OR LATINO	23976	17456
NATIVE HAWAIIAN OR OTHER PACIFIC ISLANDER	159	152
NOT DISCLOSED	5985	3958
TWO OR MORE RACES	573	637
WHITE	9252	10953

INCLUSIVI-TEA**NATIONAL INCLUSION WEEK**

28TH SEPTEMBER - 2ND OCTOBER 2020

**JOIN US FOR OUR VIRTUAL
INCLUSIVI-TEA BREAK ON:****WEDNESDAY 30TH SEPTEMBER 2020****AT 14:00-14:30****VIA MICROSOFT TEAMS**

TALK TO US ABOUT WHAT DIVERSITY AND
INCLUSION MEANS TO YOU.
TELL US YOUR STORY!

LET US KNOW WHAT WE CAN DO TO IMPROVE
OUR D&I!
LET US SHARE WHAT WE HAVE BEEN DOING!

WE HAVE 20 SLOTS AVAILABLE.
PLEASE EMAIL US AND WE WILL SEND YOU
THE LINK TO JOIN!

EVERY PERSON
MAKE A
DIFFERENCE
EVERY DAY

ABM
Building Value

EQUAL OPPORTUNITY EMPLOYMENT

As a federal contractor, ABM is an Equal Opportunity and Affirmative Action employer in compliance with the requirements of Executive Order 11246 of the Rehabilitation Act of 1973, and the Vietnam Era Veterans' Readjustment Assistance Act. We are committed to equal opportunity and affirmative action initiatives, such as proactive outreach programs that create opportunities for all and foster a diverse, inclusive workforce. We do not discriminate on the basis of race, religion, sex, national origin, age, color, creed, sexual orientation, disability, ancestry, marital or veteran status or any other protected status covered by the law.

ABM UK DISABILITY EFFORTS

CIVIL AVIATION AUTHORITY RATINGS

Every one of the airports where ABM operates received a good or very good status accessibility rating by the U.K.'s Civil Aviation Authority, based on operation performance, facilities and the level of consultation with disabled consumers in 2020. *No ratings were compiled for 2021 due to pandemic.

DISABILITY AWARENESS & ACTION

To support individual customer journeys, team members receive a comprehensive training package accredited by Disability Rights U.K., covering both visible and invisible disabilities. ABM Aviation has attained level 2 status in the U.K. Government Disability

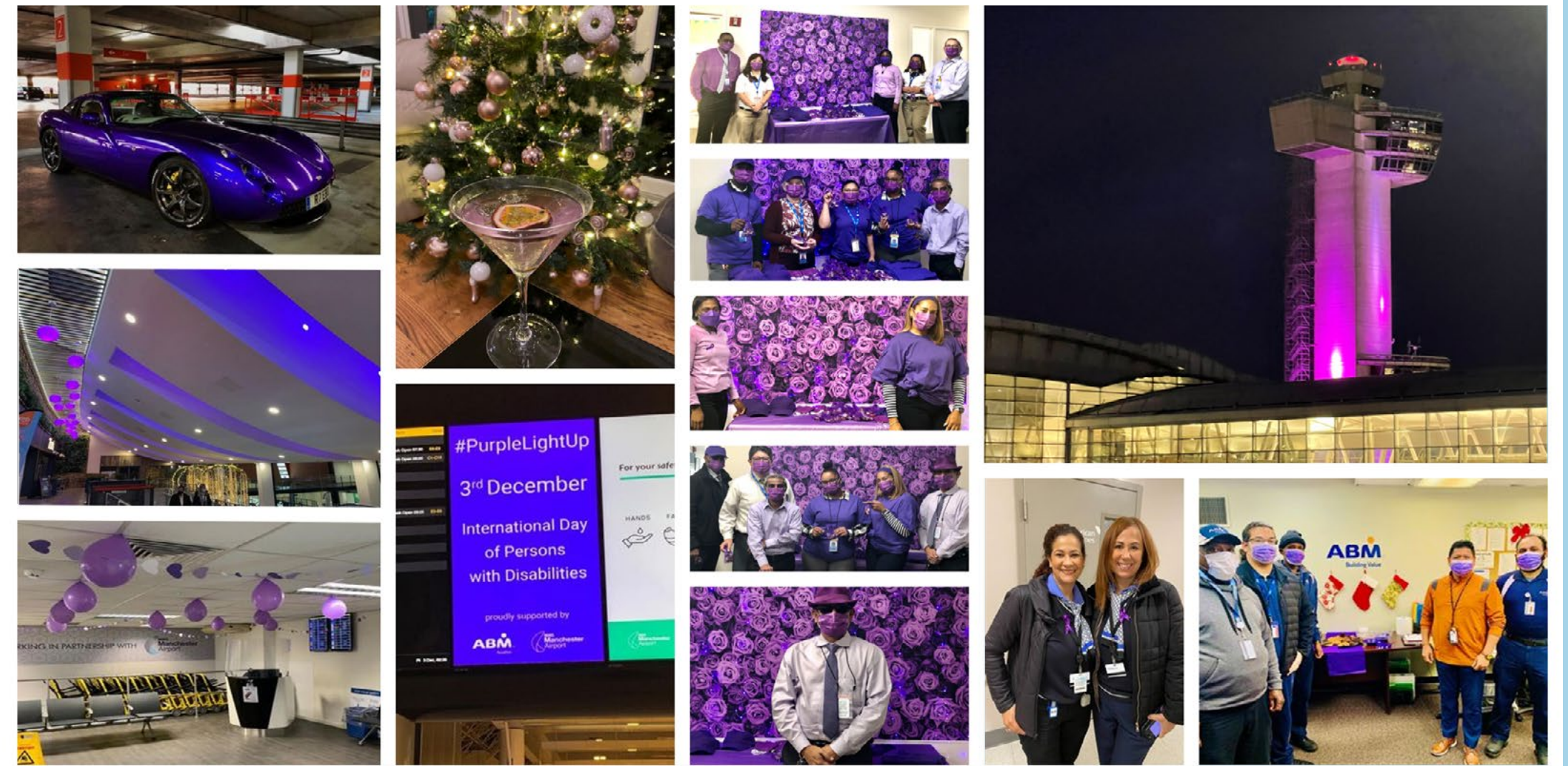
Confident Employer program and created a new role, Head of Assistive Services.

