



# 2022 Environmental, Social & Governance Impact Report

Making a Difference. Making an Impact.





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## Introduction

**ABM is one of the largest facilities services providers in the world, and that's a responsibility we don't take lightly.** As a team of 110,000+ people dedicated to creating safe and healthy spaces for everyone to enjoy, we recognize our opportunity to drive positive change for our clients, communities and each other.



# A Message from Our CEO

[GRI 2-22] Statement on sustainable development strategy.

**Our mission to make a difference, every person, every day is one we take to heart.**

As an industry leader in facility, infrastructure and mobility solutions, we're committed to creating safe, efficient and healthy spaces where everyone can thrive. In fact, it's our purpose to take care of the people and places that matter most. That means going above and beyond in what we do and how we do it: for our clients, shareholders and community, and for our team members—the incredible people who make it possible to achieve our mission every day.

Coming out of the pandemic and into an unprecedented era of environmental and social change has led us to consider how we deliver for our stakeholders, clients and communities, and elevate our organization to a whole new level. We're becoming more agile, actively identifying new and improved ways to operate while delivering on our values against a more focused approach to our Environmental, Social & Governance (ESG) practices. Today, *making a difference* also means *making an impact*.

In 2022, we strengthened our commitment to operating responsibly and leaving a healthier planet for future generations. We started by revisiting the ways we integrate responsible ESG business practices into our work streams. We assessed our progress, made public, long-term commitments and launched innovative projects to address today's trends and tomorrow's demands. And we looked inward, engaging our team on how to create and maintain an even more inclusive and equitable workplace where we strive to ensure everyone is seen, heard, valued and able to succeed.

Our more than 110,000 team members work to drive meaningful change for our 20,000 clients (and counting) and positively affect the local communities in which we operate throughout the US,

UK and Republic of Ireland—because we believe how we achieve results is just as important as the results we achieve.

We continued our longstanding goal of reducing the impact that ABM's and our clients' operations have on the environment. This past year, we **publicly committed to the Science Based Targets initiative (SBTi)** and forged new partnerships that allowed us to introduce **new electrification services** and enhance our position as one of the largest suppliers of electric vehicle charging stations.

In addition, we've continued to move the needle with **strategies that increase energy efficiency and the use of renewables, decrease energy consumption and reduce waste outputs**. We've also expanded our operational footprint with the acquisition of Momentum Support in Ireland, and introduced innovative new offerings such as our ABM Vantage smart parking platform, RavenVolt microgrid and power resiliency solutions, and RTS data-driven waste management.

**We saved our clients more than 89K tons of carbon emissions through our energy performance contracting services**, including our GreenCare® cleaning program implemented across more than 361M sq. ft. of space and 450 US Green Building Council (USGBC) LEED-certified sites.

To accelerate our strategic efforts that deepen our **Diversity, Equity and Inclusion (DE&I)**, we advanced our Culture & Inclusion Council with diverse representation from all levels of our company. We also launched our first **team member-led impact group** and introduced **enterprise-wide DE&I training** to further our progress in this important area of focus.

During the 2022 fiscal year, we're proud to report over **\$154 million in diverse spending**. We strengthened our commitment to growing opportunities for minority, disabled, woman, veteran, LGBTQ+ and underrepresented businesses by solidifying our

position as an **industry leader in the supplier diversity spend subcontracting category**. We also bolstered our Supplier Diversity Program by setting up a dedicated governance model to oversee it and identify initiatives to ensure we're able to meet our clients' diversity-spend requirements.

These are just a sampling of the accomplishments and benchmarks you'll find throughout our 2022 ESG Impact Report. But despite our measurable gains, our ESG journey is far from over. Every time we reach a milestone, we're reminded of the path ahead and to set our sights higher.

We've already benchmarked several initiatives on the horizon, including the implementation of an ABM Sustainability Council to drive forward our environmentally sustainable initiatives and the expansion of our resource groups led by our Culture & Inclusion Council.

There's much more we aim to achieve in the coming years, and I remain confident that our team's energy, focus and commitment has never been stronger in support of our collective mission: to **make a difference—and an impact—for all those we serve**.



**Scott Salmirs**  
President & CEO,  
ABM





# 2022 Highlights

Our proudest moments.

**We strengthened our Culture & Inclusion Council** to foster and sustain a culture of Diversity, Equity and Inclusion (DE&I) at ABM, where differences drive innovative solutions and every team member feels seen, heard and valued.

**Our eMobility service line earned the SEAL Business Sustainability award** for dedication to driving sustainable change through innovation.

**We initiated our first DE&I Team Member training program** across the enterprise to inspire a more inclusive experience for all ABM team members.

**We publicly committed to the Science Based Targets initiative** and are actively developing our carbon reduction target and roadmap based on our main environmental impacts.

**We forged a partnership with Carnegie Mellon University** to complete two Capstone Projects that measured indoor air quality, temperature, humidity, and noise level, and their effects on productivity and ability to predict part failures in HVAC systems.

**We launched ABM Vantage, our all-new parking solution** designed to deliver effortless driver experiences, reduce carbon emissions and integrate usable information for our clients.

**ABM team members dedicated 3,297 volunteer hours at more than 140 charitable organizations** as part of our annual philanthropic efforts.

**We broadened our Technical Solutions capabilities by acquiring RavenVolt**, a leading nationwide provider of advanced turnkey microgrid systems that improve energy reliability and resiliency.

**We are developing the ABM Sustainability Council** to identify actions and targets that reduce the impact our operations have on the environment.



# About ABM

## Making a difference is in our DNA.

[GRI 2-6] Activities, value chain and other business relationships.

Headquartered in New York City, [ABM](#) (NYSE: ABM) is one of the world's largest providers of facility services and solutions. A driving force for a cleaner, healthier and more sustainable world, ABM provides essential services and forward-looking performance solutions that improve the spaces and places that matter most. From curbside to rooftop, ABM's comprehensive services include janitorial, engineering, parking, electrical and lighting, energy and electric vehicle charging infrastructure, HVAC and mechanical, landscape and turf, and mission critical solutions. ABM serves a wide range of industries—from commercial office buildings to universities, airports, hospitals, data centers, manufacturing plants and distribution centers, entertainment venues and more. Founded in 1909, ABM serves over 20,000 clients, with annualized revenue approaching \$8 billion and more than 110,000 team members in 350+ offices throughout the United States, United Kingdom, Republic of Ireland, and other international locations. For more information, visit [abm.com](#).

**Our Purpose:** To take care of the people, spaces and places that are important to you.

**Our Vision:** To be the clear choice in the industries we serve through engaged people.

**Our Mission:** To make a difference, every person, every day.

### OUR CORE VALUES



#### Respect

Every person brings value and is acknowledged as an asset to our team.



#### Integrity

We are sincere, trustworthy and accountable. We tell the truth and do not tolerate behavior that breaches our values.



#### Collaboration

We believe we can do better and achieve more when we work together and learn from our collective experiences.



#### Innovation

We bring fresh ideas and data-driven insights to solve business challenges.

We ask: What if? Why not? What's next?



#### Excellence

We deliver consistent, reliable service, but we don't stop there. We are committed to exceeding expectations.



#### Trust

We build confidence and demonstrate that we are worthy of keeping it.

### KEY INDUSTRIES WE SERVE

It's very likely there's an ABM team member behind the clean, healthy and sustainable places in your community. Our work ensures the spaces you frequent are kept at the high standards you expect.

#### Aviation

Aviation services support airlines and airports, and range from parking and janitorial to passenger assistance, 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 industrial manufacturing, e-commerce and data center facilities.

#### Technical Solutions

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





# Ownership & Legal Form

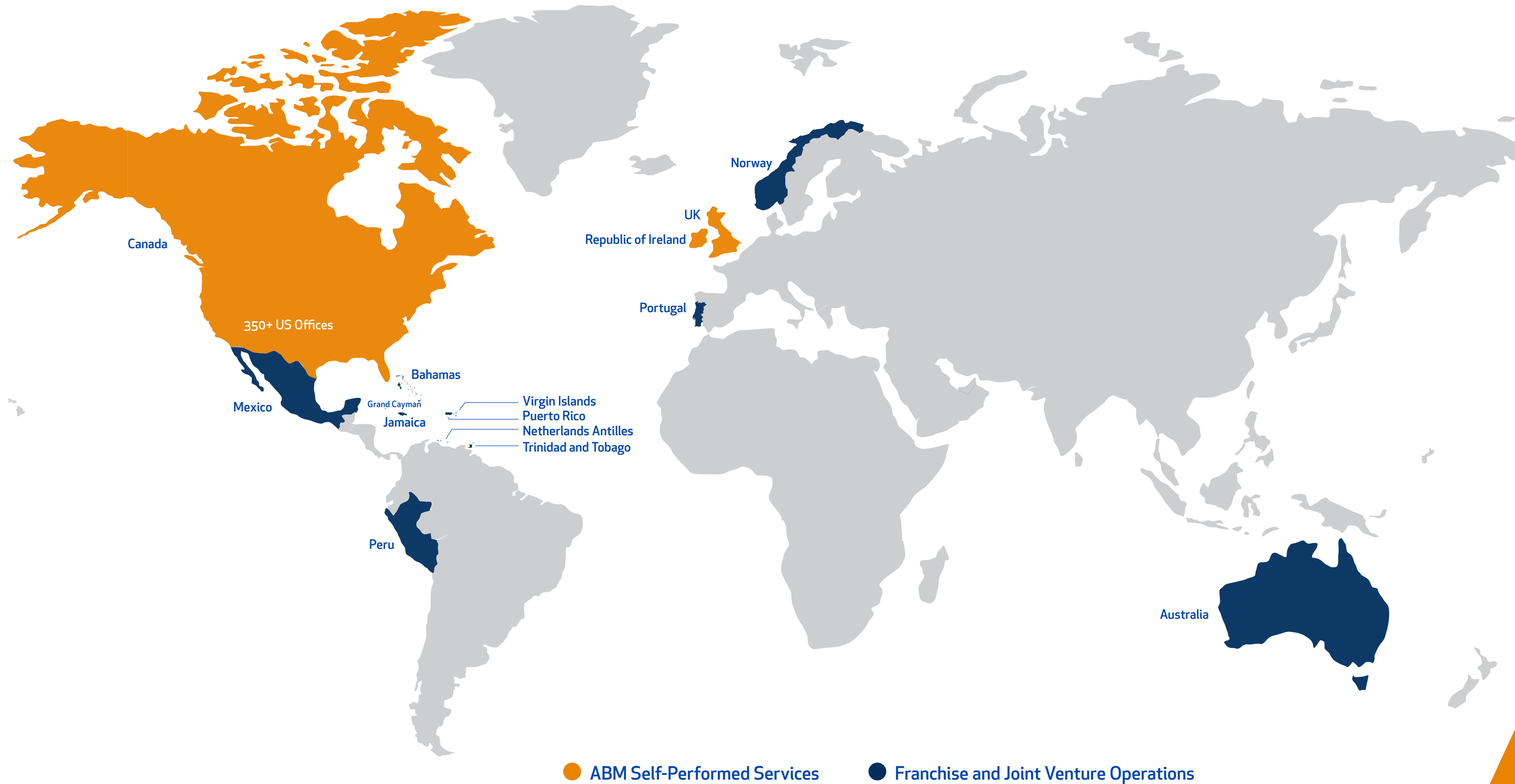
[GRI 2-1] Organizational Details.

ABM Industries Incorporated is a publicly traded company and one of the world's largest providers of facility services and solutions. Headquartered in New York, NY and incorporated under the laws of the State of Delaware, ABM is listed on the New York Stock Exchange under the ticker ABM. The entities known to ABM to be beneficial owners of more than 5% of the shares of ABM common stock as of December 31, 2022, are set forth below. This disclosure is based on a review of Schedule 13G filings with the US Securities and Exchange Commission (SEC).

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

## Momentum Support

Reflecting ABM's ELEVATE strategy to grow via strategic acquisitions, ABM completed the acquisition of Dublin, Ireland-based Momentum Support, a leading provider of facility services across the Republic of Ireland and Northern Ireland. Along with providing access to Momentum's blue-chip customer base, the acquisition is providing the opportunity to cross sell to legacy ABM clients who have a footprint in Ireland. The acquisition is also enhancing ABM's ability to serve clients in faster growing markets such as technology and life sciences, many of which maintain a significant presence in Ireland.





# Scale of the Organization

## Continuing our journey.

2022 was a milestone year for ABM, where substantive environmental-related changes and enhancements to our operations have yielded positive results—for our business and all those we serve around the world. We believe these efforts contributed to our positive financial results and serve as a reflection of our ability to respond to our clients’ needs.

	2020	2021	2022
Business & Industry	\$2,856.4	\$2,853.8	\$4,095.9
Manufacturing & Distribution	\$1,151.4	\$1,363.1	\$1,445.2
Education	\$805.1	\$830.8	\$834.7
Aviation	\$670.7	\$651.1	\$804.0
Technical Solutions	\$504.0	\$529.8	\$626.8
<b>Total Revenues</b>	<b>\$5,987.6</b>	<b>\$6,228.6</b>	<b>\$7,806.6</b>
Net Income Per Share	\$0	\$1.86	\$3.41
Number of Employees	110,870	105,983	110,908







## Memberships & Associations

### Accreditations and associations we support.

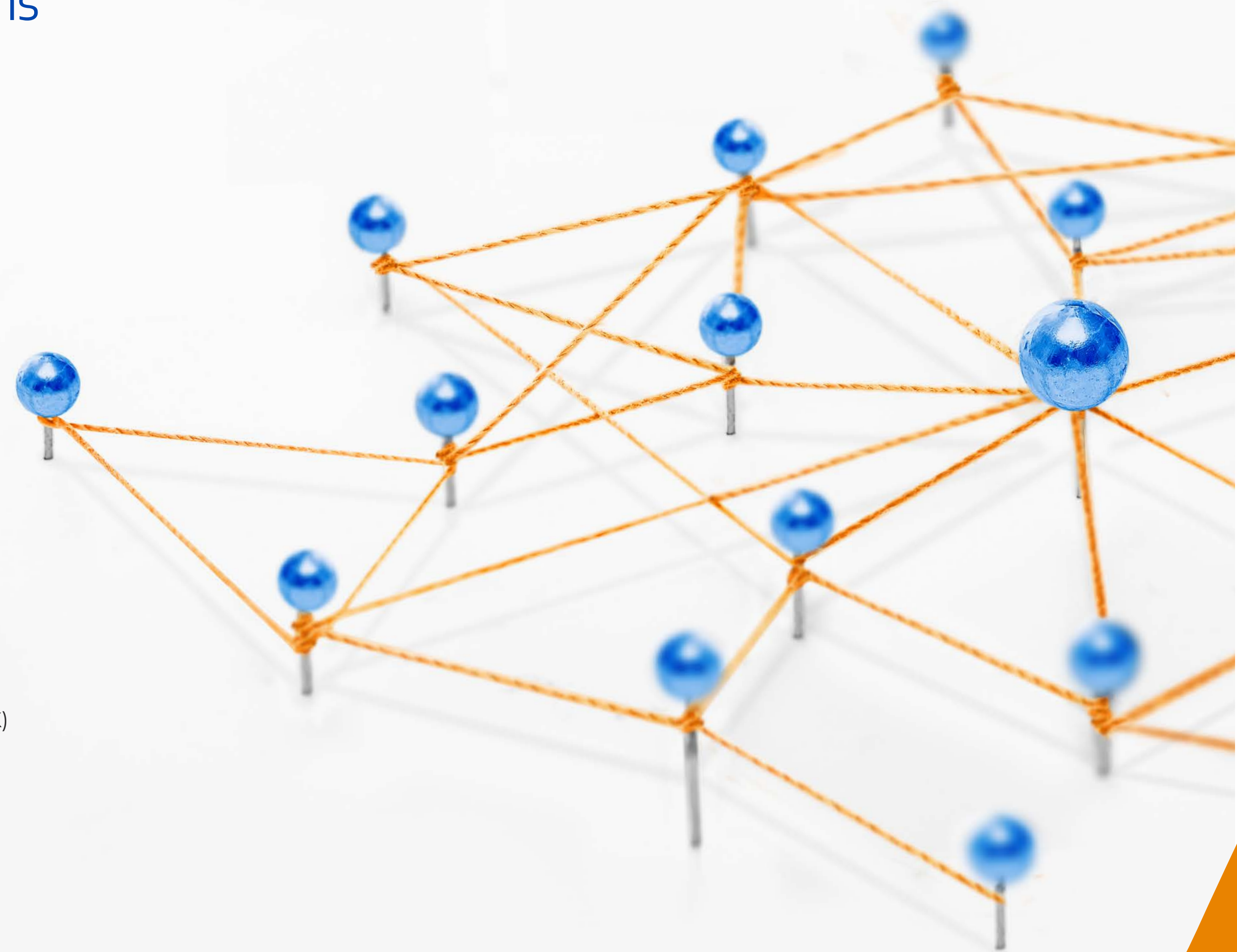
[GRI 2-28] Membership associations.

#### EXTERNAL INITIATIVES

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

#### MEMBERSHIPS & CORPORATE PARTNERSHIPS

- 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
- The Green Organisation (UK)
- Institute of Environmental Management & Assessment (IEMA) (UK)
- Institute of Workplace and Facilities Management (IWFM) (UK)
- Institute of Occupational Safety and Health (IOSH) (UK)
- Royal Society for the Prevention of Accidents (RoSPA) (UK)
- British Safety Council (BSC) (UK)
- Airport Operators Association (AOA) (UK)
- Cleaning Coalition of America (CCA)





# ELEVATE

## Raising the bar in an ever-changing world.

One of the most tangible ways we've implemented positive change at ABM over the past few years has been through our ELEVATE program. We launched ELEVATE during the height of the pandemic, when the need for safe and healthy spaces was perhaps the highest it's ever been. Born from five mega trends, ELEVATE outlined our five-year strategic vision to raise standards and unlock long-term value for our clients and team members through industry-leading technology and data transformation. Now that we're two years in, we're pleased to report significant progress toward that goal.