PURPLE LIGHT UP

ABM Aviation is a strategic founding partner of #PurpleLightUp, a global movement that celebrates the workplace contributions of disabled employees. ABM Aviation's Head of Innovation and Regulatory Compliance, Samantha Saunders is one of 10 #PurpleLightUp Ambassadors, a distinguished group of leaders and visionaries from around the world who are working drive cultural change and build a better working world for disabled employees.

VALUABLE 500

ABM Aviation is a member of the Valuable 500 group of companies. In 2020 we committed to introducing work experiences to young persons with disabilities and extending our supported internship program to them. To make this happen, we committed to the journey of achieving Disability Confident Employer Status, which will see us embark on a range of initiatives to raise the standards of passengers with reduced mobility services offered through staff training, partnerships with disability groups and investments in new technologies and specialist equipment.



DEVELOPING OUR TEAM MEMBERS' POTENTIAL

[404] Training and education management approach [404-1] Average hours of training per year per employee

LEARNING AND DEVELOPMENT OPPORTUNITIES

Our team members power ABM's ability to make a difference, every day, and we are dedicated to providing opportunities for our more than 100,000 team members to grow their careers with us. This dedication is evident through a multitude of efforts.

ABMUniversity is our online learning management platform providing staff and management with access to a wide range of training courses, videos, reference material and other tools. Outside of ABMUniversity, our frontline team members receive on-the-job

ABMUniversity training to ensure we are executing for our clients.

Our leadership, staff and management team members, who account for 10% of our workforce, complete an average of 20 hours of training per year. Our service-level employees average 39 hours of training per year. Employees receive monthly awareness training in addition to regulatory-related training as it pertains to their jobs. We also require annual harassment-prevention training around our Code of Business Conduct. Courses for management include using coaching as a leadership style; customer service; communicating and listening; time management and delegation; and human resource fundamentals. In 2021, our team completed more than 38 courses in these areas and more than 213 training courses outside the scope of on-the-job training.

CAREER AND PERFORMANCE

We promote an environment in which every team member and manager builds a trusting and respectful relationship with candid, frequent feedback and coaching. This relationship is the essence of ABM's career and performance process. Our program aims to develop inspirational leaders; to clearly cascade and align goals and priorities; and to strengthen communication with frequent, consistent talent conversations.

Tools in our career and performance toolkit include:

- Our ABM Training Intelligence Chart, which provides real-time completion statistics for people leaders to follow up with team members regarding required training
- Onboarding toolkit playbook, which helps new hires navigate their first 90 days with ABM
- Career and performance playbook, which outlines the different stages of the career and performance cycle, and action items for team members and people leaders
- Career Framework, which supports the one-on-one ABM Career Framework conversations employees have with their people leader

We've provided these resources and more to all staff and management team members to assist with integrating their team into ABM's culture, processes and procedures:

- Able Frontline Team Member Welcome Kit
- Able Welcome Kit
- ABM Culture Kit
- ABM Career Framework Playbook for Team Members
- ABM Culture Kit Anti-Harassment Policy
- ABM Culture Kit Biometrics Policy
- ABM Culture Kit Commitments Policy
- ABM Culture Kit – Wage and Recording Work Time Policy

In 2022, we will roll out additional tools and programs, including:

- MyRecruiting Playbook, covering the training topics of the MyRecruiting platform. It includes training videos, quick reference guides and other training content to fully equip talent acquisition and hiring managers.
- Inclusive Leader Toolkit, a training to assist people leaders in managing team members from various backgrounds.
- Frontline Leader Program, which contains a wealth of tools for the frontline leader to be successful in the role. It offers links, quick reference guides, webinars, videos, etc. all aimed at ensuring quick and timely access to resources frontline leaders need.



Our service-level team members average **39** hours of training per year

INCREASING OUR TEAM MEMBERS' ENGAGEMENT

(SV-PS-330a.3)

The team member experience is a continuous journey as the world changes and our business evolves. We're committed to reimagining our approach to meet their needs so we can elevate their journey. In 2021, our team member listening led to engagement initiatives that have made a significant impact:

TEAM MEMBER APPRECIATION WEEK

During this celebratory week, we recognize the many significant contributions of our team members through hundreds of celebratory events across the organization. We organize a cross-functional team to support the effort to ensure people leaders across the firm have the support, resources and tools needed to honor the hard work and dedication of our people who support our mission every day.

CAREER FRAMEWORK

We introduced the ABM Career Framework, a platform that organizes roles clearly and consistently across the firm as well as within functions, while providing the foundation for more productive conversations with team members around career development and progression. It ensures consistency in ABM's job titles, clarifies responsibilities and skill requirements for roles, and provides greater transparency for career mobility and development.

FRONTLINE LEADER ESSENTIALS TRAINING

This program is geared toward leaders managing our hourly frontline team members, a population of approximately 3,417.

Our HR team conducted a comprehensive retention and engagement assessment via listening sessions in mid-2021. Four key areas of improvement were identified: engagement, better hiring and onboarding experience, frontline manager development, and total rewards.

As a result of the findings, engagement and manager development became the focus of the first courses for our Frontline Leader Essentials Training.

ABMVOICE SURVEY

At ABM, every voice matters. In 2020 we conducted a pulse survey of our staff and management team to assess our engagement, our culture and the organization's response to the pandemic. The response rate was 52% and the engagement rate was 72% (to measure our team members' engagement rate, we considered the response that they provided to questions like: I feel accepted by my teammates, I find work engaging, I recommend ABM as a great place to work, and it would take a lot to get me to leave ABM). We plan to implement this survey again during the 2022 fiscal year.



We are a people business, and a critical piece of our strategy is to elevate the team member experience and position ABM as a great place to work, learn and grow. **We listen to our team members and have put plans in action that will nurture career development opportunities,** drive engagement, and build pathways to help them reach their goals. – Raul Valentin, EVP & Chief Human Resources Officer

OUR TEAM MEMBERS' WELL-BEING

[401-2] Benefits provided to full time team members not provided to temporary team members

Making a difference starts with taking care of our team. We provide all team members with access to health and welfare benefits, retirement savings, worker's compensation coverage and paid time off. Our comprehensive benefits offerings are designed to meet the diverse needs of our eligible full-time members and many part-time team members as well.

Benefits offered include a variety of medical, dental, vision, and voluntary benefits, with choices to best meet team member and family needs, such as:

- COVID-19 testing and treatment, with waiver of copays aligned with best practices
- Disease management programs, which assist team members in the management of chronic medical conditions, such as coronary artery disease, diabetes, asthma and congestive heart failure
- Telemedicine benefits, unlimited in some plans and circumstances
- Transplant solution programs that provide specialized networks and support to team members requiring transplant services
- Health and wellness coaching programs, maternity support, cancer, diabetes and Quit for Life smoking cessation
- Employee assistance program (EAP) to support mental health and various challenges
- 401(k) plan with company match for all team members with at least six months of service, including company match of 100% of the first 3% and 50% of the next 2% of eligible contributions
- Access to financial planning education and materials whether or not participating in the 401(k)
- Employee Stock Purchase Plan (ESPP), providing a 5% discount on the ABM stock price
- Paid time off for sick leave, vacation, company-observed holidays, as well as a floating culture holiday
- Summer hours (from the end of May through early September) where team members are encouraged to end their workweek every Friday at 2 p.m.
- Philanthropy opportunities through our ABMCares program, providing staff and management team members one day off per year to volunteer and up to \$1,000 in matching charitable contributions annually
- Marketplace Mall, providing exclusive discounts on thousands of goods and services
- Partnership with Gympass allowing all team members access to certain online events and classes, as well as discounted gym memberships



OUR
ABMCares
Community. Philanthropy. We
 INITIATIVE OFFERS
 TEAM MEMBERS ONE
 DAY OFF AND A **\$1,000**
 CHARITABLE MATCH

COLLECTIVE BARGAINING AGREEMENTS

[102-41] Collective bargaining agreements [401] Employment management approach

ABM respects team members' rights to associate freely and is committed to comply with all laws including adherence to minimum wage provisions of applicable laws and regulations including ABM's internal workforce and subcontractors. We are one of the largest sector unionized employers in the United States. Approximately, 34% of our team members are represented by 250 active collective bargaining agreements.

These collective bargaining agreements are periodically renegotiated through bargaining with labor representatives. They also set terms of wages, benefits and other terms and conditions of employment. For single-site collective bargaining agreements, ABM bargains directly with labor representatives and for area-wide agreements, ABM frequently bargains in a group of employers who are covered by the same agreement.

Approximately,
34% of our
team members
are represented
by **250** active
collective bargaining
agreements.





MANAGING OUR ENVIRONMENTAL FOOTPRINT



We want to make sure that there is consistency between what we bring to the market and the way we operate our business.

This is why we are publicly **COMMITTING TO THE SCIENCE-BASED TARGET INITIATIVE AND ESTABLISHING A SUSTAINABILITY COUNCIL** that reflects our intention to reduce and manage our footprint while implementing sustainable operations across our business.

- Andrea Gómez Vesga, Corporate Sustainability Manager

OUR GREENHOUSE GAS EMISSIONS FOOTPRINT

[302] Energy [302-1] Energy consumption with the organization [305] Emissions [305-1] Direct scope GHG emissions [305-2] Energy indirect GHG emissions [305-3] Other indirect GHG emissions [305-5] Reductions of GHG emissions

ABM recognizes the role we play in limiting our impact on the environment. We are working diligently on ensuring that our business operations limit their impact on climate change while enabling our clients to reduce their impact as well.

COMMITTING TO THE SCIENCE-BASED TARGETS INITIATIVE:

ABM has publicly committed to the Science Based Targets initiative (SBTi) and is currently working on ensuring a transparent and accurate baseline that will serve as the foundation of our commitment. In the meantime, we have a GHG emissions reduction target aligned with the SBTi Absolute Contraction Approach (ACA) Method under the Well Below 2 Degrees (WB2C) scenario. We plan to reduce by 27.5% our Scope 1 (direct emissions from gas consumption and fleet), Scope 2 (indirect energy emissions from purchased electricity) and Scope 3 emissions (business travel) by 2030 from a 2019 base year.

During the 2022 fiscal year we will be updating these targets in alignment with the 1.5 degrees pathway and disclosing more details about our GHG emissions reduction roadmap.

At this juncture, we are committing to SBTi and sharing our journey, recognizing that ABM will also make certain climate related disclosures in its annual report on Form 10-K pursuant to impending final SEC mandatory climate rules.

MEASURING OUR GHG EMISSIONS FOOTPRINT:

	GHG EMISSIONS CO ₂ e TONS		
	2021	2020	2019
SCOPE 1 - DIRECT EMISSIONS GAS CONSUMPTION, FLEET	36,499	36,833	46,076
SCOPE 2 - INDIRECT EMISSIONS PURCHASED ELECTRICITY	2,991	5,808	6,456
SCOPE 3 - BUSINESS TRAVEL + LANDLORD ELECTRICITY	1,960	2,195	40,642

	GHG EMISSIONS CO ₂ e TONS	
	UK	US
SCOPE 1 - DIRECT EMISSIONS GAS CONSUMPTION, FLEET	1,296	35,203
SCOPE 2 - INDIRECT EMISSIONS PURCHASED ELECTRICITY	40	2,951
SCOPE 3 - BUSINESS TRAVEL + LANDLORD ELECTRICITY	125	1,834

MEASURING OUR ENERGY CONSUMPTION:

SOURCE	GHG EMISSIONS CO ₂ e TONS		
	2021	2020	2019
ELECTRICITY	8,952	10,833	12,356
GASOLINE	138,920	125,844	172,615
DIESEL	7,780	9,542	15,003
BIOFUEL	88.62	12,620	13,491
NATURAL GAS	8,578	5,104	7,193

With new regulations, it is expected that different definitions and rules can result in different reporting metrics. Steps taken to support climate actions are intricate and long-term.