*ELEVATE directly supports our commitment to be a driving force for a cleaner, healthier and more sustainable world, now and for years to come.*

### INFORMED BY 5 MEGA TRENDS

#### 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.



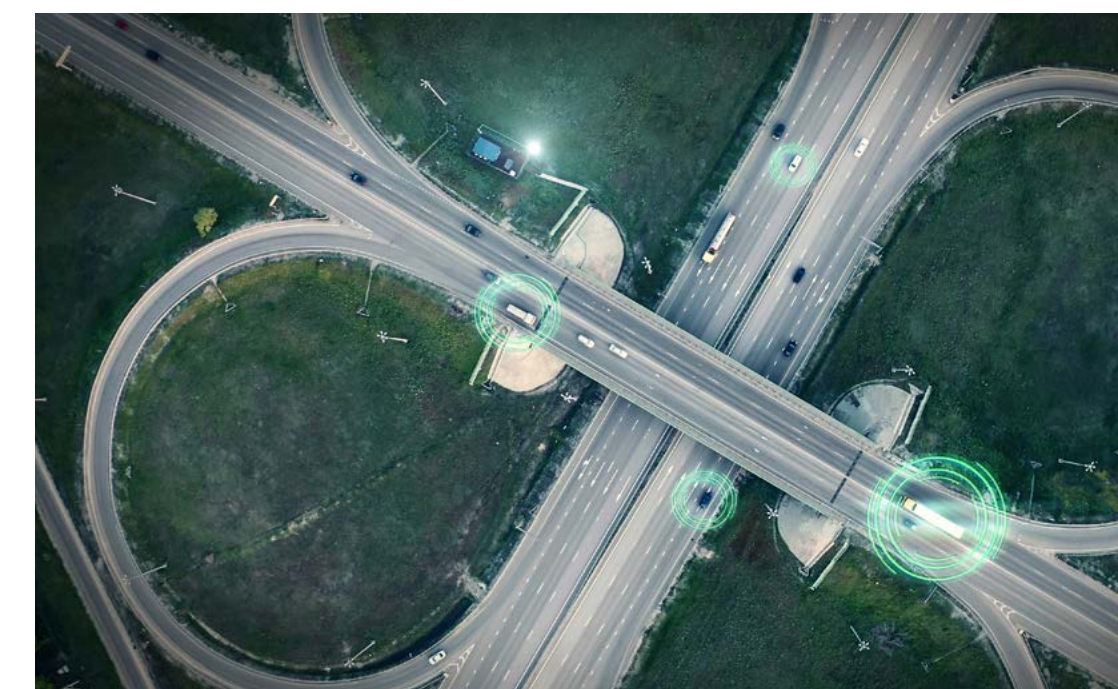
#### Sustainability

The demand for renewable energy, clean air and the elimination of harmful pathogens continues to grow.



#### 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

## ELEVATE STRATEGIC PILLARS

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

**Enriching Experiences:** We **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.

## 2022 MILESTONES

### Optimizing Talent

- ✓ Made strategic investments to attract, develop and retain talent and help our operators manage labor more efficiently.
- ✓ Developed a team member retention predictive model to forecast employee attrition levels and proactively implement retention strategies to reduce labor acquisition costs.
- ✓ Piloted a workforce management tool for enhanced visibility into productivity levels across our portfolio.

### Upgrading Tools & Tech

- ✓ Deployed upgraded procurement management and hyper-targeting tools for sales.
- ✓ Advanced our cloud-based enterprise resource planning (ERP) system, expected to launch companywide next year as part of our ELEVATE tech roadmap, which runs through 2025.

### Expanding Offerings

- ✓ Successfully integrated Able Services into our operating model.
- ✓ Acquired Momentum Support, extending the reach of our core janitorial service offerings into the Republic of Ireland, where many of our US-based clients maintain facilities.
- ✓ Acquired RavenVolt, adding microgrid technology capabilities and e-mobility solutions to fuel our clients' energy efficiency strategies and EV infrastructure design as US electrical grids continue to age and become less reliable.



## Governance Impact

**ABM strives to conduct business with the utmost integrity.** Our governance practices hold us accountable to ethically sound decision-making because we know our success—and our stakeholders' success—is contingent upon us being good stewards of our industry.





# Ethical Business Approach

## Operating with honesty and integrity.

[GRI 2-23] Policy commitments. [GRI 2-24] Embedding policy commitments. [GRI 2-25] Processes to remediate negative impacts. [GRI 2-26] Mechanisms for seeking advice and raising concerns. [GRI 2-27] Compliance with laws and regulations. [205] Anti-corruption. [205-2] Communication and training about anti-corruption policies and procedures. [205-3] Confirmed incidents of corruption and actions taken. [SV-PS-510A.1].

Since 1909, ABM has been committed to ethical business practices that protect our clients, team members and business while enhancing the communities in which we operate. We strive to 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, conducting our business activities in an honest and ethical manner.

## OUR CODE OF BUSINESS CONDUCT

The [ABM Code of Business Conduct \(COBC\)](#) guides how we do business as a lawful, fair and ethical organization and responsible corporate citizen. It also ensures our core values of **Respect, Integrity, Collaboration, Innovation, Trust and Excellence** are applied throughout our operations. 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's every team member's responsibility to report any violations of the COBC or applicable law, and exactly how to do so. 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 accepts reports anonymously. The COBC also clearly states in ABM's policy that there will be no retaliation against whistleblowers.

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.

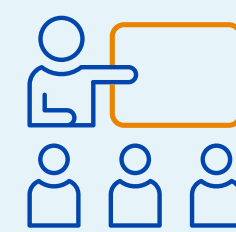
The COBC is approved by the Board of Directors on a yearly basis, and our Audit Committee receives regular compliance training updates. ABM's General Counsel oversees the compliance with the policy.



### PUTTING ETHICS INTO PRACTICE

#### COBC Training Program

As part of our efforts to increase awareness of business ethics-related topics, we provide a comprehensive training program for all staff and management team members, which fully complies with and exceeds all federal and state law requirements.



2022  
Trainings  
Completed

8,785

US, Puerto Rico, UK, Qatar and legacy Able Services team members

97.7%  
enterprise  
wide

99.4%  
US staff and  
management

100%  
UK staff and  
management



## ANTI-CORRUPTION POLICIES

We're committed to the highest ethical standards and observing all applicable anti-bribery and anti-corruption laws across all geographical locations and aspects of our business. ABM supports in-person and 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 & Anti-Corruption (ABAC) training for select team members. The online ABAC course explains how to recognize and mitigate associated risks, and disclose potential violations. The audience selection aligns with the US Foreign Corrupt Practices Act (FCPA) and UK Bribery Act requirements. In addition, ABM's annual COBC training includes reference to anti-corruption requirements for all team members.

*In 2021, the ABAC training achieved a completion rate of 96.3% in the US and 100% in the UK. We plan to implement the training again during the 2023 fiscal year.*

We also developed a new interactive and custom gift and entertainment training for our sales organization and client-facing operators. This training is now part of 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 2022, 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.

## OUR HUMAN RIGHTS STATEMENT

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 UK 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 is committed to operating free from forced labor, slavery and human trafficking. All management team members have to complete the ABM-hosted Modern Slavery Training, including all new team members during onboarding.

## EQUAL OPPORTUNITY EMPLOYMENT AND SAFE WORKING ENVIRONMENT

ABM is dedicated to providing all team members with a workplace environment consistent with our core values of Respect, Integrity, Collaboration, Innovation, Excellence and Trust. Team members who are respected and valued, and aren't distracted by discrimination, harassment or other forms of unprofessional or unacceptable conduct, can fully contribute their skills and talents to enhance ABM's performance.

ABM doesn't tolerate any form of unlawful workplace discrimination, harassment, retaliation, bullying, threatening behavior, or violence. With more than 110,000 team members serving over 4 billion square feet of space daily, we work to ensure every team member knows that wherever and whenever they work, they have our support.

**ABM is an equal opportunity employer.** We prohibit discrimination or harassment against any applicant or team member based on race, color, religion, sex, sexual orientation, gender reassignment, gender identity, pregnancy, age, national origin or ancestry, citizenship status, disability, veteran status, or any other legally recognized basis. ABM's anti-discrimination and anti-harassment policies apply to all persons involved in our operations, regardless of their position, and prohibit discriminatory or harassing conduct by our team members and third parties such as clients or vendors. We also prohibit retaliation against any ABM team member

for raising concerns about discrimination or harassment or participating in an investigation.

**We are devoted 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 unlawful discrimination and harassment. We promptly investigate work-related complaints with careful consideration for potential victims' safety, privacy and wellbeing. Our 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 unlawful discrimination and harassment.

- **Workplace Policies:** ABM has written policies prohibiting discrimination, harassment, and retaliation in the workplace, which are included in the National Team Member Handbook, our Code of Business Conduct, and our new-hire package.
- **Comprehensive Training Programs:** ABM maintains robust internal training programs on multiple topics that are tailored to the needs of our team members. At the time of hire and annually, all ABM team members receive training that meets and exceeds all federal and state requirements.
- **Reporting Mechanisms:** ABM team members have multiple options for reporting concerns about discrimination, harassment, retaliation or other workplace misconduct:
  - » **ABM Compliance Hotline** – Always available, administered by a third party, and able to take calls anonymously in more than 100 languages.
  - » **Human Resources** – Local Human Resources team members receive anti-harassment training, which covers topics and related ABM policies such as bullying, harassment, discrimination, sexual harassment, and violence in the workplace.

ABM includes information about the ABM Compliance Hotline in our new-hire package, which is provided to all new team members; employee work rules; public-facing website; and 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.

- **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 complaints involving allegations of unlawful discrimination, harassment or retaliation. We've also 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 these types of 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.

## 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, our workplace is better for everyone.





# Corporate Governance

## Running our business the responsible way.

[GRI 2-9] Governance structure and composition. [GRI 2-11] Chair of the highest governance body. [GRI 2-12] Role of the highest governance body in overseeing the management of impacts. [GRI 2-15] Conflicts of interest. [GRI 2-16] Communication of critical concerns. [GRI 2-18] Evaluation of the performance of the highest governance body. [GRI 2-17] Collective knowledge of the highest governance body.

ABM’s governance structure provides a framework to serve all stakeholders, including team members, clients, suppliers, investors and communities, with integrity. Our 10-member Board of Directors reflects our inclusive culture and commitment to diversity—30% of our Board members are women, and 30% are ethnically or racially diverse.

Our annual report on Form 10-K and our 2023 Proxy Statement, filed with the United States Securities and Exchange Commission on December 21, 2022 and February 10, 2023, respectively, include information about our governance structure, including our Board of Directors’ composition, membership criteria, evaluation of candidates and general oversight responsibilities. Additional information concerning our Board and governance can also be found at [abm.com/investors](https://abm.com/investors), and the charters for our respective committees are available on the corporate governance section of our website at [investor.abm.com/corporate-governance](https://investor.abm.com/corporate-governance). The following focuses on our Board’s evolving governance role on ESG matters relevant to our business, stakeholders and their impacts.

### 2022-23 ABM BOARD OF DIRECTORS

## Our Board of Directors and its committees oversee ABM’s environmental, social and governance initiatives.

10 Members

30% Women

30% Ethnically Diverse

As of 2023 Annual Meeting of Stockholders (held on March 22, 2023)



Quincy L. Allen



LeighAnne G. Baker



Donald F. Colleran



James D. DeVries



Art A. Garcia



Thomas M. Gartland



Jill M. Golder



Sudhakar Kesavan  
(Chairman of the Board)



Scott Salmirs



Winifred M. Webb

- ✓ Board held 7 meetings (FY22)
- ✓ Directors attended 99% of Board meetings
- ✓ Directors attended 97% of Committee meetings



#### 4 Standing Committees

- Composed solely of independent directors
- Governed by a charter that outlines responsibilities
- Meet periodically throughout the year
- Report their actions and recommendations to the full Board
- Receive reports from senior management
- Annually evaluate performance
- Authorized to retain independent outside advisors

ABM's Board of Directors has four standing committees: Audit, Compensation, Governance, and Stakeholder and Enterprise Risk (SER). While the Board recognizes that ESG is a responsibility of the full Board, the Governance Committee evaluates the ESG priorities and related oversight among the different committees.

Currently, the SER Committee has primary responsibility for oversight of environmental and social matters within ESG. The SER Committee also assists the Board in its oversight of the company's enterprise risk management program, including risks related to social and environmental matters. The SER Committee has purview over human capital matters relevant to the company's ESG strategy, including talent management, team member wellbeing, and diversity, equity and inclusion.

On environmental matters, the SER Committee receives regular updates from the Corporate Sustainability Manager 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.

The full Board has oversight of the company's cybersecurity program. The Compensation Committee also links achievement of certain ELEVATE goals to our executive team's compensation, as further described in our 2023 Proxy Statement.

As management continues to develop and operationalize our ESG priorities, the Board will continue to review and evolve its oversight between and among the standing committees. The Board and each standing committee conduct annual self-evaluations of their respective performances of all of their duties, including oversight of ESG matters. As the Board's and its committees' ESG oversight evolves, so will their evaluations of performance and any actions in response to the evaluations.

#### Stakeholder and Enterprise Risk Committee Highlight:



**Members:** Winifred M. Webb (Chair), Quincy Allen, Donald F. Collieran, Art A. Garcia

#### Responsibilities:

- Assists the Board in its oversight of:
  - » Social matters - DE&I, employee engagement, talent development and safety
  - » Environmental issues - sustainability and climate change
  - » ABM's Enterprise Risk Management program
  - » The company's identification, evaluation and mitigation of strategic and operational risks
- Met 4x in FY22

Additional information about our committees can be found at [investor.abm.com/corporate-governance](https://investor.abm.com/corporate-governance).

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

We perform environmental reporting relevant to our business and useful to our clients, develop targets aligned with the Science Based Targets initiative's methodology, refine 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 and mitigating hazards.

#### REMUNERATION LINKED TO SUSTAINABILITY CRITERIA

The compensation packages of our US and UK 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.





# Environmental & Social Governance

## Fostering accountable impact.

[GRI 2-14] Role of the highest governance body in sustainability reporting.

With every achievement and step forward on our ESG journey, we set the bar higher. That requires accurate measurement and analysis of our efforts and progress to keep us on track to creating a more sustainable, equitable and inclusive world.

### OUR STAKEHOLDER AND ENTERPRISE RISK COMMITTEE

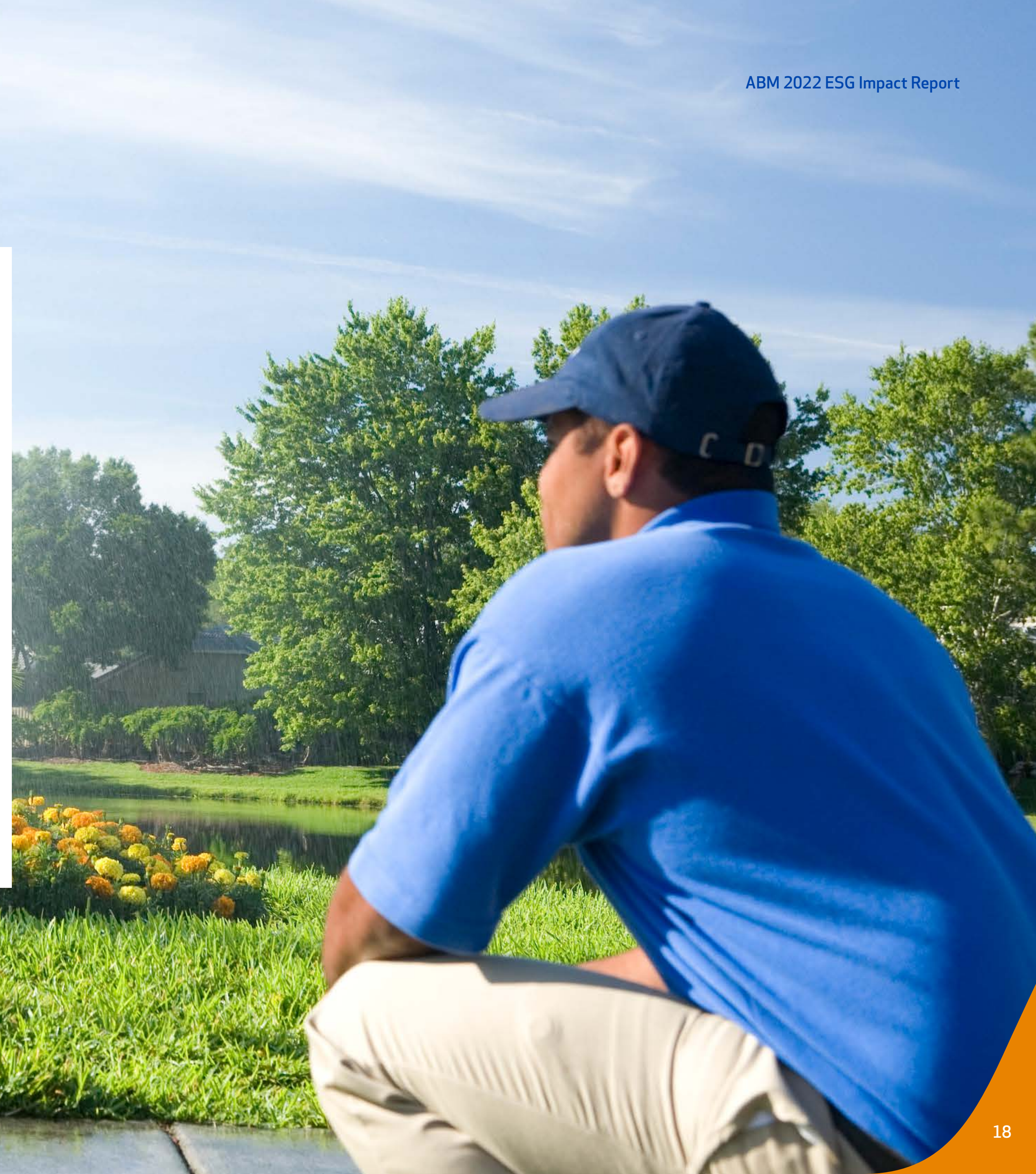
ABM's Board of Directors established a Stakeholder and Enterprise Risk (SER) Committee, which for the past two years has overseen our environmental, social and public policy matters, including stakeholder impacts and both enterprise and strategic risks. This committee, alongside our Governance Committee, evaluates emerging trends and upcoming regulations to ensure ABM's ESG strategy is responding and in compliance. The SER Committee also reviews our greenhouse gas emissions reduction roadmap and efforts to improve and implement DE&I across our operations.