As the rules evolve and ABM prepares for them, we will endeavor to make appropriate disclosures that reconcile the goals and metrics for our business with SEC rules.



ABM's overall carbon footprint decreased by 7.5% during the 2021 fiscal year. This can be explained by a significant reduction in scope 2 (purchased electricity emissions) thanks to an improvement in data accuracy that allowed ABM to replace previous conservative estimations with real data. In addition, the 35% reduction in scope 2 is explained thanks to a data allocation correction. Data from landlord electricity was moved to scope 3 while before it was reported under scope 2. Finally, the scope 1 had a slight decrease of 1% and the scope 3 a decrease of 13% that can be explained by a considerable reduction of business travel in the U.K. and the U.S.

WHAT WE ARE DOING TO REDUCE OUR ENVIRONMENTAL FOOTPRINT

Every year, we are committed to improving the way we operate and innovate, so our clients can achieve greater results in their sustainability goals.

We are reducing our environmental impact by:

STRENGTHENING OUR REPORTING PROCESS

By improving environmental data accuracy, we can enable better decision-making processes. We have implemented the Net Zero Cloud environmental reporting system from Salesforce allowing us to improve the transparency of the information and increasing the scope of reporting.

PROCURING RENEWABLE ELECTRICITY

In 2020, ABM U.K. implemented a plan to procure Renewable Energy Guarantees of Origin (REGO) certified electricity at a pilot site in our ABM Aviation U.K. Limited business. The trial was successful and a plan to switch the remaining directly procured electricity in our portfolio was reviewed and has been developed for implementation in 2021/2022 as existing directly supplied contracts reach their planned end in 2022.

During the 2022 fiscal year, ABM U.S. will be implementing pilots on the procurement of renewable electricity for its facilities with a higher electricity consumption and setting up the roadmap for continuing switching to renewables and procuring energy credits.

LEVERAGING ON COLLABORATIVE OPPORTUNITIES

We plan to introduce the ABM Sustainability Council that will be an opportunity to collaborate among different departments like procurement, operations and marketing. This Council will oversee potential opportunities to reduce ABM's environmental footprint, work on implementation of sustainability initiatives and enhance the sustainable offering of ABM.

REMAINING TRANSPARENT

The REGO or equivalent Guarantees of Origin scheme provides transparency to consumers about the proportion of electricity that suppliers source from renewable generation. The purpose of these schemes is to prove to the final customer that a given share of the energy was sourced from renewable sources. Evidence is usually provided using a Fuel Mix Disclosure, requiring that suppliers declare to customers the mix of energy sources used to generate the electricity supplied. In 2020 and 2021, ABM procured a total of 9,362 kWhrs of REGO Certified renewable electricity.

ELECTRIC TRANSPORTATION

Emissions standards represent a critical component in the selection of our vehicles, and this is why we have initiated a pilot of EVs to be deployed throughout the United States. One of the main goals of the Sustainability Council is to draft a commitment on vehicle electrification and a roadmap for the upcoming years.

ABM U.K. commenced a vehicle electrification program in fiscal year 2021. 17% of ABM U.K.'s eligible car and Light Commercial Vehicle (LCV) fleet is now comprised of either electric vehicles or plug-in hybrid vehicles. Additionally, we completed a trial of driver behavior telematics systems to reduce the consumption of fuel.

MAINTAINING ENVIRONMENTAL MANAGEMENT SYSTEM CERTIFICATIONS

We will continue to retain ISO50001 (U.K.) Energy Management ISO incorporating corporate communications and energy saving projects across our office estate and fleet emissions.



RISKS AND OPPORTUNITIES FROM CLIMATE CHANGE

[102-11] Precautionary principle approach [201] Economic performance [201-2] Financial implications and other risks and opportunities due to climate change [307] Environmental compliance management approach [307-1] non-compliance with environmental laws and regulations

RISKS FROM CLIMATE CHANGE

POLICY, REGULATIONS, AND ENERGY PRICES

Our operations are subject to various federal, state and local laws regulating topics such as discharge of materials into the environment or otherwise relating to the protection of the environment. As an example, ABM U.K. is subject to the Streamlined Energy and Carbon Reporting, which requires the company to report its GHG emissions and ABM U.S. might be subject to climate related disclosure requirements coming from the Securities and Exchange Commission. Also, some of ABM's energy-efficiency projects are subject to federal and state legislation and policies that support those kinds of projects. Ineffective compliance with current laws and regulations could affect our reputation or generate financial fines that could increase the costs and potential liabilities associated with the conduct of our operations. To ensure compliance, we maintain an environmental policy that provides guidelines on discharge into soil, water and air, and the generation, handling, transportation and disposal of waste and hazardous substances. We also stay abreast of any regulation updates in terms of environmental compliance and no allegations were made on this topic during the 2021 fiscal year.

TECHNOLOGY

Peers implementing the latest cleaning and technical solutions and related technologies can affect our contract retention and revenues. To manage this risk, ABM's strategy department is constantly evaluating the latest innovation trends to ensure we provide our clients with the best technology available in the market. Also, regarding our own operations, we have designed a road map to increase the electrification of our fleet.