## ESG MANAGEMENT AT THE CORPORATE LEVEL

### Leading with Intention

We know that effective ESG programs must start from the top. ABM is continuously evaluating and building the appropriate frameworks to manage ESG practices in a way that empowers our leaders to disseminate them throughout the entire company. That's why we have a dedicated Corporate Sustainability Manager to develop and oversee ESG strategy, performance and monitoring initiatives such as our GreenCare® portfolio of sustainable services and ABM Cares philanthropic program. She reports directly to the Chief Culture & Communication Officer and regularly updates the SER Committee on ABM's:

- Commitment to reduce our environmental footprint and achieve targets
- ESG ratings performance and associated improvement plans
- Alignment with key ESG reporting standards, including SASB and GRI
- Results from internal and external ESG audits





### Taking a Collaborative Approach

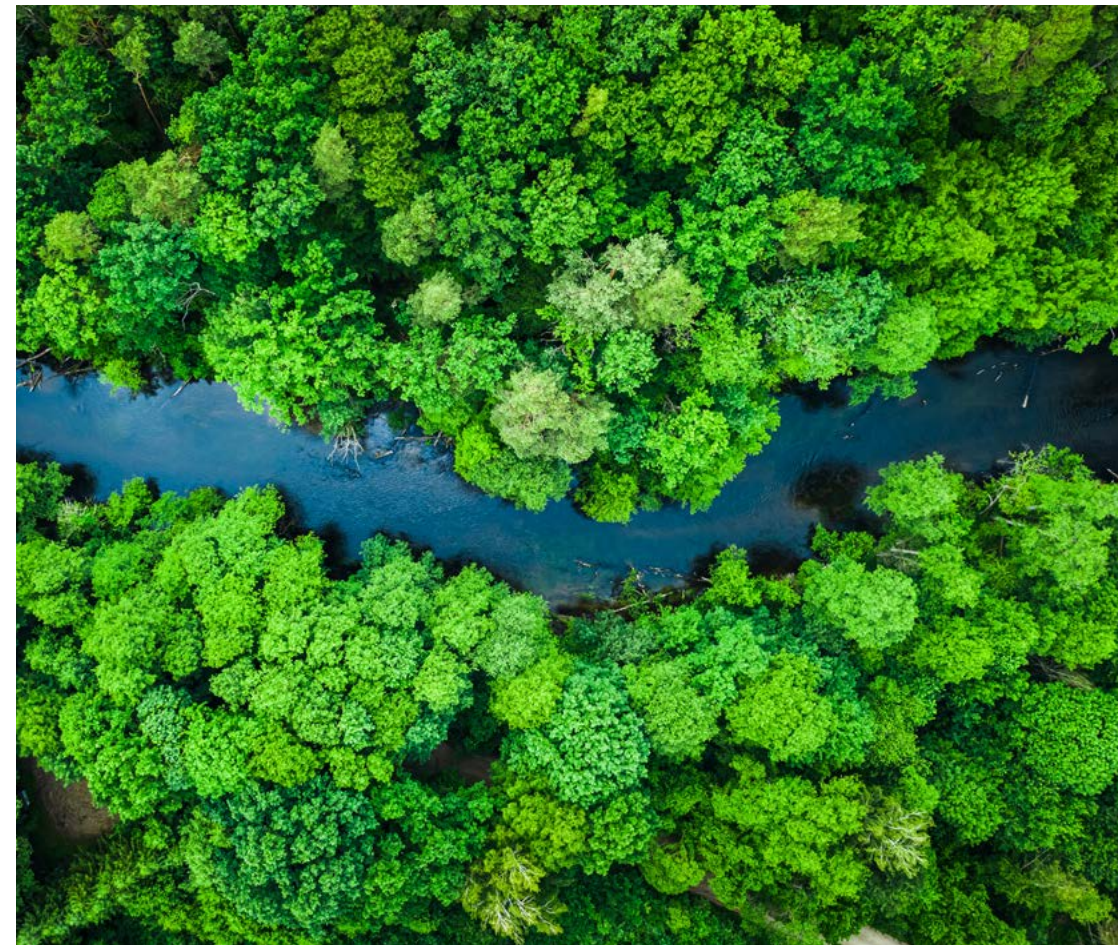
Being a global company means we need to create alignment across multiple territories. Our UK and US Sustainability Managers meet weekly to collaborate on shared projects that amplify our holistic ESG strategy in union, such as environmental reporting tools and the ways we measure our ESG strategy. ABM UK's Sustainability Manager also supports and shapes the company's UK business response to meet sustainability and environmental guidelines with measures and actions that align with the UK government's policies and regulations. In addition, we use structured cross-boundary collaboration to introduce new products and processes to our supply chain and clients. It's just another way we strive to continuously improve the services we deliver and better identify the full range of the sustainability benefits these changes can bring to our clients, our own operations, and the local communities we serve.

### Establishing Councils for Good

ABM has instated two new councils to support our environmental and social strategy, for both our clients and team members. These employee-run and executive leadership-sponsored groups ensure everyone plays an active role in the charge.

- Culture & Inclusion Council**  
 ABM's Culture & Inclusion Council aims to foster and sustain a culture of diversity, equity and inclusion that drives innovative solutions to meet the needs of the clients and communities we serve, and ensure every team member feels seen, heard and valued. We created a dedicated position in fiscal year 2022 to drive the Council's momentum in alignment with our overarching DE&I strategy.
- Sustainability Council: In Development**  
 We're preparing to launch a Sustainability Council composed of a cross-functional team to lead our sustainability strategy. The council will work to identify medium- and long-term

actions and targets to reduce the impact of ABM's operations on the environment, tackling topics like developing a roadmap to net-zero emissions, complying with potential sustainability regulations, identifying a long-term vehicle electrification strategy, and procuring renewable energy.



### CLIMATE CHANGE AND ENTERPRISE RISK MANAGEMENT

ABM's Enterprise Risk Management (ERM) roadmap is updated every year to identify and address how our business strategy and objectives are impacted by climate change, and how we need to adapt our business to meet those changes while also mitigating our impact. This includes assessing, quantifying and responding to risks, new threats and opportunities that could impact how we achieve those strategic objectives. This includes presenting a 2023 update on ABM's ESG performance and strategy to our full Board of Directors.

### The ABM Enterprise Risk Management Team

To oversee these efforts, the ABM ERM team works to mitigate the effects of compliance, financial, operational, reputational and strategic risks. Their findings are shared regularly with the Board's SER Committee to help us better evaluate the way our organization optimizes the balance of retaining, transferring, reducing and mitigating potential hazards. The ERM team's areas of oversight include:

- Performing environmental reporting relevant to our business and useful to our clients
- Developing targets aligned with the Science Based Targets initiative's methodology
- Developing our sustainable services portfolio
- Monitoring compliance with environmental regulations
- Adhering to ESG reporting frameworks and disclosure requirements



### REMUNERATION LINKED TO SUSTAINABILITY CRITERIA

#### Incentivizing Progress

Our sustainability criteria are linked to annual performance goals and compensation to further reinforce our commitment to operating responsibly.

#### Internally

ABM US and UK Sustainability Managers and our Chief Culture & Communication Officer have compensation packages that include annual incentive rewards that can only be earned with the successful implementation of sustainability initiatives and high performance against those targets.

#### Externally

We provide infrastructure upgrades, rebates and grants to clients for choosing ABM services and products that reduce GHG emissions such as energy management services, solar panel installation and electric vehicle charging stations. We also work through our procurement and operations teams to encourage innovation in the services and products we use to reduce both our clients' and our own environmental impact.





# Materiality Analysis

## Identifying and prioritizing our sustainability goals.

[GRI 2-2] Entities included in the organization's sustainability reporting. [GRI 2-29] Approach to stakeholder engagement.

ABM is steadfast in communicating transparently on the topic of our sustainability goals and progress with both our team members and clients.

In 2022, we conducted our 11th annual Materiality Analysis in an effort to continually identify key stakeholders that are well positioned to help us achieve our goals and ensure alignment with our company's materiality aspects.

This comprehensive assessment adheres to the principles of inclusion, materiality, responsiveness and impact defined in the AA1000 Assurance Standard for assessing the credibility and quality of an organization's social, economic and environmental reporting.

This year, we're 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) in ABM's Annual Report on Form 10-K, filed with the SEC. ABM, and its subsidiaries located in the United States and United Kingdom, are covered by this report. Momentum Support (acquired during the 2022 fiscal year), as well as ABM's franchise businesses and joint ventures, have been excluded from this ESG Report.

**Clients**

ABM's services are generally provided at the locations of our clients, who expect sustainability services around energy, water, waste and green cleaning.

**Investors**

Shareholders expect ABM to grow in a profitable and sustainable way.



**Vendors**

As a service-based company, ABM relies strongly on the know-how of our vendors, who expect us to be a responsible partner and employer.

**Communities**

The communities where ABM does business expect us to operate in a responsible way, generating a positive impact at the local level.

**Team Members**

Our team members continue to be the driving force behind everything we do. They expect a safe working environment, decent working conditions and development opportunities.





## MATERIALITY MATRIX

[GRI 2-3] Reporting period, frequency and contact point. [GRI 3-1] Process to determine material topics. [GRI 3-2] List of material topics.

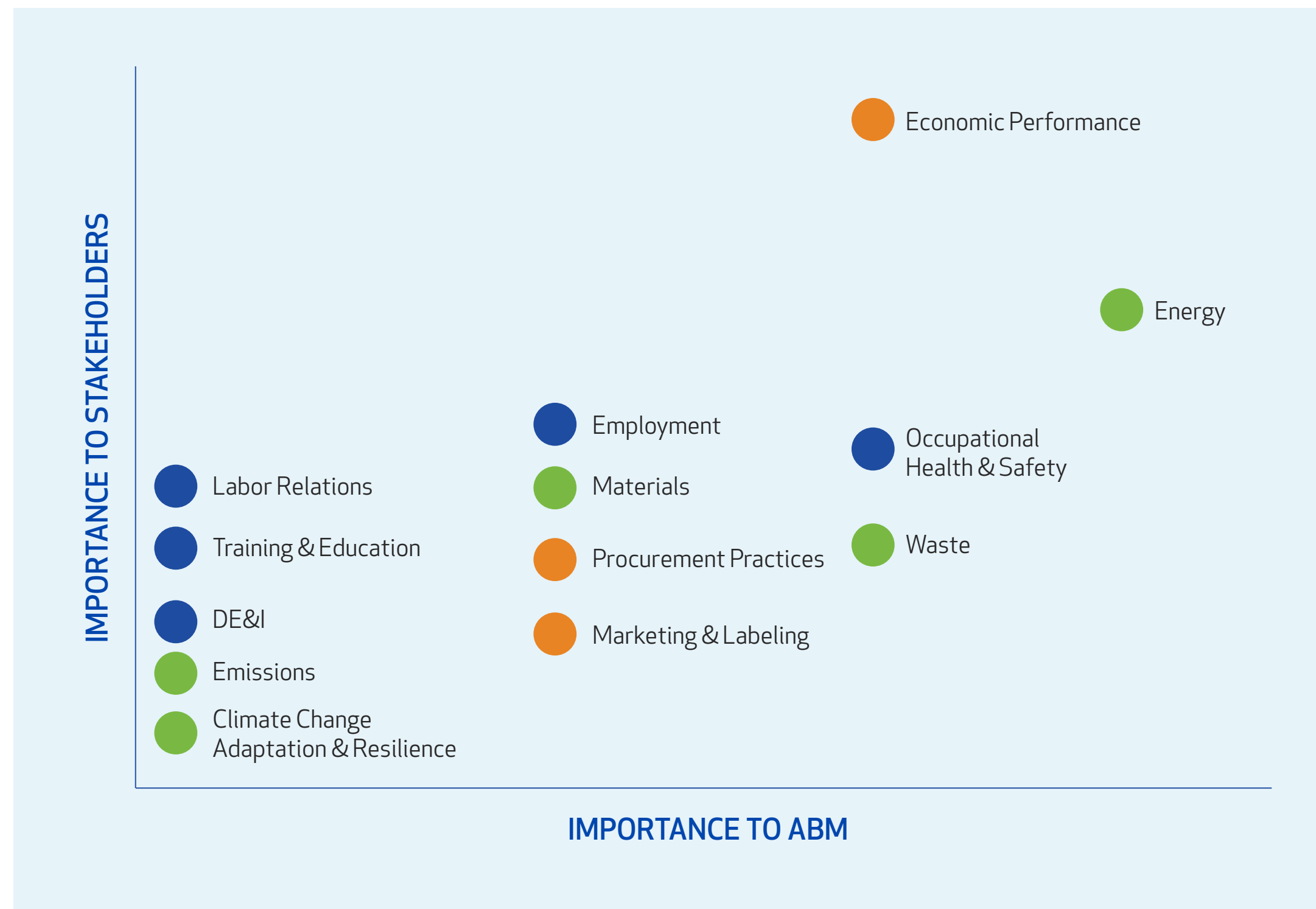
To ensure transparency across our corporate sustainability analysis, we continued our partnership with the Center for Sustainability Excellence to perform our Materiality Analysis and publish an independent audit. As part of this exercise, we reviewed both qualitative and quantitative information contained in this report to ensure accuracy. Results from the internal audit exercise have been shared with the Audit Committee of our Board of Directors. We report on a yearly basis, using our fiscal year from November 2021 to October 2022 as a base.

To build our Materiality Matrix, we shared a survey including the Global Reporting Initiative (GRI) list of topics relevant to our business with our internal (team members, executives) and external (clients, vendors) stakeholders to rank them in order of importance. We also included topics relevant to our business that are not part of the GRI list of topics, including climate change resiliency and the provision of sustainable services. Topics disclosed on the Materiality Matrix correspond to the ones classified as highly important from the overall list of topics.

The feedback we receive helps us identify what is important to our stakeholders and what they view as important to our business. It also informs the incorporation of ESG matters into our strategy and operations.

Our internal and external stakeholders identified priority topics to include in our overarching sustainability strategy. New material issues identified this year include labor relations, materials, procurement practices and marketing, and labeling.

We also continue reporting on GRI issues that are no longer listed as material but that were listed as material last year for consistency with previous years, including customer health and safety, privacy and data protection, market presence and anti-corruption. We welcome stakeholder insights for how we can meet our shared commitment to a sustainable world. All feedback, comments and questions regarding sustainability plans and progress are then sent to the ABM Sustainability Team at [sustainability@abm.com](mailto:sustainability@abm.com).





	MATERIAL ISSUE	MATERIAL TOPIC RAISED AS HIGHLY IMPORTANT BY	MANAGEMENT APPROACH AND BOUNDARIES	GRI MATERIAL TOPIC	MORE INFORMATION
Driving action on climate change	<ul style="list-style-type: none"> <li>Climate Change Adaptation &amp; Resilience</li> <li>Emissions</li> <li>Materials</li> <li>Energy</li> <li>Waste</li> </ul>	Executive Leadership Team, Team Members, Clients	Reduce our environmental footprint by setting carbon reduction targets based on science and developing a carbon emissions reduction roadmap that impacts our sustainability efforts around fleet and renewable electricity procurement	GRI 301: Materials, GRI 302: Energy 2016, GRI 305: Emissions, GRI 306: Waste	Environmental Impact
Building a people-centered culture	Occupational Health & Safety	Executive Leadership Team, Team Members, Clients, Suppliers	Ensure the protection of our team members' health and welfare with our comprehensive risk management and safety program	GRI 403: Occupational Health and Safety	Health & Safety
	Employment Labor Relations	Executive Leadership Team, Team Members, Clients, Suppliers	Seek to implement best practices around employment and labor relations to ensure proper working conditions and relations between employers and worker	GRI 401: Employment GRI 402: Labor/Management Relations	Collective Bargaining Agreements
	Training & Education	Team Members, Clients	Foster an environment in which team members find development opportunities supported by our training programs and channels	GRI 404: Training and Education	Learning & Development
	Diversity, Equity & Inclusion	Team Members	Create a culture of belonging that allows us to develop diverse talent supported by our team member-led Culture and Inclusion Council and our supplier diversity effort	GRI 405: Diversity and Equal Opportunity	Diversity, Equity & Inclusion
Leading with honesty and integrity	Economic Performance	Executive Leadership Team, Team Members, Suppliers	Positively impact our value chain with actions like the implementation of responsible procurement practices and promoting sustainable services that are transparent regarding its sustainable benefits	GRI 201: Economic Performance	Sustainable Procurement
	Procurement Practices			GRI 204: Procurement Practices	
	Marketing & Labeling			GRI 417: Marketing and Labeling	



# Environmental, Social & Governance Strategy

## Making a difference by making an impact.

ABM's ESG policies and initiatives are well in motion thanks to our three-part sustainability strategy. This long-term plan aligns seamlessly with our mission to *make a difference, every person, every day*. We intend to gain momentum, deepen our impact and continue to find ways to operate more responsibly.

### DRIVING ACTION ON CLIMATE CHANGE

#### Environmental Impact

ABM believes in advancing a healthier, more sustainable world. Through our actions, policies and partnerships, we're committed to actively reducing our carbon footprint, and that of our 20,000+ clients around the world.

### BUILDING A PEOPLE-CENTERED CULTURE

#### Social Impact

We're able to deliver the exceptional service we're known for because of the exceptional people who work at ABM. That's why we're striving to create a progressively inclusive workplace culture where everyone belongs, is valued for their diverse backgrounds and contributions and can build a career with lots of growth opportunities. In addition, we leverage our talent, resources and scale to lift up those around us through philanthropy, volunteerism and strategic partnerships as responsible corporate citizens.

### LEADING WITH HONESTY AND INTEGRITY

#### Governance Impact

Since our founding more than a century ago, ABM has strived to implement business and compliance policies, practices and reporting to ensure our business operates ethically and responsibly, and that we remain accountable to our stakeholders—and it still rings true today.

		Key Performance Indicator	2020	2021	2022
<b>Environmental Impact</b> Driving Action on Climate Change	Sustainable Services	GHG emissions saved EPC agreements (TCO2e)	68,414	72,374	89,904
		Energy savings EPC agreements (MWh)	96,702	102,297	127,090
		GHG emissions saved EV chargers (TCO2e)	19,915	18,068	23,966
	Energy & Emissions	GHG emissions scope 1 and 2 (TCO2e)	42,640	39,490	43,817
		GHG emissions scope 1, scope 2 and scope 3 (TCO2e)	44,836	41,450	59,105
		Renewable electricity purchased (MWh)	10,301	-	-
<b>Social Impact</b> Building a People-Centered Culture	Development	Average hours of training per team member (#)	19	20	11.42
		Average hours of training front line leaders (#)	-	-	27.9
	Workforce	Team member attrition (%)	31	28.3	27.9
	Diversity	Women in top management positions (%)	22	24	24
	Employee Engagement	Participation rate satisfaction survey (%)	52	-	-
	Community Engagement	Hours volunteered by team members (#)	3,113	4,032	3,297
		ABM Cares program total charitable contributions (\$)	175,513	356,204	299,667
	Sustainable Procurement	Supplier diversity spend (\$M)	77	147	154
Health & Safety	OSHA Frequency rate (#)	2.14	2.41	2.42	
<b>Governance Impact</b> Leading with Honesty	Data Security	Number of data breaches (#)	0	0	0
	Business Ethics	Training business ethics (%)	98	99.5	99.4

\* For further information about calculation methodology, estimations, scope of coverage etc., please refer to the Technical Information section about the report












# Advancing UN Sustainability Standards by Goals

## Our game-plan for doing more good.

ABM looks to the foremost authorities in global leadership, social governance and sustainability to guide the ESG work we do.

We compared our ESG efforts with the United Nations' Sustainable Development Goals (SDGs) to verify our actions and commitments aligned with each of its global targets. To complete this analysis and map our approach, we followed the Practical Guide for Integrating the SDGs into Corporate Reporting developed by the Global Reporting Initiative and the United Nations Global Compact. We discovered many parallels between the work we're doing and the UN's goals to tackle some of the world's most pressing issues, including poverty, inequity and climate change, among others.

	SDG	SDG TARGET	ABM CONTRIBUTIONS
ABM Relevant SDGs	 <b>No Poverty</b> End poverty in all its forms everywhere.	1.2 By 2030, reduce at least by half the proportion of men, women and children of all ages living in poverty in all its dimensions according to national definitions.	<a href="#">ABM Cares program</a> philanthropic efforts.
	 <b>Good Health &amp; Wellbeing</b> Ensure healthy lives and promote wellbeing at all ages.	3.9 By 2030, reduce the number of deaths and illnesses from hazardous chemicals and air.	<b>GreenCare program</b> green cleaning and environmental certifications for buildings. <a href="#">Sustainable Procurement</a> , specifically decarbonization of our logistics to reduce harmful emissions.
	 <b>Quality Education</b> Ensure inclusive and equitable quality education and promote lifelong opportunities for all.	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.	<a href="#">Team member development initiatives.</a> <b>Franchise education</b> and training efforts. <b>Provision of apprenticeships</b> , graduate training scheme and paid internships.
	 <b>Decent Work &amp; Economic Growth</b> Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all.	8.5 By 2030, achieve full and productive employment and decent work for all women and men.	<a href="#">Team member wellbeing</a> initiatives.
	 <b>Reduced Inequalities</b> Reduce inequality within and among countries.	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.	<a href="#">Diversity, Equity &amp; Inclusion</a> initiatives.
	 <b>Climate Action</b> Take urgent action to combat climate change and its impacts.	13.3 Improve capacity on climate change mitigation, adaptation and impact reduction.	<a href="#">Science Based Targets initiative</a> commitments.
ABM Sustainable Solutions Portfolio	 <b>Affordable &amp; Clean Energy</b> Ensure access to affordable, reliable, sustainable and modern energy for all.	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.	<a href="#">RavenVolt acquisition</a> and services. Creating value for clients through our <a href="#">sustainable services</a> .
	 <b>Industry, Innovation &amp; Infrastructure</b> Build resilient infrastructure, promote inclusive and sustainable industrialization and foster innovation.	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 <a href="#">sustainable services</a> .
	 <b>Responsible Consumption &amp; Production</b> Ensure sustainable consumption and production patterns.	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 <a href="#">sustainable services</a> .