MARKET

Clients have expressed an increased interest in sustainability-related services that could help them to improve their sustainability performance, including reduction of energy consumption and waste generation. Inability to provide such services could affect our client retention rates. To manage this risk, ABM has established its GreenCare™ portfolio of sustainable solutions to help clients reach their green cleaning, zero waste and carbon-neutrality goals.

PHYSICAL

Adverse weather conditions can lead to reduced travel activity and affect service delivery at some of our clients' locations. This can generate increased operational costs. To manage this risk, ABM has designed contingency plans, business continuity plans, crisis management procedures and disaster recovery procedures.



We operate at the meeting place of passion and innovation, where continuous growth and improvement are part of the journey. We look at every risk as a chance to be thoughtful and gain deeper understanding. We see opportunities as chances to increase our impact.

OPPORTUNITIES RELATED TO CLIMATE CHANGE

DEVELOPMENT AND/OR EXPANSION OF LOW-EMISSIONS SERVICES AND PRODUCTS

ABM is strongly committed to creating value for clients through our sustainable solutions portfolio. Buildings represent a sizable portion of cities' overall greenhouse gas emissions inventories, making more efficient and environmentally friendly building operations a responsibility of us all.

To support this, ABM has designed solutions to support carbon neutrality plans including the provision of renewable electricity on-site, conducting energy efficiency retrofits, installing EV charging stations, achieving zero waste certifications by increasing waste diversion rates from landfills and using green cleaning supplies that meet green building certifications requirements.

Energy related services:

ABM's industry-leading expertise in energy-saving solutions and the management of sustainable facility solutions provide our clients with significant operational and financial benefits. Our energy bundled

solutions help clients to reduce carbon emissions, meet sustainability goals and proactively identify capital and operational improvements. Some of the solutions that ABM offers are: utility rebates & EPA tax incentives; HVAC, lighting and controls; demand respond, resiliency; guaranteed energy savings programs; solar and other renewable energy and sustainability solutions and commissioning and retro commissioning.

Through our Energy Performance Contracting services, our clients have saved:

102,296.56 MWh
461,360 MMBtu
77,359 Gal of water
72,374 Tons of CO₂e

eMobility services:

ABM facilitates electric fleet for our clients and has created electric shuttle bus systems, yielding benefits like carbon offsets and fuel credits in the aviation industry. Through the electric vehicles we manage, maintain and operate for clients, we have saved more than 1,746.13 TCO₂e, which corresponds with an approximate avoided fuel cost of \$658,215.

We also are aware that EV charging capability is becoming a top priority among

facility owners, operators and tenants. The new generation of EV is bringing the transportation industry to the front doorstep of property owners and managers. As EV sales increase, facilities of all types will need to accommodate vehicle charging. At ABM, we are aware of this and are positioned to lead our clients to electrification through customized charging solutions that include project design, engineering, charging equipment supply, installation, service and management plans and funding options and incentives harvesting. We are one of the largest EV chargers installers in the U.S. and so far we have installed more than 26,000 chargers for our clients.

PHYSICAL

Although weather conditions may lead to increased costs as described above, some weather events might create opportunities for increased services related to cleanup and restoration. Severe weather situations can also affect our operations in the affected areas related to our offices and our clients' locations. This could lead to an increase in demand and positively affect our sales.

UK'S STREAMLINED ENERGY AND CARBON REPORTING (SECR)

In compliance with the U.K. SECR regulation, ABM annually publishes the firm's energy use, an emissions intensity ratio, the calculation methodology used to determine our greenhouse gas emissions and our plans to continue reducing energy demand.



Ensuring compliance with environmental reporting regulations and preparing for future requirements

GREENING OUR FLEET

ABM commenced the planned transition of our fleet to hybrid and electric vehicles through the development of a revised fleet policy where emission standards are a critical component in the selection of our vehicles. **We are working toward developing a roadmap and public commitment to implement a transition to a more sustainable fleet.** So far, we have evaluated the vehicles eligible for transition based on available market options. As the market evolves, we expect to continue the transition with more of our vehicles.

In ABM U.S., we have initiated a pilot of EVs to be deployed throughout the United States. Based on the results of these pilots, and the availability of electric infrastructure, we expect to see an increase in EV adoption within our fleet over the next five years. Our replacement initiative will target those vehicles with the worst level of carbon emissions production with newer, more efficient vehicles focusing first on electrics and hybrids.

In ABM U.K. and as of October 2021, we were ahead of our intended replacement schedule by 19%.

Some of the actions implemented were:

- Providing electrically powered vehicles as part of the planned replacement program
- Where electric vehicle options were not available, replacing existing fleet vehicles with fuel efficient models focusing on vehicle running efficiency technology including start/stop technology
- Where vehicles are operating in ultra-low emissions zones (ULEZ) or low emission zones (LEZ), systematically replacing fleet vehicles with ULEZ or LEZ compliant vehicles, which also reduce operating costs

During its pilot year, our EV fleet traveled more than 8,500 miles, reducing particulate matter and greenhouse gas emissions compared with a standard vehicle fleet. We expect to make further progress as our phased transition to more sustainable fuels and hybrid and electric vehicles continues in the year ahead.





**TECHNICAL
INFORMATION
ABOUT THE
REPORT**

TECHNICAL INFORMATION ABOUT THE REPORT

[102-50] Reporting period [102-51] Date of the most recent period [102-52] Reporting cycle [SV-PS-000.B]

CALCULATION METHODS AND SOURCES OF INFORMATION:

- *Financial information:* selected financial data comes from our 2021 Annual Report on Form 10-K
- *Human Resources Metrics:*
 - Women in top management positions: categories like senior vice president, director, executive vice president and vice president are considered as top management positions.
 - Human resources' reporting systems: due to our human resources reporting structure, we might not be able to provide detailed information on region, type of contract and turnover (breakdown voluntary involuntary) metrics.
- *Business Ethics Metrics:* (AV-PS-000.B)
 - Communication and training on anti-corruption: all staff and management team members are requested to complete the Code of Business Conduct training. The metric excludes team members reclassified, terminated, on leave or furloughed.
 - Material legal proceedings: for the company are disclosed in Note 13, Commitments and Contingencies, on page 82 of our 2021 Annual Report on Form 10-K.
- Board of director metrics: reflect the Board composition as of April 1, 2021.
- Our give back approach: disclosed information has been directly captured from our ABMCares platform managed by a third-party vendor who processes all donations and matchings and volunteered hours logged by ABM's team members.
- Hours volunteered by team members correspond to those reported by team members through team member gateway using their benefit of one day off to volunteer
- *Sustainable Procurement – Carbon Footprint Calculation From Diversey:*
 - Calculations were based on ABM 2019 product purchases analyzed. Compared to industry standard packaging. Assumptions from Diversey product specifications, studies, or industry knowledge: concentrated products in Diversey dispensing systems average 1:128 dilution – comparative industry standard product assumed 1:16 dilution (this is a conservative number since overuse of glug bottles has been shown to be significant) – carbon footprint estimate based on packaging reductions (3.02 kg CO₂e/ Kg HDPE, 2.94 Kg CO₂ e/Kg LLDPE, 1.49 Kg CO₂e/Kg cardboard
- *Safety Metrics:*
 - ABM follows the OSHA requirements set by statutes, standards and regulations. Recordable injuries are defined as any work-related fatality, and any work-related injury or illness that results in loss of consciousness, days away from work, or transfer to another job, and any work-related injury or illness requiring medical treatment beyond first aid. Main types of work-related injuries are considered as: overexertion, slip/trip/fall. Incidence rate of injuries and illnesses are computed from the following formula (number of OSHA recordable injuries and illnesses x 200,000)/employee direct hours worked = incidence rate. The 200,000 figure in the formula represents the number of hours of 100 employees working 40 hours per week, 50 weeks per year, and provides the standard base for calculating incidence rate for an entire year. ABM does not track high-consequence work-related injuries.
 - Number and rate of fatalities as a result of work[1]related injury: 0, 0.00
 - Number and rate of recordable work-related injuries: 1,755, 2.30
 - Main types of work-related injuries: Overexertion, Slip/Trip/Fall, Struck By or Against an Object
- Numbers of hours worked: 152,527,109 (calculated based on 200,000 hours worked per 100 full-time equivalents (FTEs) No workers have been excluded; if the employee had an OSHA recordable injury it is counted)
- Days away, restricted or transferred (DART) rates: There were 1,113 DART recordable incidents (1.46 rate)

• *Environmental metrics:*

- **The Greenhouse Gas Protocol:** A Corporate Accounting and Reporting Standard (Revised Edition) and relevant tools were used in these calculations. Data of natural gas use in leased offices was gathered through our annual survey. Office locations in which the utilities are included in common area maintenance (CAM) were estimated based upon similarity to other known offices of that size and region of the country. Fleet data of gallons of fuel used by vehicle and by model year were analyzed. Fuel purchases not directly assigned to a specific vehicle were calculated as a light-duty vehicle (small truck/van) as that is our primary vehicle type within the ABM fleet. Actual data was gathered through our online survey when available. For offices that did not have readily available data or the electricity is included within CAM charges, estimations were made based upon similar sized offices of the same region or previous year data (if available).
- Scope 1 - Data of natural gas use in leased offices was gathered through a survey. Offices in which the utilities are included in CAM were estimated based upon similarity to other known offices of that size and region of the country. Fleet data of gallons of fuel used by vehicle, by model year, were analyzed. Fuel purchases not directly assigned to a

specific vehicle were calculated as a light-duty vehicle (small truck/van) as that is our primary vehicle type. The Greenhouse Gas Protocol: A Corporate Accounting and Reporting Standard (Revised Edition) and relevant tools were used in these calculations.

- Scope 2 - Actual electricity data was gathered through our online survey when available. For offices that did not have readily available data or the electricity is included within CAM charges, estimations were made based upon similar sized offices of the same region or previous year data (if available). The Greenhouse Gas Protocol: A Corporate Accounting and Reporting Standard (Revised Edition) and relevant tools were used in these calculations.
- Scope 3 - Team member air travel miles, by passenger mile, by flight length 1000 miles were acquired through centralized booking. Added in 2014 was the mileage of aviation service fleet vehicles (buses, trucks, etc.) input into GHG Protocol Transport tool. The actual gallons used was not able to be tracked as client supplies the fuel at their own fuel stations. Mileage per gallon estimated via percentage of vehicle types.
- Emission factors from the U.K.: We report our emissions in the U.K., for each corporate entity, using Streamlined Energy and Carbon

Reporting using GHG emissions factors that are reflective of energy consumption in the U.K. and its impact on the environment of the U.K.. These factors are published as the "U.K. Government GHG Conversion Factors for Company Reporting", which are produced for use on the "YouGov" website for business use by the Department for Environment Food and Rural Affairs and the Department for Business, Energy & Industrial Strategy.

- Emission factors used for setting Science Based Targets and verified by the Center of Sustainability and Excellence:
 - Emission factors associated with the generation of purchased electricity for different countries (World Resources Institute. GHG Protocol tool for stationary combustion. Version 4.7).
 - U.K. Government 2021 Conversion Factors for greenhouse gas (GHG) reporting (department of Business, Energy and Industrial Strategy).
 - Emissions associated with transportation (World Resources Institute (2015). GHG Protocol tool for mobile combustion. Version 2.6).
 - Sample of factors related to vehicle fuel economy and comparison with relating
 - databases (e.g. www.fueleconomy.gov, EPA).