# ESG Performance Ratings & Recognition

## Celebrating our progress.

At ABM, we believe there’s always room for improvement: to make every space more inviting and sustainable. It’s with great pride that we take a moment to celebrate the awards, partnerships and certifications bestowed upon us throughout 2022.

We see each of these as a major accomplishment for our team, our clients and the greater community. More importantly, they serve as a motivator for what we can achieve as we continue to identify areas of improvement that align with our sustainability, social and governance goals.

### RATINGS



**MSCI:** ABM maintained its “A” rating, positioning us in the top 45% of our industry.



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



**EcoVadis:** In the last two years, we improved our score from 45/100 to 54/100, placing 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:** We maintained our “C” rating on the climate change disclosure questionnaire and improved from “C” to “B” on the supplier engagement report.



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



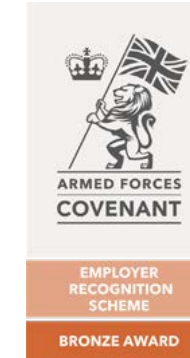


## AWARDS

ABM was named a winner of the [2022 and 2023 SEAL Business Sustainability Awards](#), earning the Sustainable Service Award for our eMobility program and for RavenVolt.



ABM UK was awarded a **Bronze Armed Forces Covenant Award** recognizing our support and commitment to actively recruiting and employing veterans and serving armed forces personnel during their transition to civilian life.



ABM UK achieved level 2 status as **Disability Confident Employer** for working to enable people with disabilities in our UK workplaces through inclusive recruitment and employment practices.



ABM was named to [Newsweek's America's Most Responsible Companies](#) list for the second consecutive year, earning the #9 spot in the 'Professional Services' category for 2023.



ABM was named to the [DiversityInc.'s Top 50 Companies for Diversity](#) list for the first time. The list comprises companies whose data indicates they have the potential to make the DiversityInc. Top 50 list.



ABM supported the [Valuable 500 2022 Purple Light-Up](#) campaign championing the contribution and needs of people with disabilities and their positive impact in society and our workplaces.



ABM debuted on [Barron's 2023 100 Most Sustainable US Companies](#) list, which recognizes outstanding ESG ratings among the 1,000 largest US publicly traded companies.



ABM was ranked among the [Top 25 Companies to Work for Latinos by Latino Leaders Magazine](#), highlighting the companies with the deepest commitment for Latino talent to thrive.



ABM was a **2022 Gold Winner of the Learning Team of the Year Award** for our commitment to ongoing team member education and training through high quality, innovative career growth content and personalized support.



ABM UK won two **National Gold and Silver Green Apple Awards** for our collaborative approach to managing the Victoria Gate site in Leeds, England. Our work combined energy and waste reduction initiatives and established a pollinator-friendly ecosystem habitat to promote biodiversity.



ABM President and CEO Scott Salmirs was named to the [2023 Empower Top 50 Advocates Role Model](#) list, recognizing leaders who create more diverse and inclusive business environments for ethnically diverse employees.



## PARTNERSHIPS

IEMA: As a Corporate Member, ABM UK is dedicated to IEMA's mission by actively empowering our workforce productivity, resilience and growth against a backdrop of sustainability and climate threats.





## Data Protection

### Taking cybersecurity seriously.

[418-1] Substantiated complaints concerning breaches of customer privacy and losses of customer data. [SV-PS-230A.1]. [SV-PS-230A.2]. [SV-PS-230A.3].

ABM uses best-in-class security tools and a multilayer defense aligned with the National Institute of Standards and Technology (NIST) framework to identify, aggregate, mitigate and remediate risks as soon as possible.

ABM's award-winning CISO Office (led by the Chief Information Security Officer) was established in 2021 and has made significant contributions in the maturity of our cybersecurity efforts.

*In 2022, we were named a CS050 Award winner by IDG's CSO, the premier security media brand for providing insight into business risk leadership. This prestigious award recognizes 50 security projects and initiatives that demonstrate outstanding business value and thought leadership.*

*Our team includes top cybersecurity talent who have deployed some of the latest artificial intelligence (AI) and Security Incident & Event Management (SIEM) technology to protect and defend ABM's computing environment.*

ABM has continuously invested in new cybersecurity solutions for additional layers of coverage and visibility in protecting data across the enterprise. We retain client data in aggregate, meaning organizational data is a part of client master data. Any personally identifiable information (PII) is limited in nature, and we don't maintain demographic information. All data is managed in accordance with ABM's data classification policy.

As the team and technology continuously evolve, the CISO Office also focuses on increased user engagement to educate and bring awareness to ABM's team members of the vital role they have in keeping ABM cyber secure.

During 2022, ABM had zero data breaches and no substantiated complaints on this topic. 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.





## Environmental Impact

**ABM is dedicated to advancing a healthier, more sustainable world.**

As we continue to grow, we're assessing and furthering our environmental sustainability practices. That includes enabling our clients and our own organization to operate with increased efficiency. We're introducing and championing more solutions to reduce their environmental footprint as part of our suite of sustainability services, knowing that what we do impacts the planet we're so fortunate to call home.



# Sustainable Services

## Supporting our clients' sustainability goals.

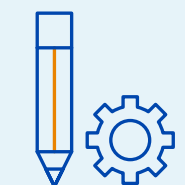
ABM offers a robust portfolio of sustainable solutions for our clients that value sustainability in their business. Our solutions are intended to help them operate more efficiently toward their sustainability goals.

### OUR TURNKEY SUSTAINABLE SERVICES PROCESS



#### Analyze

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



#### Develop

- Provide detailed site surveys, utility baseline, energy calcs and modeling
- Co-author projects scope with client
- Perform rebate/incentives analysis and scope development
- Present final scope, design, pricing, savings and funding options

#### Execute

- Secure rebates and incentives and facilitate financial structure
- Provide construction management
- Ensure project is delivered safely, on time and within budget



#### Operate

- Provide training, measurement and verification
- Supply client with maintenance agreement
- Report energy procurement and carbon trading and benchmarking



With buildings representing a sizable portion of overall greenhouse gas emissions, our carefully designed solutions support efforts toward carbon neutrality and zero waste, including:

- Onsite renewable electricity and storage solutions
- Turnkey microgrid solutions from RavenVolt
- Energy-efficiency retrofits
- eMobility and electrical infrastructure
- Assistance achieving zero-waste certifications through waste-to-landfill diversion
- Green cleaning supplies that meet green building certifications requirements

# 89K<sup>+</sup>

## TCO<sub>2e</sub>

### EMISSIONS AVOIDED FOR OUR CLIENTS

127K<sup>+</sup>  
MWh

993K<sup>+</sup>  
MMBTU

94K<sup>+</sup>  
Gal. of Water



## EMOBILITY

In 2021, the federal government challenged the automotive industry and consumers alike, calling for electric vehicles (EVs) to represent half of all new auto sales by 2030. The push for EVs is also being accelerated through state governments and the automotive industry.

For example, California and 12 other states have recently mandated that 100% of new vehicle sales will be zero-emissions EVs by 2035. In New York, the Charge NY initiative (of which ABM's eMobility team is a part) seeks to create a statewide network of up to 3,000 public and workplace charging stations over the next five years, allowing up to 40,000 plug-in vehicles on the road during the same period. In the UK, the government announced its plan to phase out internal combustion engine cars and vans by 2030 and will require all new cars and vans meet zero-emission criteria at the tailpipe from 2035.

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 continue to increase, facilities of all types need to accommodate vehicle charging. ABM is poised to lead the industry in infrastructure enhancements.

### EV Charging Solutions

As a turnkey solutions provider, ABM helps our clients with their electrification needs through customized charging solutions including project design, engineering, charging equipment supply, installation, service and management plans, funding options and incentives harvesting.

As the need for charging infrastructure continues to increase, so does the burden on facility operations. Our clients' electrical infrastructure may not be designed to handle the increased demand that EV charging could place on their property. We function as a one-stop shop for all eMobility needs, from future-proofing infrastructure to designing and upgrading parking and transportation programs and policies.

***Serving many Fortune 500 companies through integrated facility services, ABM is leading the charge in enhancing the parking experience for businesses, organizations and transportation facilities as adoption of electric vehicles continues to accelerate.***

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





**We offer our 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 station 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



*ABM is one of the largest installers of electric vehicle charging stations in the US.*

Our efforts to promote and share this valuable resource and operate electric vehicle fleets has led to several momentous gains for our clients, and the world around us.

**26,000+** EV charging stations installed to date

**33,744,365** kWh Energy dispensed into vehicles

**23,965,675** kgs Greenhouse gas emissions savings

**103,257,758** eMiles Driven by cars charged on ABM-installed chargers

**2,330,366** Sessions Where vehicles have plugged into ABM-installed chargers





## Supporting EV Charging in the UK

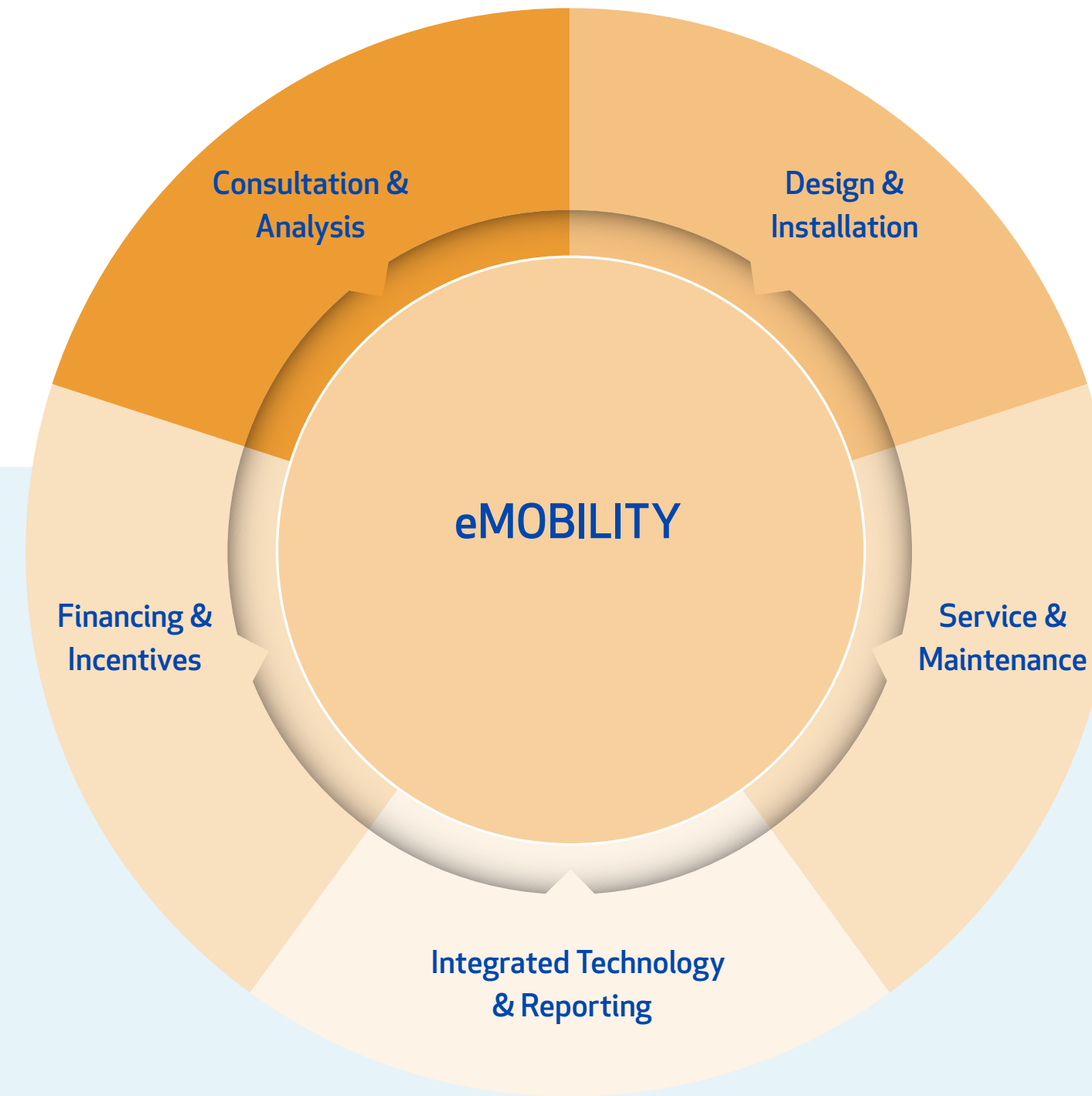
ABM has been installing EV charger solutions in the UK and Ireland since 2020 for a number of clients across various industries. Since we started on this journey, we've installed **1,182 chargers** in the UK and Ireland that leverage software in line with charging hardware required to be OCPP (Open Charge Point Protocol) compliant. This software can manage the usage and power capacity, provide real-time reports and integrate with any other energy management systems our clients may have in place.

**1,000+** EV units installed in the UK

For clients including Network Rail, Marshalls, Lookers, Porsche and Audi



**With more than 26,000 commercial EV charger installations in the US, ABM is the largest EV installation partner in the US and the national leader in eMobility design and maintenance, working across virtually every industry from auto manufacturing to aviation, municipal government and more.**



### eMobility Aviation Services

We also operate multiple zero-emissions shuttle services at airports in California, New York and the UK. Our eMobility Team has introduced customized offerings for level 2, DC Fast Chargers and ABM control software.

We're constantly improving our capabilities, including via our Certified EV Technical program: a first-in-industry training series at our EV Technician Training Center in Atlanta, GA, where nationally based and fleet-customer technicians can embark on a rigorous three-level certification process.

ABM eMobility is a SEAL Awards 2022 Sustainable Service Award Winner for innovative eMobility services that set a new standard for sustainability



### Electric Fleets

ABM actively monitors the latest market developments to provide the cleanest transportation services to our clients. That starts with integrating commercially available EVs into our own service and support fleet. In fact, we've added 12 light- and medium-duty EVs to the fleet we use to serve our corporate clients. Additionally, our ABM Bus Team operates 24 electric and 35 hybrid transit buses. Through these operations, **we eliminated the need for more than half a million gallons of gasoline and diesel fossil fuels.** That's equal to removing 4,000 tons of CO<sub>2</sub>e from the atmosphere.

Our complete eMobility fleet solutions include:

- Fully electric fleets for clients across various industries
- Electric shuttle bus systems that offset carbon and drive fuel credits at over 40 sites across New York, California and the UK
- An EV bus trial at London City Airport Airside Service, where we tested the technology and rotations required for charging
- A Small Battery Electric Vehicle (Smart Cars) trial for managers supporting airside operations at selected UK Airports

### ON THE HORIZON...

#### ABM Electrification Center

We're building a first-of-its-kind, multi-use EV Ecosystem hub to centralize our eMobility, power resiliency and electrical infrastructure operations and training.



## SOLAR PANELS

ABM enables 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

ABM offers carbon capture and recycling solutions that contribute to the circular economy and convert carbon into concrete.

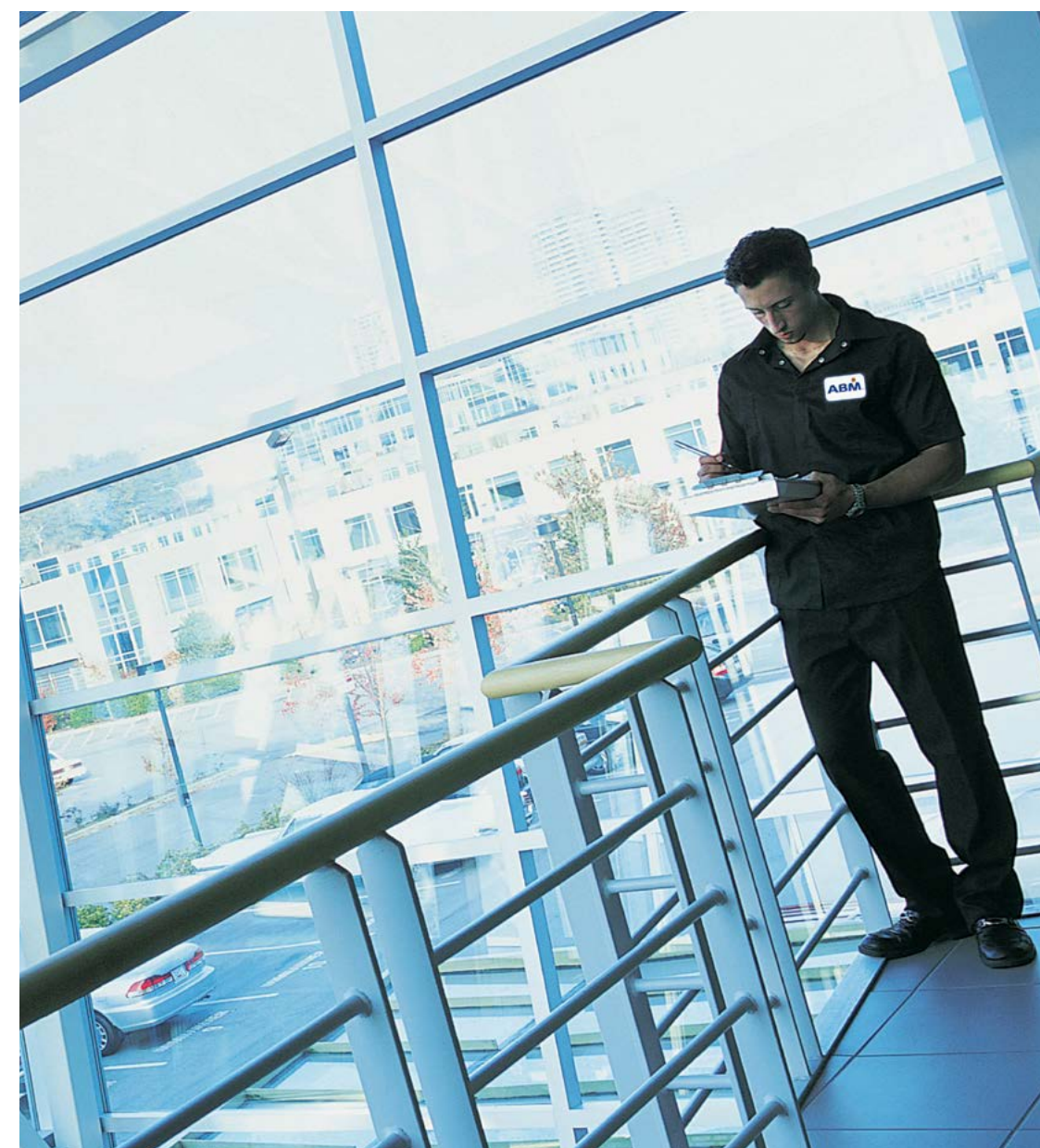
## ENERGY PERFORMANCE CONTRACTING

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

## INTEGRATED FACILITY SERVICES

ABM's facility support services are key to our clients' CO<sub>2</sub> reduction and chlorofluorocarbon reduction initiatives. We deliver clean power, efficient lighting, waste stream management, efficient energy consumption and EV charging solutions that provide cost savings and contribute to a cleaner environment—and we do it 24/7 year-round, working to identify, implement, maintain and validate KPIs to support our clients' environmental sustainability initiatives and make the world cleaner.