- Calculations from energy, cost and emissions savings from electric vehicles we operate:

$$(3,849,507 \text{ lbs CO}_2 \times (1 \text{ metric tons} / 2,204.6 \text{ lbs})) = 1,746.13 \text{ metric tons CO}_2$$

$$3,849,507 \text{ lbs CO}_2 \times (.4536 \text{ KG} / 1 \text{ lb}) \times (1000\text{g} / 1 \text{ Kg}) * (1 \text{ gallon of Gasoline} / 8,887 \text{ grams CO}_2) = 196,482.1 \text{ gallons of Gasoline}$$

$$196,482.1 \text{ gallons of gasoline} \times \$3.35 \text{ (2021 average \$ per gallon regular gasoline)} = \$658,215.02$$

These figures have been calculated using the Department of Energy's National Renewable Energy Laboratory's AFLEET Tool.

OMISSIONS AND EXCLUSIONS:

This report covers the corporate activities and services provided by ABM through North America and the U.K. It has been prepared in accordance with Global Reporting Initiative Standards: Core Option and the Sustainability Accounting Standards Board information requirements for professional and commercial services. Additional information about the company can be found at www.abm.com, as well as in our filings with the SEC, which can be accessed in the investor section of our website. ABM publishes its sustainability report annually, covering information from the fiscal year (November 2020 – October 2021). Our latest report, the 2020 Sustainability Report, published in September 2021, is available on our website.

- [406-1] Incidents of discrimination and corrective action plans taken: ABM treats incidents and investigations confidentially. When an incident is substantiated, ABM will take action that is proportional and appropriate to the situation, including and not limited to termination of employment. Pursuant to its anti-harassment policy, ABM also reserves the discretion to take appropriate action to reinforce its commitment to providing a work environment free of harassment.

- [207-4] Country-by-country reporting: ABM does not disclose country-by-country reporting. Tax disclosure can be found in our 10-K.
- [202] Market presence: ABM is working on consolidating the reporting system to disclose proportion of senior management hired from local communities and plan to report on this on future exercises.
- [306] Waste: ABM is working on enhancing its environmental reporting system and will be able to disclose waste related information during the 2022 fiscal year.
- Team members engagement rate: during the 2021 fiscal year we did not perform the team member engagement survey.
- [403-8] workers covered by an occupational health and safety management system: we are working on consolidating the reporting system to be able to pull out this metric.
- [403-9b] Safety metrics: ABM only reports employees' information in its safety metrics. Employee numbers and work locations are used as identifiers for the claim process and therefore non-ABM employees have been excluded.

SIGNIFICANT CHANGES FROM PREVIOUS YEAR REPORT:

[102-10] Significant changes to the organization and its supply chain [102-48] Restatements of information [102-49] Changes in reporting

None




GRI CONTENT INDEX TABLE




[102-55] GRI Content Index [102-56] External assurance


GLOBAL REPORTING INITIATIVE INDEX TABLE				
DISCLOSURE	DESCRIPTION	SDG	REFERENCE	EXTERNAL ASSURANCE
GRI 101: Foundation				
101	Report content		16	✓
GRI 102: General Disclosures				
ORGANIZATIONAL PROFILE				
102-1	Name of the Organization		6	✓
102-2	Activities, brands, products and services		6	✓
102-3	Location of headquarters		6	✓
102-4	Location of operations		6	✓
102-5	Ownership and legal form		8	✓
102-6	Markets served		6	✓
102-7	Scale of the organization		8	✓
102-8	Information on employees and other workers		51	✓
102-9	Supply chain		36	✓
102-10	Significant changes to the organization and its supply chain		70	✓
102-11	Precautionary principle or approach		64	✓
102-12	External initiatives		8	✓
102-13	Membership of associations		8	✓
STRATEGY				
102-14	Statement from senior decision-maker		3	✓
ETHICS AND INTEGRITY				
102-16	Values, principles, standards, and norms of behavior		39	✓
GOVERNANCE				
102-18	Governance structure		12	✓

DISCLOSURE	DESCRIPTION	SDG	REFERENCE	EXTERNAL ASSURANCE
STAKEHOLDER ENGAGEMENT				
102-40	List of stakeholder groups		15	✓
102-41	Collective bargaining agreements		60	✓
102-42	Identifying and selecting stakeholders		15	✓
102-43	Approach to stakeholder engagement		15	✓
102-44	Key topics and concerns raised		16	✓
REPORTING PRACTICE				
102-45	Entities included in the consolidated financial statements		15	✓
102-46	Defining report content and topic boundaries		16	✓
102-47	List of material topics		16	✓
102-48	Restatements of information		70	✓
102-49	Changes in reporting		70	✓
102-50	Reporting period		68	✓
102-51	Date of most recent report		68	✓
102-52	Reporting cycle		68	✓
102-53	Contact point for questions regarding the report		16	✓
102-54	Claims of reporting in accordance with the GRI Standards		16	✓
102-55	GRI Content Index		71	✓
102-56	External assurance		71	✓
MATERIAL TOPIC: GRI 403 OCCUPATIONAL HEALTH AND SAFETY				
103-1	Explanation of the material topic and its boundary		17, 43-47	✓
103-2	The management approach and its components		43-47	✓
103-3	Evaluation of the management approach		43-47	✓
403-1	Occupational health and safety management system		43-47	✓

DISCLOSURE	DESCRIPTION	SDG	REFERENCE	EXTERNAL ASSURANCE	
MATERIAL TOPIC: GRI 403 OCCUPATIONAL HEALTH AND SAFETY					
403-2	Hazard identification, risk assessment and incident investigation	 	43-47	✓	
403-3	Occupational health services		43-47	✓	
403-4	Worker participation, consultation and communication on occupational health and safety		43-47	✓	
403-5	Worker training on occupational health and safety		43-47	✓	
403-6	Promotion of worker health		43-47	✓	
403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships		43-47	✓	
403-9	Work related injuries		43-47	✓	
403-10	Work-related ill health		43-47	✓	
MATERIAL TOPIC: GRI 201 ECONOMIC PERFORMANCE					
103-1	Explanation of the material topic and its boundary			17, 64	✓
103-2	The management approach and its components				
103-3	Evaluation of the management approach				
201-2	Financial implications and other risks opportunities due to climate change	64		✓	
MATERIAL TOPIC: GRI 416 CUSTOMER HEALTH AND SAFETY					
103-1	Explanation of the material topic and its boundary		17, 43-47	✓	
103-2	The management approach and its components			✓	
103-3	Evaluation of the management approach			✓	
416-2	Incidents of non-compliance concerning the health and safety impacts of products and services		43-47	✓	