Thanks to modern technology, we're able to monitor and optimize all systems within a facility to drive efficiencies and a cleaner footprint for our clients so they can practice Sustainable Facilities Management (SFM) and maintain their green standards. This includes supporting them in the LEED certification process.



## COMMERCIAL BUNDLED SOLUTIONS

- Engineering Calculations & Design-Build Service
- Utility Rebates & EPA Tax Incentives
- HVAC, Central Plants, Lighting & Controls
- Demand Response, Resiliency
- Project Management & On-Site Training
- Benchmarking, Measurement & Verification
- Guaranteed Energy Saving Programs
- Building Systems & Infrastructure
- Solar & Other Renewable Energy & Sustainability Solutions
- Structuring Financing Terms to Generate Positive Cash Flow
- Commissioning & Retro-Commissioning

Our Commercial Bundled Solutions team provides a detailed process to partner with organizations that want to reduce carbon emissions, meet sustainability goals and proactively identify capital and operational improvements. Our capital solution incorporates energy and operational savings into a structured financing program to generate positive cash flow while funding capital improvements.

This process provides our clients with a turnkey program including high-efficiency conservation, facility modernization and technical services that address facility upgrades, sustainability goals, resiliency and funding needs specific to each organization. We partner with our clients for the long haul, from the initial analysis phase and design development to project execution phase and continually thereafter during ongoing operations.

***We are dialed into each of our clients' needs alongside the evolving demands associated with the cities in which they operate throughout the US and UK.***

With our expansive breadth of expertise, ABM is uniquely positioned to meet those needs as they continue to arise every day.

**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 US, we're able to leverage our extensive experience to implement EV charging capabilities across jurisdictions and property types. Additionally, our Commercial Bundled Solutions group is incorporating additional strategies and solutions to augment our 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.

**Washington, DC** has instituted its Building Energy Performance Standard (BEPS) to reduce GHG emissions by 50% by 2032, and many other public entities are in the process of instituting similar Building Performance Standards (BPS).

*ABM serves dozens of clients in more than 100 buildings in New York City and many more in Washington, DC. Our Infrastructure Solutions group brings the same turnkey process to our clients to help them meet their corporate sustainability goals and the requirements of local laws and Building Performance Standards. With our technical expertise, and through rebates and creative financing and funding solutions, we minimize clients' capital burden, operating expenses and potential penalties.*



### Portfolio Highlight

## Introducing RavenVolt Microgrid Solutions

ABM recently acquired RavenVolt to provide engineering, procurement and construction (EPC) management at scale across our energy solutions, including:

- Onsite power generation (natural gas, diesel and fuel cell)
- Microgrid switchgear (UL-listed switchgear in low and medium voltage, multi-facility manufacturing, and client-specific designs)
- Solar power (floating PV, rooftop, ground mount, and watertight carport canopy)
- Battery energy storage systems (peak shaving, resiliency and emergency backup)
- EV charging solutions

### CASE STUDY: US

**RavenVolt has partnered with a real estate investment trust to deploy a number of utility-scale Battery Energy Storage Systems (BESS) in the United States.**

Utility-scale BESS play a crucial role in electrical grid stabilization, peak load management, integration of renewable energy and grid resilience. Utility-scale batteries can provide ancillary services to the electrical grid, such as frequency regulation and voltage support. They can respond rapidly to grid imbalances by injecting or absorbing power, helping maintain grid stability and quality.

Our partnership on the deployment of utility-scale batteries enables a more flexible, reliable and sustainable electricity grid, supporting the integration of renewable energy, reducing GHG emissions, and enhancing the resilience of the power system.





## ABM'S GREEN CLEANING PROGRAM

As a member of the US Green Building Council (USGBC), ABM maintains a customizable, environmentally sustainable cleaning program that helps clients achieve credit points under the USGBC LEED v4 Building Operations & Maintenance Green Building Rating System, and the WELL standards.

We partner with our chemical, paper and equipment suppliers to provide our clients with green-certified products that meet the requirements of Green Seal, ECOLOGO, Green Guard and the Forest Stewardship Council.

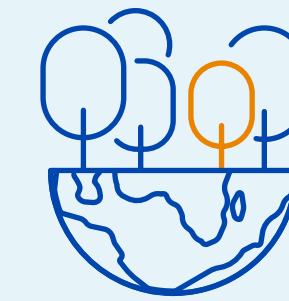
ABM's janitorial team has also been trained to apply company standards and provide services that follow our clients' cleaning policies. These measures are designed to improve indoor environmental quality and positively contribute to the health and productivity of building occupants.



Our GreenCare program and sustainable cleaning solutions are enabling our clients to be increasingly conscientious about the safety and impact of their spaces

**450+** USGBC LEED-certified and -registered sites serviced

**361M** Sq. Ft. Green Cleaning practices at client facilities



## Environmentally Sustainable Products

We only select products that meet the strongest environmental certifications:

- **ECOLOGO** – Demonstrates environmental leadership and meets requirements for performance, limited toxicity, biodegradability and limited waste and resource use.
- **Green Seal** – Aims to reduce the environmental impact associated with the manufacture, use and disposal of products.
- **GreenGuard** – 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.
- **Accelerated Hydrogen Peroxide (AHP)** – A globally patented synergistic blend of commonly used ingredients that produces exceptional potency as a germicide and superior performance as a cleaner. AHP breaks down into oxygen and water without undesirable chemical residue during the sanitizing process, and is proven effective against COVID-19.
- **Odorbak Tec** – Our primary product of choice in the UK, chosen for its negligible environmental impact. Odorbak is manufactured using renewable energy by a company that offsets its residual emissions. It comes in refillable storage containers, eliminating the burden of single-use plastic and waste emissions in our services.
- **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 maximize post-recycled content. In the UK, we're working to migrate all paper supplies to recycled paper where possible or ensure all products are FSC certified wherever we're currently mandated to use non-recycled materials.

## WASTE MANAGEMENT

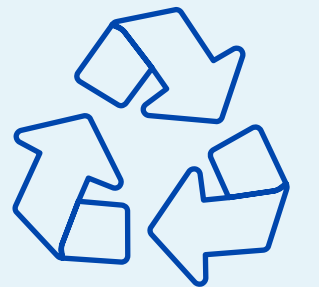
Our waste management services have helped our clients divert more waste from landfills, reduce their operating costs and achieve LEED and True Zero Waste certification credit points.

- **Waste Audits:** We conduct a comprehensive auditing process for our clients' facilities that establishes a baseline waste diversion rate and identifies material composition, facility hotspots, contamination concerns and improvement opportunities to drive financial and environmental savings.
- **Solid Waste Data Tracking & Monitoring:** Thanks to our solid waste reporting platform, we can provide our clients with customized monthly reports and interactive KPI dashboards to track the overall impact of their waste management practices, including facility trends, tenant waste streams, landfill reduction rates and cost savings.
- **Onsite Trash Sorting Program:** We have dedicated people onsite at our clients' facilities to pull out recyclable and compostable materials, diverting them from landfills and preventing facility recycle contamination.

- **Program Management & Tenant Agreement:** ABM provides customized program signage, implements waste reduction and recycling initiatives, and promotes best practices for waste disposal.
- **Onsite Reverse Vending Machines:** Through our partnership with Recycling Tracking Systems, we're able to provide our customers with onsite reverse vending machines to offer an engaging recycling experience that supports the circular economy. This machine reports information on containers recycled, waste diversion, community engagement and top recyclers.
- **AI-Powered Experiences:** The Pello Cutting-Edge Sensor monitors bin fill levels, tracks container locations and views contamination to help our clients manage their waste more effectively.

**99.94%**

waste diverted from landfills via ABM UK waste segregation services



In accordance with ISO 14001 compliant waste management processes and the UK Waste Hierarchy



# Our Greenhouse Gas Emissions Footprint

## Leading by example.

[GRI 302] Energy. [GRI 302-1] Energy consumption within the organization. [GRI 305-1] Direct (Scope 1) GHG emissions. [GRI 305-2] Energy indirect (Scope 2) GHG emissions. [GRI 305-3] Other indirect (Scope 3) GHG emissions. [GRI 305-4] GHG emissions intensity. [GRI 305-5] Reduction of GHG emissions.

We apply the same approach to environmental stewardship for our internal operations as we do on behalf of our clients.

ABM has publicly committed to the Science Based Targets initiative (SBTi) and is working on defining a transparent and accurate baseline to 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 OUR:**

**Scope 1** Direct emissions from gas consumption and fleet fuel consumption

**Scope 2** Indirect energy emissions from purchased electricity

**Scope 3** Emissions from business travel, employee commuting, landlord electricity, purchased goods and services, capital goods, fuel and energy related activities

We're 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're 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.

GHG EMISSIONS	TCO2e	US	UK
<b>SCOPE 1 - DIRECT EMISSIONS</b>	<b>41,319</b>	<b>39,533</b>	<b>1,786</b>
Stationary combustion	1,047	1,031	16
Mobile combustion	40,272	38,502	1,770
<b>SCOPE 2 - INDIRECT EMISSIONS</b>	<b>2,498</b>	<b>2,463</b>	<b>35</b>
Purchased electricity	2,498	2,463	35
<b>SCOPE 3</b>	<b>15,288</b>	<b>15,041</b>	<b>247</b>
Landlord electricity	2,546	2,508	38
Business travel	12,722	12,533	189
Fuel and energy-related activities	20		20

ENERGY CONSUMPTION	Units	Total	US	UK
Gas	MmBTu	6,855	6,855	
	Therms	129,226	125,483	3,743
Electricity	MWh	7,001	6,701	300
Gasoline	MWh	154,548	154,294	254
Diesel	MWh	10,528	3,928	6,600
Biofuel	MWh	678	602	76



# Environmental Initiatives

## Making a mark by reducing our impact.

Every year, we seek to improve the way we operate and innovate, so our clients can achieve greater results in their sustainability goals. We're making this possible by:

### IMPROVING OUR ENVIRONMENTAL GOVERNANCE MODEL

We're introducing an ABM Sustainability Council made up of cross-functional ABM team members to oversee opportunities throughout our operations to reduce carbon emissions, waste production and energy consumption on behalf of our company.

### PROCURING RENEWABLE ELECTRICITY

ABM US defined contract terms for the procurement of renewable energy credits, with plans to implement them over the next three years starting in 2023. In 2019, ABM UK successfully implemented a plan to procure renewably-certified electricity at a pilot site in our ABM Aviation UK Limited business.

### ELECTRIFYING OUR VEHICLES

We initiated a pilot of EVs to be deployed throughout the US and UK, and we will be working on a multi-year roadmap and commitment to additional vehicle electrification for the coming years. More than 17% of ABM UK's eligible car and light commercial vehicle (LCV) fleet is now composed of battery electric vehicles (BEV) or plug-in hybrid electric vehicles (PHEV). We also completed a trial of driver behavior telematics systems to reduce fuel consumption.



### INTRODUCING ALTERNATIVE LOW EMISSIONS FUELS

The ABM Aviation team has been trialing the use of Certified Biodiesel HVO (hydrotreated vegetable oil) manufactured from waste vegetable matter in select vehicles at our Heathrow Airport sites. This zero-CO<sub>2</sub>e emissions fuel option resulted in 19.58 TCO<sub>2</sub> out-of-scope emissions and a 19.69 TCO<sub>2</sub>e reduction in GHGs. Once complete, this trial will serve as a case study for implementation in other areas in accordance with the Renewable Fuels Assurance Scheme.





### MAINTAINING ENVIRONMENTAL MANAGEMENT SYSTEM CERTIFICATIONS

We maintain ISO 14001 accreditation for Environmental Management System to manage environmental risks and ensure compliance with regulations, reporting and communication to the business. We also continue to retain ISO 50001 accreditation for Energy Management ISO at our UK locations, which incorporate management of energy consumption, reporting and communications, and energy saving projects across our office estate and fleet emissions.

### STRENGTHENING OUR REPORTING PROCESS

We've implemented the Salesforce Net Zero Cloud environmental reporting system to support our continual efforts to be transparent and accurate, and increase the scope of reporting.



### IMPROVING DRIVER SAFETY

ABM UK has implemented a green driving procedure in our Fleet Management system, testing two driver behavior change systems that advise our drivers when too much acceleration or braking is detected on both standard gas and electric vehicles. Each of these systems advises safe driving practices and alerts the driver if the vehicle is stationary or needlessly idling.



### LEVERAGING COLLABORATIVE OPPORTUNITIES

ABM UK recently deployed a collaborative sustainable action plan protocol to address sustainability and socioeconomic issues in a way that mitigates emissions, reduces water consumption and waste, and supports recycling in our operations. The plan also addresses collaborative and local social impact improvement projects for volunteering and charity engagement to meet the Social Value Act, helping us to better understand the issues we face as we set objectives and recommend solutions to meet them.





# Responding to Climate Change

## Rising to tackle one of today's biggest challenges.

[GRI 201] Economic Performance Management of Material Topics. [201-2] Financial implications and other risks and opportunities due to climate change.

Climate change affects everyone. With rising sea levels, warming temperatures and an uptick in extreme weather events, it's up to all of us to protect our world as we know it and adapt to these changes.

ABM is doing its part by protecting our most precious resources, working proactively to foresee and plan for climate-related events, and offering innovative solutions to mitigate the long-term consequences of climate change.

### SUPPORTING GOVERNMENT POLICIES, REGULATIONS & ENERGY PRICES

We're diligent in complying with federal, state and local laws that seek to protect the environment. These laws regulate how certain materials and substances are disposed of in the UK (in compliance with the country's various waste regulations and the Companies Act of 2006) and how GHG emissions are reported in accordance with the Streamlined Energy and Carbon Reporting framework. Some of our energy-efficiency projects in the US are also subject to state and federal legislation. We maintain an environmental policy that provides guidelines on how to discharge into soil, water and air, plus the generation, handling, transportation and disposal of waste and hazardous substances. We make it our business to stay abreast of regulation updates and are proud to report that no allegations were made against us regarding compliance with applicable climate-related regulations in fiscal year 2022. We know our adherence to these measures not only positively affects our reputation and liabilities, but more importantly, the communities in which we operate.





## BOOSTING TECHNOLOGICAL INNOVATION

We're leveraging the power of technology to adapt to climate change and provide solutions. ABM's Strategy department evaluates trends to ensure we stay competitive in providing the latest cleaning and technical solutions on the market to help our clients operate more efficiently. We're also actively working to electrify our own fleet of vehicles used to service our clients. Staying current on sustainability innovation is what helps us drive contract retention and revenues in a way that benefits everyone.

## MEETING CLIENT DEMAND

Our clients are at the heart of everything we do. Their increased interest in sustainability-related services inspired us to establish our GreenCare portfolio of sustainable solutions, designed to help them reach their green cleaning, zero waste and carbon neutrality goals. We've also created contingency and business continuity plans, as well as crisis management and disaster recovery procedures, to navigate any adverse weather conditions brought on by climate change that could affect service delivery to some of our client locations.

## DEVELOPING LOW-EMISSIONS PRODUCTS AND SERVICES

Buildings represent a sizable portion of cities' overall greenhouse gas emissions, making more efficient and environmentally sustainable building operations one of our top priorities. To support this, ABM has designed solutions to support carbon neutrality plans including providing renewable electricity onsite, 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 certification requirements.

### Energy Savings

Our industry-leading expertise in energy performance contracting and sustainable facility management services helps our clients reduce carbon emissions, meet sustainability goals and proactively identify capital and operational improvements for their business(es). Some of our most popular energy-saving solutions include utility rebates and EPA tax incentives; HVAC, lighting and controls; demand response and resiliency; guaranteed energy savings programs; solar and other renewable energy solutions; and commissioning and retro commissioning.

**ABM's Energy Performance Contracting services have helped our clients save:**

 **127,090** MWh

 **559,666** MMBtu

 **94,360** Gal. of Water

 **89,904** Tons of CO<sub>2</sub>e

### eMobility

We manage, maintain and operate electric fleets for our clients, including electric shuttle bus systems for the aviation industry that offset carbon and generate fuel credits.

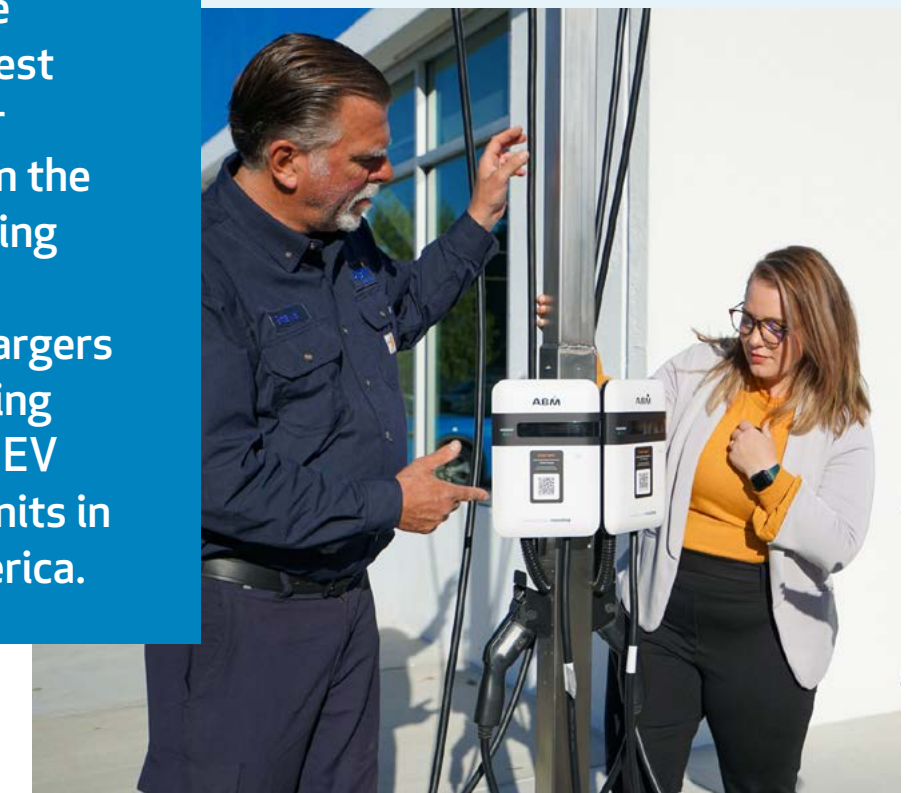
Our EV services have saved more than **23,966** TCO<sub>2</sub>e



### EV Charging

We're positioned to lead our clients into the future as a new generation of EVs comes to market, bringing the transportation industry to the front doorstep of property owners and managers like never before. With EV sales increasing, facilities of all types will need to accommodate vehicle charging. We're ready to lead our clients to electrification through customized solutions, including project design, engineering, charging equipment supply, installation, service and management plans, funding options and incentives harvesting.

ABM is one of the largest EV charger installers in the US, operating more than 26,000 chargers and installing 35% of all EV charging units in North America.



### STREAMLINING ENERGY AND CARBON REPORTING (SECR)

Our efforts to be positive contributors against climate change are rooted in transparency. In compliance with the UK SECR regulation, ABM UK annually publishes our energy use, an emissions intensity ratio, the calculation methodology used to determine our GHG emissions, and our plans to continue reducing energy demand.



**CASE STUDY: UK**

**Churchill Square Shopping Centre**

**ABM GreenCare**  
**Reducing Greenhouse Gases with Energy-Savings Initiatives**

ABM helped reduce emissions by 135.27 tons of CO<sub>2</sub>e.

*“ABM has introduced many new sustainable practices that improve our ESG credentials. It’s great to work with a supply partner that has ESG at the forefront of their excellent service delivery.”*

**CHALLENGE:** The Churchill Square Shopping Centre was in search of solutions to improve its cleaning practices as part of its initiative to be more environmentally conscious and meet sustainability targets.

**SOLUTION:** We introduced our GreenCare cleaning program to Churchill Square, using ecolabel products, OdorBac closed-loop container collection services and cleaning chemicals, and trash bags made from 100% recycled materials, collectively reducing the Centre’s environmental impact. Alongside JLL Management, we also helped the Centre to invest in more energy-efficient machinery such as a new drier and floor cleaners that provide detergent-free floor stripping (versus caustic chemicals) using batteries (versus electricity) and less water than traditional cleaning.

The Churchill Square team also now uses a silver sustainability award-winning, phosphate-free laundry detergent and an EV truck to move cleaning machinery and waste to the correct collection points that aid in waste segregation. Between November 2021 and September 2022, we helped segregate 591 tons of waste (246 tons recovered and 345 tons recycled).

ABM bolstered these efforts by working with JLL Management to reduce energy consumption on Churchill Square’s path to net-zero

emissions. We installed LED lighting, lighting timers and sensors, and free-cooling systems, and addressed both electricity and gas consumption with targeted technologies and solutions to realize significant change. This led to a **15.05 ton reduction in CO<sub>2</sub>e emissions** between January 2021 and September 2022.

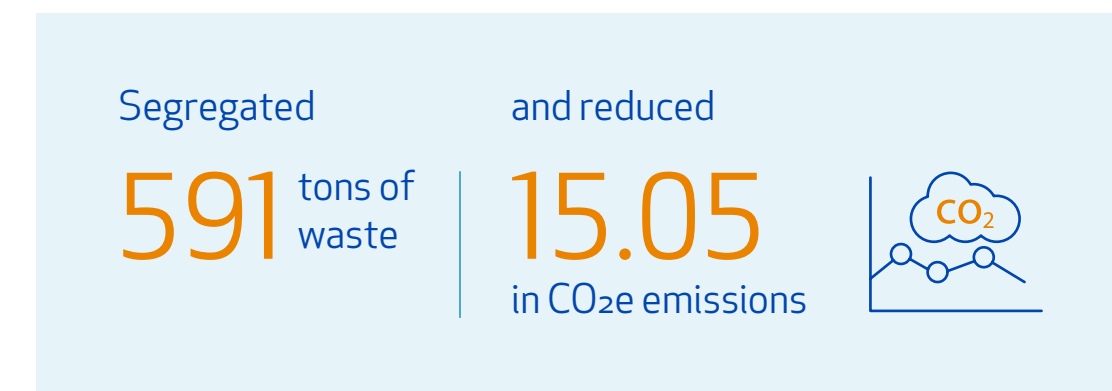
Our efforts for Churchill Square have yielded several valuable benefits, including:

**Environmental**

- Potential long-term greenhouse gas emission reduction by using energy- and water-efficient machinery
- Reduction of pollution by replacing harsh, non-sustainable cleaning materials with water and OdorBac tech
- Reduced waste through recycling and reuse of cleaning product containers
- Reduced fuel consumption onsite to run vehicles, tools and machinery
- Reduced vehicle exhaust emissions through EV truck usage

**Economic**

- Reduced long-term energy costs
- Reduced cleaning material costs by using a closed loop system for cleaning chemicals
- Reduced waste costs from the waste segregation activities undertaken service





# Decarbonizing Our Fleet

## Moving forward more efficiently.

Emissions standards are a critical component when it comes to choosing the vehicles we operate and provide to our clients. As part of our revised ABM fleet policy, we're well on our way to transitioning our service vehicles to hybrid and electric as a demonstration of our commitment to operating more sustainably on the roads.

### OUR ROADMAP & MILESTONES

- Evaluated the vehicles eligible for transition based on available market options
- Initiated an EV pilot to be deployed throughout the US, which is expected to drive EV adoption within our fleet over the next few years
- Replaced vehicles with the worst level of carbon emissions production with newer, more efficient vehicles (focusing on hybrid and electric options)
- Piloted additional programs at client campuses to better understand the efficiency and utility of electric vehicles in low mileage environments, including larger vans and pickup trucks



### ABM UK Spotlight

As of October 2022, ABM UK invested in 48 battery-operated or plug-in hybrid EVs, representing 17% of our potentially eligible fleet in the UK. Our goal was to have at least 20% of the eligible fleet available by the end of the 2022 fiscal year; however, we experienced delays caused by the sudden lack of availability of EVs as a result of the COVID-19 pandemic.

- When EV options weren't available, we replaced our existing fleet vehicles with fuel-efficient models focusing on efficiency features such as start/stop technology or eco-mode.
- Where vehicles were operating in ultra-low emission zones (ULEZ) or low emission zones (LEZ), we systematically replaced fleet vehicles with ULEZ- or LEZ-compliant vehicles, which also helped to reduce operating costs.
- We conducted a trial of biodiesel HVO road fuels across a range of vehicles in our Aviation Services at London Heathrow.
- All of our new UK vehicles are fitted with telematics systems, some of which are paired with systems that positively influence driver behavior.
- During 2022, we achieved Fleet Operator Recognition Scheme (FORS) Bronze Standard and are working to achieve Silver in 2023. This supports the mayor of London's strategy to have net-zero emissions by 2030 while improving London's air quality.
- In 2023, we plan to reprogram our fleet conversion plan to ensure that we meet our net-zero aspirations by 2030.

### THE ROAD AHEAD

*In 2022, our UK EV fleet traveled more than 106,957 miles, reducing both NOx emissions and associated particulate matter and greenhouse gas emissions compared with our internal combustion engine vehicle fleet.*

We expect to make even more progress as our phased transition to more sustainable fuels and suitable hybrid EVs continues in the months ahead. Our plan is to reprogram our eligible fleet transition by 2030 in support of community initiatives such as the mayor of London's "plans to secure a green, clean and healthy future for London."





## Social Impact

**Our people are what make us special.** As a business dedicated to serving others, we're looking inward to strengthen the ways we give back to our own team and communities. In addition to being responsible corporate citizens, we're also working to ensure ABM is a welcoming, diverse and inclusive business partner, and a place where all team members are valued and provided with ample opportunities to grow.

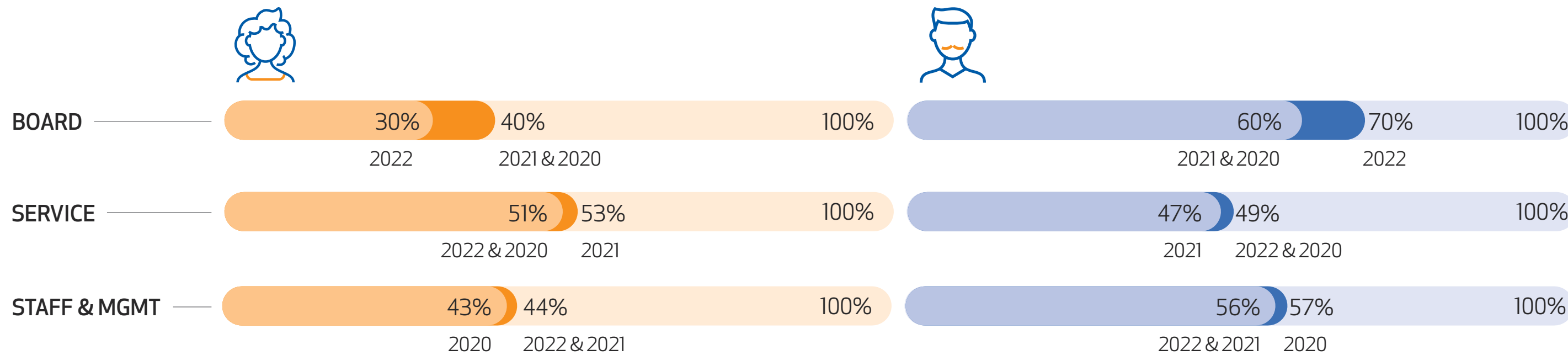


# Our Workforce

## The face of ABM.

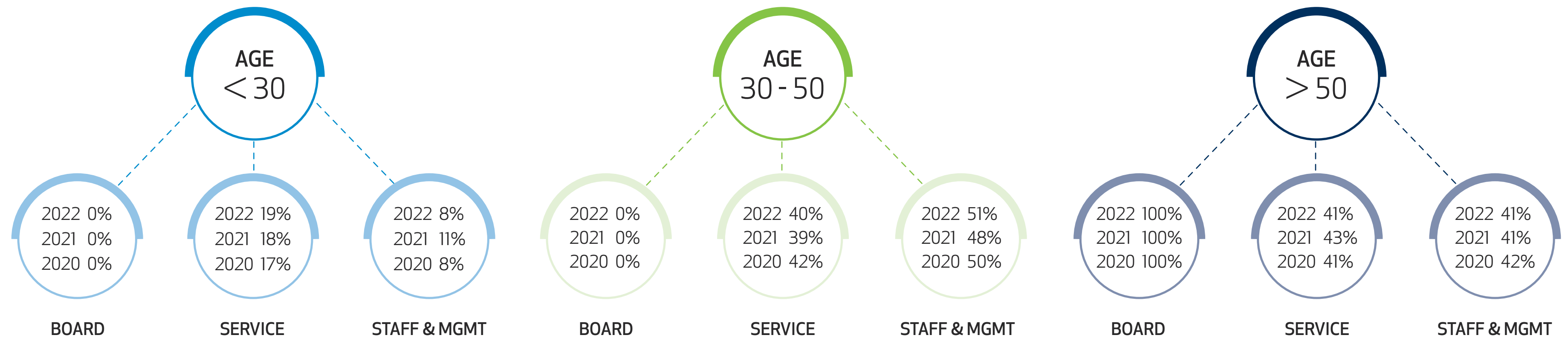
[GRI 2-7] Employees. [GRI 2-8] Workers who are not employees. [GRI 401-1] New employee hires and employee turnover. [GRI 405-1] Diversity of governance bodies and employees. [SV-PS-330A.1]. [SV-PS-330a.2]. [SV-PS-000.A].

### GENDER DATA



TOTALS	BOARD	SERVICE	STAFF & MGMT
2022	10	103,016	7,892
2021	10	96,685	9,298
2020	10	102,039	8,831

### AGE DATA





# Our Workforce (cont.)

## ETHNICITY DATA

### Minority

#### BOARD

2022 30%  
2021 40%  
2020 40%



#### SERVICE

2022 71%  
2021 68%  
2020 68%



#### STAFF & MGMT

2022 52%  
2021 54%  
2020 53%



### White

#### BOARD

2022 70%  
2021 60%  
2020 60%



#### SERVICE

2022 19%  
2021 21%  
2020 20%



#### STAFF & MGMT

2022 43%  
2021 42%  
2020 44%



### Not Specified

#### BOARD

2022 0%  
2021 0%  
2020 0%

#### SERVICE

2022 10%  
2021 11%  
2020 12%



#### STAFF & MGMT

2022 5%  
2021 3%  
2020 4%



## EMPLOYMENT STATUS DATA

	BOARD	SERVICE	STAFF & MGMT		
Full time	-	50%	50%	44%	56%
Part time	-	56%	44%	59%	41%
Permanent	-	51%	49%	44%	56%
Temporary	-	49%	51%	59%	41%
Union	-	49%	51%	30%	70%
Non Union	-	54%	46%	45%	55%
Workers who are not employees	-	62%	38%	0%	0%
Non guaranteed hours employees	-	77%	23%	0%	0%



**ABM HIRES/RE-HIRES IN 2022**

Industry Group	Total	Full-Time	Part-Time	Male	Female	Age < 30	Age 30-50	Age > 50	Age Not Specified	Minority	White	Not Specified
ABS - Technical Solutions US	466	465	1	394	72	57	258	151	-	132	300	34
AVI - Aviation	15,502	12,703	560	6,609	6,654	6,146	5,028	2,089	-	11,396	1,126	741
BNI - Business & Industry	41,387	30,354	8,664	19,114	19,904	14,450	16,928	7,640	-	29,339	6,066	3,613
COO - Commercial Ops HQ	67	67	0	32	35	4	30	33	-	26	37	4
CSA - Corporate	500	496	4	174	326	87	309	104	-	323	139	38
EDU - Education	14,476	13,117	1,359	5,851	8,625	4,400	6,515	3,561	-	10,505	2,658	1,313
MND - Manufacturing & Distribution	11,839	10,432	1,407	6,136	5,703	4,630	5,211	1,998	-	8,662	2,057	1,120
TCM - Technology & Manufacturing	138	130	8	64	74	32	55	51	-	72	54	12

**ABM VOLUNTARY AND INVOLUNTARY TURNOVER IN 2022**

Industry Group	Total	Full-Time	Part-Time	Male	Female	Age < 30	Age 30-50	Age > 50	Age Not Specified	Minority	White	Not Specified
ABS - Technical Solutions US	329	327	2	270	59	31	175	123	-	114	174	41
AVI - Aviation	13,588	10,616	321	5,162	5,775	4,817	4,181	1,939	-	8,880	911	1,146
BNI - Business & Industry	37,946	29,805	5,349	15,985	19,169	11,650	15,336	8,168	-	24,514	5,280	5,360
COO - Commercial Ops HQ	19	19	0	5	14	2	9	8	-	6	13	0
CSA - Corporate	322	319	3	131	191	49	191	82	-	188	116	18
EDU - Education	13,001	12,086	915	4,955	8,046	3,558	5,549	3,894	-	8,506	2,492	2,003
MND - Manufacturing & Distribution	10,688	9,712	976	5,242	5,446	3,986	4,733	1,969	-	7,233	1,967	1,488
TCM - Technology & Manufacturing	97	94	3	47	50	43	43	11	-	58	16	23





# Learning & Development

## Empowering personal growth.

[GRI 404-1] Average hours of training per employee.

Our mission to make a difference every person, every day goes far beyond the clients we serve. We're committed to putting people first, especially our 110,000+ team members. We invest in our team by providing tangible opportunities for learning and development, so everyone who wears an ABM uniform can grow a fulfilling career with us and achieve their full potential along the way.

### ABMUniversity



Team member online learning management platform to increase job proficiency

- Training courses
- Videos
- Reference materials



#### Management Training Courses

- Using Coaching as a Leadership Style
- Client Service
- Communicating & Listening
- Time Management & Delegation
- HR Fundamentals
- And more



- Monthly Safety Awareness Training
- Regulatory-Related Training per Job Type
- Annual Harassment Prevention Training

### REAL-TIME TRAINING

Per team member skill level and areas of opportunity



#### Frontline Team Members

On-the-job training  
Avg. **40 hrs/yr**

#### Leadership, Staff & Management

10% of our workforce  
Avg. **11.42 hrs/yr**

### IN 2022, OUR TEAM COMPLETED

**40+** Required Courses

**213+** Extracurricular Courses



Outside the scope of on-the-job training

### TRAINING HIGHLIGHT

In 2022, the ABM UK senior leadership team and key managers completed the "Leading with Environmental Sustainability Training," which addresses key areas of environmental and social sustainability, and the sustainability value chain.





## CAREER COACHING & SKILL BUILDING

We're striving to create a work environment where every manager can build trusting and respectful relationships with their direct reports through frequent feedback and coaching. Our career coaching program aims to develop inspirational leaders who clearly cascade and align with our goals and priorities, and strengthen their bond with their teams. It also serves to build the skills and knowledge base of their direct reports as the next generation of emerging leaders. To help them on that quest, we've created a **Career & Performance Toolkit** that includes:

- **ABM Training Intelligence Chart (ATIC) 2.0** – To provide real-time completion statistics for people leaders to follow up with team members regarding assigned training
- **Hiring Manager Onboarding Tools** – Resources to onboard and support new hires in their first 90 days
- **Onboarding Playbook** – To help new hires navigate their first 90 days
- **ABM Career Framework** – Guidelines for constructive one-on-one conversations between people leaders and their direct reports
- **Frontline Leader Program** – Quick links, reference guides, webinars and other tools to help frontline leaders be successful in their roles
- **Inclusive Team Member Training** – A six-month series that lays the foundation for DE&I at ABM (Topics include: Defining DE&I; The Impact of DE&I on Our Organization, Team Members and Clients; Recognizing Biases; Diversity of Thought, Intersectionality & Diversity Dimensions; and Identifying Micro- and Macro-Aggressions)
- **UK Apprenticeship Training Program** – An internally managed Apprenticeship Training Program available to all team members and an external program in collaboration with the London Progression Collaboration, which connects socioeconomically disadvantaged individuals with apprenticeship programs in line with the UK GreenSkills Agenda
- **UK Graduate Training Scheme** – Employing recent university and college graduates and placing them in roles that actively support the effort to reduce our GHG emissions

### NEW TOOLS & PROGRAMS

#### Launching 2023

**EV Charger Technician Training Program** – To help our eMobility team provide exceptional service to an industry that is rapidly changing the environmental landscape

**Success Behaviors Training Program** – Bringing ABM's values to life to identify and align team member performance and objectives





# Team Member Engagement

## Championing and celebrating our team.

We're constantly evolving our team member experience to grow alongside our expanding business. It's our goal to preserve and amplify ABM's culture of continuous learning and inclusivity by listening to our teams' ideas and concerns, and ensuring they have a platform to voice them. We're also instituting rigorous frameworks to fortify equitable career pathing and structure for individual impact, defining what success means on a personal level dependent on role. Most importantly, we're carving out dedicated time to celebrate our teams' achievements and the difference they make every day.

### TEAM MEMBER APPRECIATION WEEK

During this celebratory week, we recognize our team members' abundant contributions with hundreds of celebratory events across the organization. We organize a dedicated, cross-functional team to ensure our people leaders have support and resources to honor the hard work and dedication of their direct reports who support our mission every day.



### CAREER FRAMEWORK

We introduced the ABM Career Framework, a platform that organizes roles clearly and consistently enterprise-wide 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.

### SUCCESS BEHAVIORS

We created a core competency model, Success Behaviors, and a series of development tools to help our team members build their skills and capabilities, and grow their careers with us. These tools were tested among several small groups across ABM throughout the first half of 2023 and are now available to all staff and management team members. We expect Success Behaviors will provide a consistent foundation and language to guide our work in support of our business and ABM team member development.