DISCLOSURE	DESCRIPTION	SDG	REFERENCE	EXTERNAL ASSURANCE
MATERIAL TOPIC: GRI 401 EMPLOYMENT				
103-1	Explanation of the material topic and its boundary		17, 51, 60	✓
103-2	The management approach and its components			✓
103-3	Evaluation of the management approach			✓
401-1	New team member hires and turnover		52	✓
401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees		59	✓
MATERIAL TOPIC: GRI 405 DIVERSITY AND EQUAL OPPORTUNITY				
103-1	Explanation of the material topic and its boundary		17, 54	✓
103-2	The management approach and its components			✓
103-3	Evaluation of the management approach			✓
405-1	Diversity of governance bodies and employees		51	✓
MATERIAL TOPIC: GRI 404 TRAINING AND EDUCATION				
103-1	Explanation of the material topic and its boundary		18, 57	✓
103-2	The management approach and its components			✓
103-3	Evaluation of the management approach			✓
404-1	Average hours of training per year per employee		57	✓
MATERIAL TOPIC: GRI 412 HUMAN RIGHTS				
103-1	Explanation of the material topic and its boundary		17, 39-40	✓
103-2	The management approach and its components			✓
103-3	Evaluation of the management approach			✓
412-2	Employee training on human rights policies or procedures		28	✓

DISCLOSURE	DESCRIPTION	SDG	REFERENCE	EXTERNAL ASSURANCE
MATERIAL TOPIC: GRI 206 ANTI COMPETITIVE BEHAVIOR				
103-1	Explanation of the material topic and its boundary		18, 39-41	✓
103-2	The management approach and its components			✓
103-3	Evaluation of the management approach			✓
206-1	Legal actions for anti-competitive behavior, anti trust, and monopoly practices		39-41	✓
MATERIAL TOPIC: GRI 302 ENERGY				
103-1	Explanation of the material topic and its boundary		18, 62	✓
103-2	The management approach and its components			✓
103-3	Evaluation of the management approach			✓
302-1	Energy consumption within the organization		62	✓
MATERIAL TOPIC: GRI 305 EMISSIONS				
103-1	Explanation of the material topic and its boundary		18, 62	✓
103-2	The management approach and its components			✓
103-3	Evaluation of the management approach			✓
305-1	Direct (Scope 1) GHG emissions		62	✓
305-2	Energy indirect (scope 2) GHG emissions		62	✓
305-3	Other indirect (scope 3) GHG emissions		62	✓
305-5	Reduction of GHG emissions		62-63	✓

DISCLOSURE	DESCRIPTION	SDG	REFERENCE	EXTERNAL ASSURANCE
MATERIAL TOPIC: GRI 205 ANTI CORRUPTION				
103-1	Explanation of the material topic and its boundary		18, 39-41	✓
103-2	The management approach and its components			✓
103-3	Evaluation of the management approach			✓
205-2	Communication and training about anti-corruption policies and procedures		39-40	✓
205-3	Confirmed incidents of corruption and actions taken	39-40		
MATERIAL TOPIC: GRI 418 CUSTOMER PRIVACY				
103-1	Explanation of the material topic and its boundary		18, 42	✓
103-2	The management approach and its components			✓
103-3	Evaluation of the management approach			✓
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data		42	✓
MATERIAL TOPIC: GRI 307 ENVIRONMENTAL COMPLIANCE				
103-1	Explanation of the material topic and its boundary		64	✓
103-2	The management approach and its components			✓
103-3	Evaluation of the management approach			✓
307-1	Non-compliance with environmental laws and regulations		64	✓

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SASB STANDARD FOR PROFESSIONAL AND COMMERCIAL SERVICES INDEX TABLE				
DISCLOSURE	DESCRIPTION	SDG	REFERENCE	EXTERNAL ASSURANCE
MATERIAL TOPIC: DATA SECURITY				
SV-PS-230A.1	Description of approach to identifying and addressing data security risks		42	✓
SV-PS-230a.2	Description of policies and practices relating to collection, usage, and retention of customer information		42	✓
SV-PS-230a.3	Number of data breaches		42	✓
MATERIAL TOPIC: WORKFORCE DIVERSITY AND ENGAGEMENT				
SV-PS-330A.1	Percentage of gender and racial/ethnic group representation for (1) executive management and (2) all other employees		51	✓
SV-PS-330a.2	1) Voluntary and (2) involuntary turnover rate for employees		51	✓
SV-PS-330a.3	Employee engagement as a percentage		58	✓
MATERIAL TOPIC: PROFESSIONAL INTEGRITY				
SV-PS-510A.1	Description of approach to ensuring professional integrity		39	✓
SV-PS-510a.2	Total amount of monetary losses as a result of legal proceedings associated with professional integrity		68	✓
ACTIVITY METRICS				
SV-PS-000.A	Number of employees by: (1) full-time and part-time, (2) temporary, and (3) contract		51	✓
SV-PS-000.B	Employee hours worked, percentage billable		68	✓

OTHER (ABM SPECIFIC)				
DISCLOSURE	DESCRIPTION	SDG	REFERENCE	EXTERNAL ASSURANCE
INNOVATION				
	Innovation and strategy	  	17,34	✓
SUSTAINABLE SERVICES				
	Creating value for clients		17,22	✓
RISK ASSESSMENT				
	Sustainability Governance		14	✓



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