### ABMVOICE SURVEY

At ABM, every voice matters. In 2022, we conducted several pulse surveys among our staff and management team members to assess our engagement and culture within specific teams and geographies. In 2023, we designed a listening strategy for long-term organizational feedback, including the timeline for future pulse and census surveys. Our goal is to implement this in 2024.

*"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*



# Team Member Wellbeing

## Taking care of our team.

[GRI 401-2] Benefits provided to full-time employees that are not provided to temporary or part-time employees.

We're grateful for each and every one of our team members and appreciate that they chose ABM as their place of work. It's our honor to provide a range of benefits and programs to help them be well and take care of their loved ones. Our offerings are designed to meet the diverse needs of our eligible full-time and many part-time staff and management team members, both at work and in their personal lives.



### MEDICAL, DENTAL, VISION & VOLUNTARY BENEFITS

Choices to best meet individual and family needs

### CHRONIC CONDITIONS MANAGEMENT PROGRAM

Assistance managing diabetes, asthma, congestive heart failure, coronary artery disease and other ailments

### TELEHEALTH

Unlimited access to virtual care (per specific plans and circumstances)

### TRANSPLANT SOLUTIONS

Specialized networks and support for team members requiring transplant services

### HEALTH & WELLNESS COACHING

Maternity, cancer, diabetes and smoking cessation support

### EMPLOYEE ASSISTANCE PROGRAM (EAP) / MENTAL HEALTH FIRST AIDER NETWORK\*

Dedicated mental health support programs in the US and UK

### 401(K) WITH COMPANY MATCH

For team members with 1+ months of service, including 100% match for the first 3% and 50% match for the next 2% of eligible contributions after 6 months of service

### FINANCIAL PLANNING EDUCATION

Resources and materials (regardless of 401(k) participation)

### EMPLOYEE STOCK PURCHASE PLAN (ESPP)

5% discount on the ABM stock price

### PAID TIME OFF (PTO)

Sick leave, vacation, company-observed holidays and one floating culture holiday

### SUMMER WORK HOURS

Ending the workweek every Friday at 2 p.m. from the end of May through early September

### PHILANTHROPIC OPPORTUNITIES

One day off to volunteer and up to \$1,000 in matching charitable contributions per year

### MARKETPLACE MALL

Exclusive discounts on thousands of goods and services

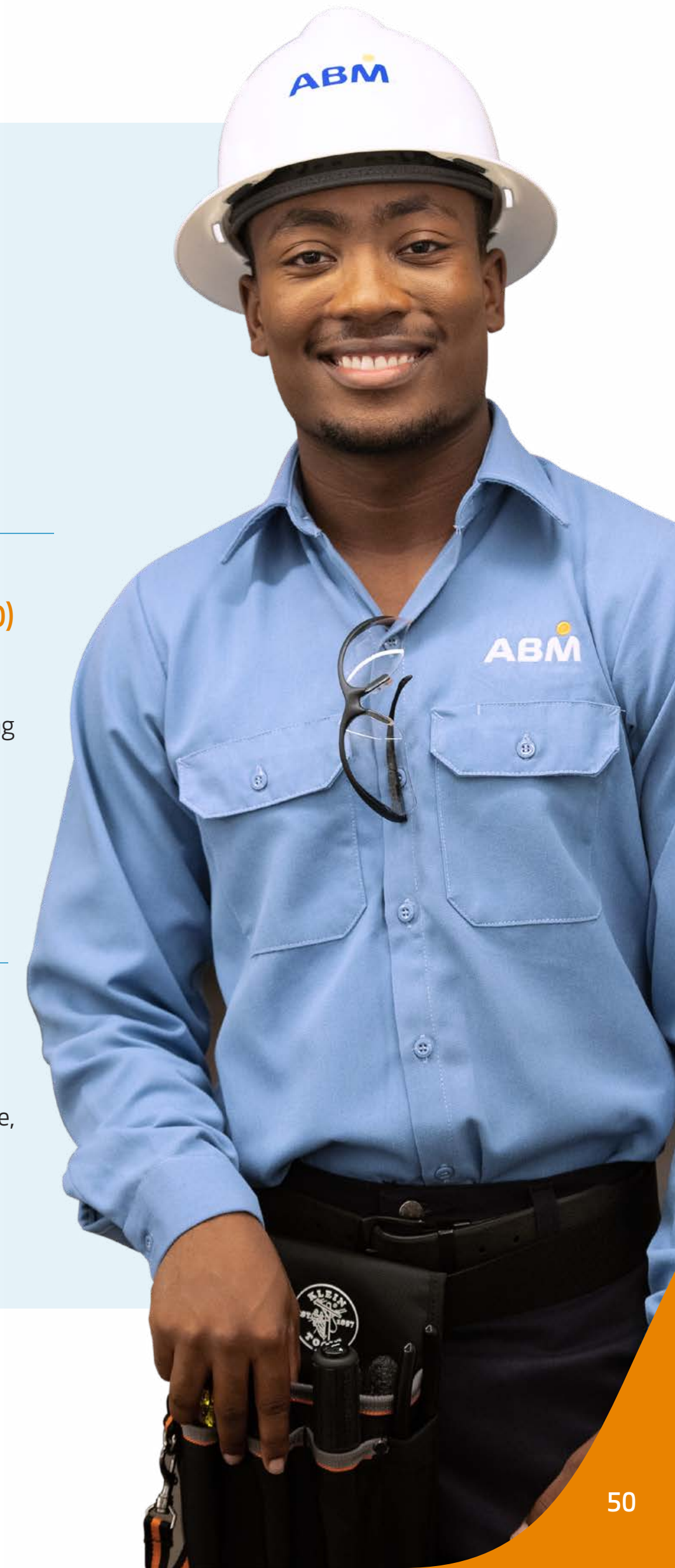
### GYMPASS

Discounted gym memberships and access to online fitness events and classes

### WECARE PROGRAMME\*

UK employee assistance, including peer-to-peer recognition aligned with ESG goals

\*ABM UK





# Collective Bargaining Agreements

## Fair working conditions for everyone.

[GRI 2-30] Collective bargaining agreements. [402-1] Minimum notice periods regarding operational changes.

ABM is one of the largest unionized employers in our sector. We respect our team members' right to associate freely, and are committed to comply with all labor and employment laws applicable to our workforce. We also require our subcontractors to comply with these same laws.



Approximately 34% of our team members are represented by 275 active collective bargaining agreements.

# 34%



Our collective bargaining agreements are periodically renegotiated through bargaining with labor representatives. They set wages, benefits and other terms and conditions of employment for covered employees. Single-site collective bargaining agreements are negotiated bilaterally between ABM and the applicable labor union. For area-wide agreements, ABM often bargains with groups of local employers who are covered by the same agreement.

In the UK, we have collective bargaining agreements with three unions across the range of our services.

ABM complies with federal, state and local minimum wage requirements, with most if not all collective bargaining agreements providing for wages in excess of applicable minimums.



# Diversity, Equity & Inclusion

## Ensuring everyone is seen, heard and valued.

[GRI 405-1] Diversity of governance bodies and employees.

Nurturing a workplace culture we can all be proud of is not only good for our team members, it 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. We are committed to providing our team members equal opportunities to learn and grow and fostering a culture that elevates the diverse voices of our communities and drives lasting change.

That means providing opportunities for team members to participate in our success and fostering a work environment where they truly feel a sense of belonging. Doing so deepens our purpose, is good for business and, most importantly, is the right thing to do.

### ORGANIZATIONAL CULTURE ASSESSMENT

In 2022, ABM gathered data and insights to inform our long-term DE&I strategy. This assessment identified our three strategic priorities focused on driving meaningful change for our people, culture and business.

#### OUR PEOPLE

**Workforce Diversity & Equity**  
Fostering a diverse workforce with equitable opportunities for all team members.

#### OUR CULTURE

**Workplace Inclusion & Belonging**  
Cultivating a culture of inclusion so that every team member feels seen and heard.

#### OUR BUSINESS

**Marketplace & Community**  
Increasing the positive impact of our DE&I efforts for our clients, partners and the communities we serve.





## CULTURE & INCLUSION COUNCIL

We strengthened our team member-led, executive-sponsored Culture & Inclusion Council this year. With diverse representation across all levels and industry groups at ABM, the council is responsible for developing organizational priorities that nurture an inclusive workplace.

In 2022, we reviewed how our council was governed and structured, layering in an Executive Steering Committee with clear ownership per function in alignment with industry best practices and our overall business strategy. The council reports to the committee and is sponsored by our CEO, CHRO and other members of our executive leadership team and stakeholder groups.

We also launched an Integration Taskforce, a cross-functional team representing ethnic and gender diversity as well as job level, geographic and industry group representation. The taskforce focused on mapping our strategic areas of focus to the following goals to ensure we're driving our Culture & Inclusion strategy forward:

### Our People

- Enhance diverse representation in areas of opportunity
- Embrace DE&I best practices across our people processes throughout our talent lifecycle
- Expand equitable talent development and retention opportunities

### Our Culture

- Develop governance and structure for ABM's debut employee resource groups (ABM Impact Groups) designed to increase engagement and awareness among underrepresented populations across the enterprise
- Launch enterprise DE&I Inclusive Team Member Training to create awareness and understanding of DE&I and its impact on our organization

### Our Business

- Expand ABM's supplier diversity strategy and program
- Increase client awareness and engagement of ABM's DE&I efforts
- Enhance philanthropic efforts and community engagement

Each of our Integration Task Force workstreams has built their action plans for execution in 2023 with a focus on diverse interview slates, increased awareness and engagement around DE&I, and strengthening our supplier diversity efforts.

### Supplier Diversity

We're proud to support minority-, women- and disabled veteran-owned enterprises (MWDVE) by providing direct access to subcontractor opportunities and procurement bids, and through our mentoring program.



## DE&I TRAINING

ABM is making strides to enhance the awareness and understanding of inclusion through learning and development opportunities with the deployment of our first dedicated, enterprise-wide DE&I training campaign. This training is designed to lay the foundation of DE&I for all ABM team members, with topics such as Recognizing Bias, Diversity of Thought, Intersectionality and Micro/Macroaggressions, to name a few.

### Launched 2 out of 6 planned DE&I courses

- What is DE&I?
- The impact of DE&I on ABM, team members and clients

**98%** of team members who completed our DE&I training said they'd recommend it to a peer

## DIVERSITYINC.

We participated in the leading US diversity data ecosystem's Top 50 Survey for the first time to assess where we are as an organization from a DE&I perspective and inform measurable benchmarks for improvement. We intend to leverage the findings to develop strategies that increase diverse representation, provide equitable opportunities for underrepresented groups and strengthen our culture of inclusion as a whole.

## CELEBRATING OUR DIFFERENCES CAMPAIGN

We expanded our 2021 culture engagement efforts to increase education and visibility of important cultural events that resonate with our diverse workforce. We launched an ongoing campaign

across our social platforms to recognize, honor and inform ABM team members, clients and the general public about cultural, religious and historical dates and events that celebrate the diversity of our communities.

## ABM IMPACT GROUPS

We launched our first ABM Impact Groups, designed to inspire a culture where all voices drive innovative solutions for our clients and communities, and where every ABM team member feels seen, heard and valued. Each team member-led group promotes the sharing and acceptance of varied ideas and perspectives, and positive change in the workplace and beyond. Our Impact Groups are open to all ABM staff and management team members, regardless of gender or sexual identity. We're proud to debut two of our planned nine Impact Groups in 2023 and are developing governance and operational guidelines to ensure fair participation.

Launched  
March 2023

**WOMEN** at ABM  
Championing equality

Launched  
July 2023

**VETERANS** at ABM  
Honoring bravery

## RAINBOW GROUP

We pride ourselves in being an organization that encourages all team members to bring their authentic selves to work. ABM UK developed the Rainbow Group to provide a network of allies to the LGBTQ+ community, promote awareness and inclusion at work, support LGBTQ+ team members and their families, and provide a safe space for addressing concerns. The Rainbow Group attended Pride London 2022 as its official launch event.



## IMMIGRATION

ABM is an active member of the National Immigration Forum and attended regular meetings and conferences to broaden our knowledge and understanding, including the Leading the Way 2022: Solutions Rooted in Trust, Driven by Dignity conference.

Diversity by Numbers	Female	Male
American Indian or Alaska Native	48%	52%
Asian	39%	61%
Black or African American	48%	52%
Hispanic or Latino	57%	43%
Native Hawaiian	47%	53%
Not disclosed	60%	40%
Two or more races	47%	53%
White	44%	56%





# ABM Cares

## Supporting our communities.

Our ABM Cares philanthropy program inspires our team members to volunteer, donate and participate in wellness activities, because giving back is a significant part of who we are. We drive sustainable solutions through our GreenCare program, forge philanthropic partnerships focused on equity, and align ourselves with initiatives and organizations that share our mission to improve the world around us.





## \$299,667

### Total Giving

ABM matching: \$99,223+  
+ Team member giving: \$200,444

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## 340+

### Charities team members supported through donations

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## 3,200+

### Team member volunteer hours with 140+ charities



### ABM CARES AMBASSADORS

ABM Cares Ambassadors guide and support team members who engage in the ABM Cares program. In this voluntary role, Ambassadors drive participation in both philanthropy and wellness activities, serving as liaisons between their local offices and ABM corporate.

### 90 DAYS TO MAKE A DIFFERENCE CAMPAIGN

Our annual fundraising and volunteering activities encourage ABM team members to find and give back to charities they're interested in via our ABM Cares donation platform.

### PHILANTHROPIC PARTNERSHIPS

Diversity and inclusion are just as important at the community level as they are to ABM internally. We've thoughtfully entered partnerships with respected organizations focused on building a more equitable society for the next generation through advocacy and civil rights, basic human needs, education and workforce development.



## DELIVERING SOCIAL VALUE IN THE UK

ABM UK supports and participates in the following philanthropic efforts to champion the communities in which we operate by promoting diversity, equity and inclusion.

### JEEP

ABM JEEP (Junior Engineering Engagement Programme) connects students ages 11-12 in disadvantaged communities to STEM opportunities and sets them up for careers in facilities management. JEEP enables young people from diverse backgrounds to understand the world of work, motivate them to study and encourage them to pursue apprenticeships and further education programs. With a strong focus on teamwork, JEEP has already successfully engaged 125 students in partnership with the Talent Foundry, a charitable organization dedicated to helping young people access and navigate careers they may not typically be exposed to. Classes in JEEP are comprised of 50% male and 50% female students to equitably inspire interest in the STEM-based careers needed to work toward a net-zero world.



### Transport for London Museum

The ABM UK team is proud to sponsor and volunteer at the Transport for London Museum, whose “Climate Crossroads” and “Enjoyment to Employment” programs provide career coaching and skills to young people seeking careers in the transport industry.



### London Progression Collaboration

We support the London Progression Collaboration in granting small to medium businesses access to funded apprenticeships for job candidates from socioeconomically deprived backgrounds. These candidates don't often have the necessary education to qualify for a job, and businesses may not be in the position to provide them with the training they need to learn the ropes. London Progression Collaboration bridges that gap for more equitable opportunities in the workforce. By 2022, ABM had helped place a total of eight apprentices with small companies within the program.

### Momentum Support

ABM Ireland is proud to support our industry partners, Momentum Support, in their latest CSR initiative: The White Rose of Peace Walk. Our employees and partners come together to walk a route of their choice around Ireland while carrying a white rose to highlight the importance of world peace. Together, we aim to walk a collective 3,171 km, equivalent to the entire coastal perimeter of Ireland.





## Health & Safety

### Putting people first.

[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.

Our team ensures public spaces and private operations are clean and safe for everyone to enjoy—and that’s no small undertaking. Safety is a cornerstone of our culture, and we make every effort to protect the health and welfare of our team members, clients and our clients’ clients.

ABM’s comprehensive Risk Management and Safety programs are designed for compliance with the Occupational Safety & Health Administration (OSHA) and other regulatory bodies, and ensure our team members are:

- Educated on how to complete tasks safely
- Trained in hazard identification
- Aware of how to urgently respond in emergency situations
- Proficient in reporting accidents in order to ensure timely injury case management and implement appropriate mitigation





## SAFE WORK ENVIRONMENTS

Promoting a safe work environment at ABM is maintained thanks to our ThinkSafe program, which works to establish a safety mindset among team members from their first day on the job. We continuously reinforce this throughout the team member journey with routine safety messaging, relevant monthly training topics, and unique programs and materials such as:

- **ABMWay Hub** – Our resource for specific work instructions and procedures to prevent workplace injuries
- **Risk & Safety SharePoint** – Recently revamped to provide an improved user experience that enables leaders to quickly identify needed resources, systems, data and contacts
- **National Safety Council Membership** – Alignment with America’s leading nonprofit safety advocate, providing our leaders with access to webinars, safety talks, presentations, posters, safety videos and other resources
- **ABM Safety Hotline** – Where any team member can report work-related concerns
- *Team members also have the authority to cease work whenever they encounter unsafe working conditions*

## DEVELOPING A CULTURE OF SAFETY

We understand the development and maturation of our safety culture is paramount to driving safety performance and protecting our team members. ABM has several initiatives in place to build momentum in these areas.

### Frontline Leader Training

We established this new safety training program in 2022 to further establish a culture of safety and drive operational ownership. We started by creating an online playbook to provide the necessary details to help frontline leaders understand what safety resources are available to them and how to perform a job hazard analysis or

submit a claim. We then developed live training and webinars to dive into why strong safety culture and timely claims management are so important. The webinars also covered general coaching techniques and why recognizing team members for good safety practices can be so impactful.

**46%** of our frontline leaders participated in 18 webinars + dozens of live training sessions across our enterprise

**99%** of team leaders ranked the training as “Good” or “Excellent”

### Safe Work Observation Program (SWOP)

SWOP enables ABM leaders to observe their team members and act in real time to recognize good safety behaviors and coach for improvement. The program is designed to directly engage team members in creating a safe work environment driven by two-way feedback between leaders and direct reports.

**494,768** SWOPs performed in 2022

## Moment for Safety

Safety is contingent upon proactivity, and our Moment for Safety series sets the tone. These daily emails are sent to every team member with an ABM email address. Each contains a safety highlight task to ensure our team starts their day with safety as their priority. In 2022, we built a SharePoint site that contains hundreds of the Moments for Safety topics for access at any time.

Our combined efforts to promote safe working conditions have proven results:

### ABM ENTERPRISE WIDE

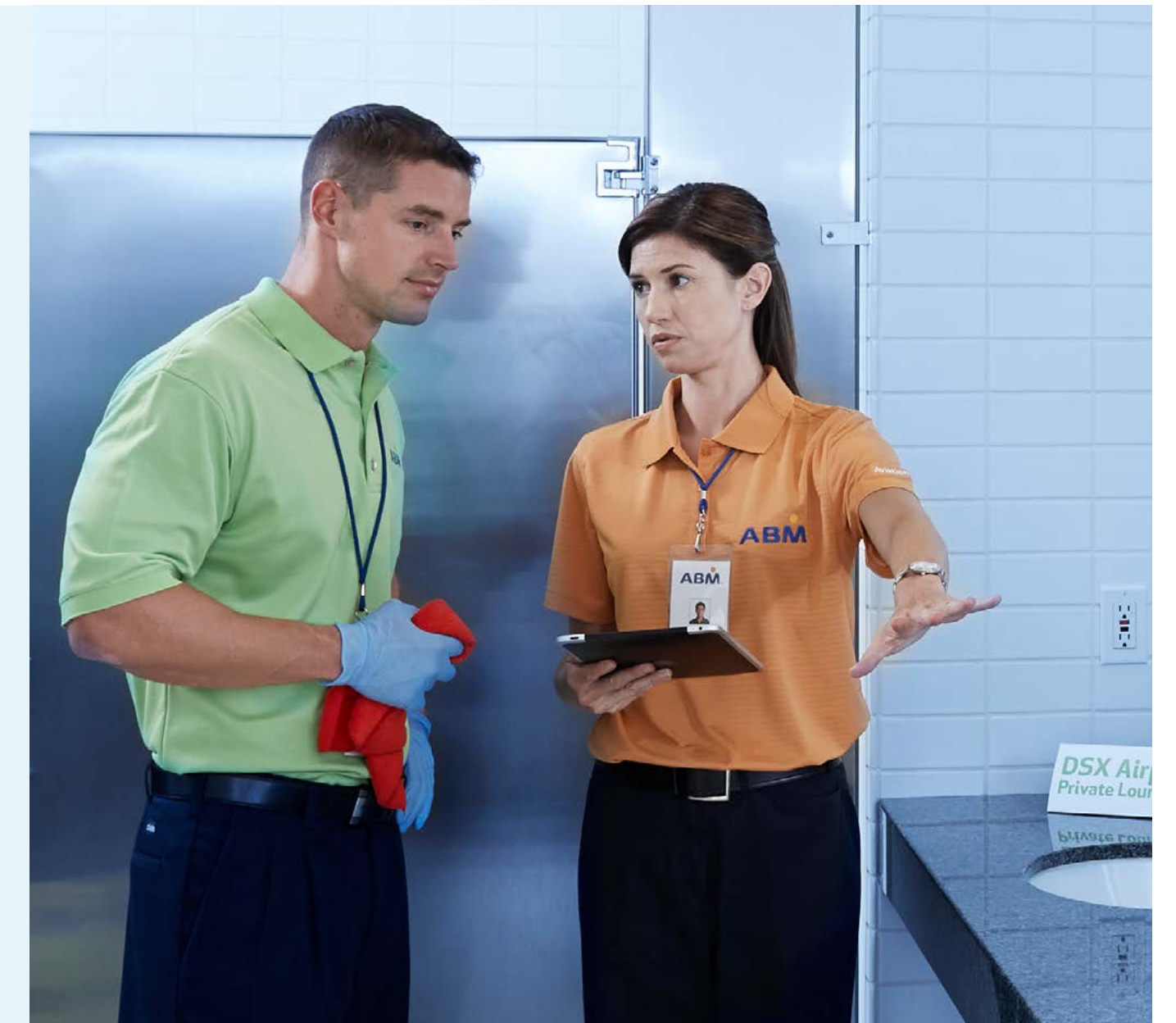
**0.88** Experience Modification Rating (EMR)

↓ from 0.99

**2.42** OSHA Frequency Rate

### ABM UK

ABM companies in the UK 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 2022 fiscal year returned **no non-conformances to requirements.**





## ABM'S SAFETY ORGANIZATION

ABM's Safety Organization is a dedicated group of trained Safety Managers embedded across our business who report to the Senior Vice President of Risk & Safety. This operating model empowers our Safety Managers to create solutions for challenges that arise from operations and ensure all safety activities are aligned with ABM's corporate goals.

### In 2022, as ABM continued to grow, our Safety Organization:

- Studied enterprise growth and listened to Operations to right-size safety to meet our current state of growth
- Brought Safety Managers under one central support team to increase their ability to engage with team members in the field and respond quickly to events, investigations and client concerns
- Maintained safety teams for certain industry groups, including Aviation and Engineering, due to badging requirements and required technical expertise
- Allocated resources geographically for fast response in other industry groups, including Business & Industry, Manufacturing & Distribution and Education
- Created a team of subject matter experts focused on developing programs and initiatives to tackle the unique challenges of our manufacturing, distribution and parking service lines

## SAFETY ROADMAP

Our goal is to maintain a world-class, safety-driven culture that our team members, clients and communities all benefit from. We've developed a strategy consisting of three pillars to make this possible:

- 1. 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

**2. 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

**3. Ensure that the safety department continues to evolve** with the needs of the organization and that we're 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

## PROMOTING SAFETY THROUGH OPERATIONAL PARTNERSHIPS

One of the most important functions of our ThinkSafe program is to encourage collaboration between our Risk & Safety and Operations teams to help leaders identify workplace hazards and implement changes to prevent accidents or injuries. This strong partnership has resulted in a number of noticeable improvements to our work environment, including the introduction of several new safety programs and an overall decrease in claims.

### Top Focus Sites Program

As part of our Top Focus Sites program, we developed a strategic partnership with operational leadership to conduct a holistic review that focuses on intervention and engagement at all levels from frontline team members to operational leadership, and includes:

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

*Since the program started, we've seen an uptick in meaningful safety conversations among operational leaders, frontline team members and our Safety team.*

### Back-to-Basics Training

Over the past few years, much of our safety focus was dedicated to protecting our team members and clients from the impact of COVID-19 via our Enhanced Clean program. In 2022, we refocused our efforts on the hazards of more common cleaning and sanitization tasks by introducing Back-to-Basics Training for all ABM frontline team members. This training digs into the foundational elements of what it means to service our clients' facilities in a post-pandemic world. We worked to understand shifting tasks (for example, how to navigate the transition from entering and servicing empty buildings to cleaning fully staffed workplaces) and how to enable our teams to put their best foot forward in the safest way possible.

### EH&S Audit Process

We conduct Environmental Health & Safety (EH&S) audits following a significant event or if there is a high hazard profile associated with the work our team members do at our clients' locations. These audits were previously done by a single EH&S Manager while visiting a location within their geography of support. As of 2022, they're now also being conducted by a team of EH&S Managers selected based on their areas of expertise and using a comprehensive checklist throughout any areas of exposure. Any observations, findings and corrective actions we take are housed and tracked within our enterprise Risk Information Management system, Origami.

## ABM UK HEALTH & SAFETY

### ELEVATE Safety Week

Each year, we dedicate a week to recognizing our UK team members' efforts to elevate safety in their daily roles. During the 2022 ELEVATE Safety Week, we:

- Hosted a series of ELEVATE moments with our site teams
- Shared bite-size, virtual safety-training sessions that cover topics such as Working at Height, Conflict Management, Chemical Safety, Mental Health First Aid, Safety Support, and more
- Made management team member Safety & Wellbeing engagement visits
- Launched the ABM UK-wide ELEVATE Safety Team Member Recognition Programme to acknowledge and celebrate team members who lead by example
- Refreshed our ABM Team Member ThinkSafe! ActSafe! BeSafe! expectations

### Certified IOSH Safety Training Programme

We're committed to investing in our team members' wellbeing, including their on-the-job safety and mental health. In 2022, our ABM UK team's safety trainers delivered more than 3,950 hours of training to 455 ABM UK managers and frontline team members to promote a culture of health and safety. These trainings included ways to support team members in the event of a personal crisis (financial, family-related, medical, bereavement, etc.).





GROUP INDUSTRY	SUPER REGION	CLAIMANT GENDER	DAYS AWAY FROM WORK	JOB TRANSFER OR RESTRICTION	OTHER RECORDABLE CASES	GRAND TOTAL
BNI-BUSINESS AND INDUSTRY US	BCE - BNI CENTRAL	Female	39	48	34	121
		Male	18	22	12	52
		Not Specified or Blank			19	19
	<b>BCE - BNI CENTRAL Total</b>		<b>57</b>	<b>70</b>	<b>65</b>	<b>192</b>
	BEE - BNI EAST ENGINEERING	Female	1		3	4
		Male	24	6	28	58
	<b>BEE - BNI EAST ENGINEERING Total</b>		<b>25</b>	<b>6</b>	<b>31</b>	<b>62</b>
	BEW - BNI WEST ENGINEERING	Female	1			1
		Male	17	8	50	75
		Not Specified or Blank			6	6
	<b>BEW - BNI WEST ENGINEERING Total</b>		<b>18</b>	<b>8</b>	<b>56</b>	<b>82</b>
	BNE - BNI GLNE	Female	79	14	26	119
		Male	38	13	24	75
		Not Specified or Blank			5	5
	<b>BNE - BNI GLNE Total</b>		<b>117</b>	<b>27</b>	<b>55</b>	<b>199</b>
	BOH - BNI GROUP OH	Female	1	2		3
		Male	1		2	3
	<b>BOH - BNI GROUP OH Total</b>		<b>2</b>	<b>2</b>	<b>2</b>	<b>6</b>
	BPK - BNI PARKING	Female	10	8	15	33
		Male	16	9	36	61
Not Specified or Blank				27	27	
<b>BPK - BNI PARKING Total</b>		<b>26</b>	<b>17</b>	<b>78</b>	<b>121</b>	
BWE - BNI WEST	Female	149	66	206	421	
	Male	60	31	139	230	
	Not Specified or Blank			71	71	
<b>BWE - BNI WEST Total</b>		<b>209</b>	<b>97</b>	<b>416</b>	<b>722</b>	
<b>BNI-BUSINESS AND INDUSTRY US TOTAL</b>			<b>454</b>	<b>227</b>	<b>703</b>	<b>1,384</b>
AVI-AVIATION	AOH - AVI GROUP OH	Not Specified or Blank			1	1
		<b>AOH - AVI GROUP OH Total</b>			<b>1</b>	<b>1</b>
	AVA - AVI AIRSIDE NORTH	Female	19		1	20
		Male	9	1	1	11
		Not Specified or Blank			3	3
	<b>AVA - AVI AIRSIDE NORTH Total</b>		<b>28</b>	<b>1</b>	<b>5</b>	<b>34</b>
	AVB - AVI AIRSIDE SOUTH	Female	2	5	2	9
		Male		1	3	4
		Not Specified or Blank			1	1
	<b>AVB - AVI AIRSIDE SOUTH Total</b>		<b>2</b>	<b>6</b>	<b>6</b>	<b>14</b>
	AVC - AVI LANDSIDE	Female	10	3	6	19
		Male	7	7	5	19
Not Specified or Blank				8	8	
<b>AVC - AVI LANDSIDE Total</b>		<b>17</b>	<b>10</b>	<b>19</b>	<b>46</b>	
AVD - AVI AIRSIDE WEST	Female	14	7	24	45	
	Male	10	10	17	37	
	Not Specified or Blank			17	17	
<b>AVD - AVI AIRSIDE WEST Total</b>		<b>24</b>	<b>17</b>	<b>58</b>	<b>99</b>	
<b>AVI-AVIATION TOTAL</b>			<b>71</b>	<b>34</b>	<b>89</b>	<b>194</b>

GROUP INDUSTRY	SUPER REGION	CLAIMANT GENDER	DAYS AWAY FROM WORK	JOB TRANSFER OR RESTRICTION	OTHER RECORDABLE CASES	GRAND TOTAL
EDU-EDUCATION	ENO - EDU NORTHEAST MIDWEST	Female	27	48	18	93
		Male	21	15	14	50
		Not Specified or Blank			2	2
	<b>ENO - EDU NORTHEAST MIDWEST Total</b>		<b>48</b>	<b>63</b>	<b>34</b>	<b>145</b>
	ESE - EDU SOUTHEAST	Female	23	16	9	48
		Male	13	25	6	44
		Not Specified or Blank			3	3
<b>ESE - EDU SOUTHEAST Total</b>		<b>36</b>	<b>41</b>	<b>18</b>	<b>95</b>	
EWE - EDU WEST	Female	13	32	11	56	
	Male	10	12	9	31	
	Not Specified or Blank			15	15	
<b>EWE - EDU WEST Total</b>		<b>23</b>	<b>44</b>	<b>35</b>	<b>102</b>	
<b>EDU-EDUCATION TOTAL</b>			<b>107</b>	<b>148</b>	<b>87</b>	<b>342</b>
MND-MANUFACTURING AND DISTRIBUTION	MDI - MND DISTRIBUTION	Female		1		1
		Male	2	3	2	7
	<b>MDI - MND DISTRIBUTION Total</b>		<b>2</b>	<b>4</b>	<b>2</b>	<b>8</b>
	MNE - MND MFG NORTH	Female	5	9	5	19
		Male	8	4	2	14
		Not Specified or Blank			2	2
	<b>MNE - MND MFG NORTH Total</b>		<b>13</b>	<b>13</b>	<b>9</b>	<b>35</b>
	MSE - MND MFG SOUTH	Female	9	9	8	26
		Male	6	7	8	21
		Not Specified or Blank			2	2
<b>MSE - MND MFG SOUTH Total</b>		<b>15</b>	<b>16</b>	<b>18</b>	<b>49</b>	
MTX - MND MFG TEXAS	Female	8	17	8	33	
	Male	4	12	7	23	
	Not Specified or Blank			9	9	
<b>MTX - MND MFG TEXAS Total</b>		<b>12</b>	<b>29</b>	<b>24</b>	<b>65</b>	
<b>MND-MANUFACTURING AND DISTRIBUTION TOTAL</b>			<b>42</b>	<b>62</b>	<b>53</b>	<b>157</b>
ABS-TECHNICAL SOLUTIONS US	EMC - ATS ELEC POWER SOL APS	Male		2	1	3
		Not Specified or Blank			3	3
	<b>EMC - ATS ELEC POWER SOL APS Total</b>			<b>2</b>	<b>4</b>	<b>6</b>
	EME - ATS MECHANICAL EAST	Male	2		1	3
		<b>EME - ATS MECHANICAL EAST Total</b>		<b>2</b>		<b>1</b>
	EMS - ATS MECHANICAL SOUTH	Male		1	1	2
		<b>EMS - ATS MECHANICAL SOUTH Total</b>			<b>1</b>	<b>1</b>
	EMW - ATS MECHANICAL WEST	Male	4	2	2	8
		<b>EMW - ATS MECHANICAL WEST Total</b>		<b>4</b>	<b>2</b>	<b>2</b>
	ENR - ATS FACILITY SUPPORT SVCS	Male			2	2
<b>ENR - ATS FACILITY SUPPORT SVCS Total</b>				<b>2</b>	<b>2</b>	
<b>ABS-TECHNICAL SOLUTIONS US TOTAL</b>			<b>6</b>	<b>5</b>	<b>10</b>	<b>21</b>
<b>GRAND TOTAL</b>			<b>680</b>	<b>476</b>	<b>942</b>	<b>2,098</b>
<b>HOURS WORKED</b>			<b>DART</b>	<b>1.33</b>	<b>TRIR</b>	<b>2.42</b>



# Sustainable Procurement

## Building strong, strategic and diverse supplier partnerships.

[GRI 204-1] Proportion of spending on local suppliers.

Who we work with is just as significant as the work we're doing. We strive to align ourselves with diverse suppliers of all different backgrounds, including first-generation businesses and underrepresented owners who place sustainability at the same level of importance as we do.

### SUPPLY CHAIN

As a facilities management service provider, we make purchases in support and on behalf of our clients and corporate functions. During 2022, ABM engaged with over 50,000 suppliers and spent more than \$1 billion to provide materials and services to our clients and for our own operations.

### PROCUREMENT POLICY

Our procurement policy is applicable to all stages of the purchasing process for our Education industry group; however, we intend to update the policy to apply to all industry groups and incorporate relevant technology and process improvements. This policy will be applicable to all directors, officers, team members and third parties acting on behalf of ABM, including contractors, agents, representatives, consultants and partners. It outlines the requirements necessary to purchase goods and services on behalf of the company, and its clients and customers, to acquire such goods and services at the proper quality and the most economically feasible prices. The policy also covers topics such as procurement authority; categories of spend; contracts, subcontracts and strategic sourcing; company-issued credit cards; and contract signing authority.





## SUPPLIER CODE OF CONDUCT

We've established the ABM Supplier Code of Conduct to align our suppliers and their subcontractors who provide services directly to ABM clients. It includes our principles for compliance with all applicable local laws, respect for human rights, environmental conservation and the safety of all the products and services we provide. We ask our suppliers to commit to treat all their workers with dignity and respect, including temporary, migrant, student, contract, direct team members and any other types of workers.

We also ask our new contractors to have Safe Contractor accreditation or agree to apply for and achieve accreditation within three months of becoming an approved ABM supplier. Our suppliers must 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, we ask that they strive to reduce all types of waste generation as an overall strategy to implement environmentally sustainable business practices.

In addition, ABM suppliers must strictly prohibit any form of corruption, adhere to fair business practice standards and comply with any applicable anti-corruption law.

## OUR SUPPLIER DIVERSITY PROGRAM

More than a century ago, ABM began as a small, family-owned business with just one employee. Today, we're a national leader in facility services and solutions led by more than 110,000 team members. Through our Supplier Diversity program, we honor our roots by seeking to create opportunity for the next generation of underrepresented business owners while strengthening our operations. Whether it's where we source our products and supplies or the businesses we select to partner with, we believe maintaining a strong diversity in perspectives, experience and background makes ABM a more inclusive, effective and valuable partner for those we serve.

Our Supplier Diversity program has been in place for over a decade, and we're proud to be an industry leader in supplier diversity spend for the subcontracting category. Nurturing a robust, diverse supplier base plays a powerful role in how we deliver best results for our clients, increasing our competitiveness in the marketplace and fueling economic vitality in the communities where we operate. With a rich legacy and over a century of experience, we're making moves to deepen our commitment and provide new ways for underrepresented businesses on local, regional and national levels to access and contribute to a shared future with ABM.

At ABM, having suppliers that reflect the diversity of our stakeholders helps deliver on our mission to make a difference.

### Supplier Diversity Program Mission Statement

ABM is committed to growing, developing and partnering with diverse and underrepresented businesses in our supply chain and subcontracting network.

We believe a robust, diverse supplier base helps deliver the best results for our clients and increases ABM's competitiveness in the marketplace, while also fueling economic vitality in the communities where we operate.

Our supplier diversity mission is to drive the inclusivity, innovation and effectiveness of our supply chain by building mutually beneficial relationships with diverse suppliers and implementing strategies to maximize their development and enable greater access to business opportunities.

## PROGRAM OBJECTIVES

### Internal

We know economically empowered, diverse businesses strengthen our supply chain and contribute to the overall sustainability and expansion of our markets. To continue the development of our diverse supply chain, we seek to:

- Build collaborative relationships with leading diverse supplier organizations, including but not limited to the National Minority Supplier Development Council (NMSDC) and Women's Business Enterprise National Council (WBENC)
- Make our best effort to include diverse suppliers in RFQs to procure goods and services when executing through our procurement channels
- Evaluate opportunities to increase our supplier diversity spend at a corporate level and set appropriate targets
- Pursue efforts that highlight and expand diverse suppliers available for utilization within ABM to enable client operations

### External

We're committed to providing minority, disabled, women, veterans, LGBTQ+ and small and underrepresented business enterprises (included for the UK and EU Social Enterprises and Volunteering and Charity Organizations) access and opportunity to participate in our company's subcontracting and procurement processes. We're focused on executing the following key objectives:

- **Client experience:** We seek to ensure clients have access to supplier diversity spend opportunities when working with ABM. ABM intends to pursue efforts to highlight and expand diverse suppliers available for utilization within ABM to enable client operations.
- **Diverse supplier experience:** We are establishing collaborative relationships with leading diverse supplier organizations including but not limited to NMSDC and WBENC to enhance supply base relationships. A supplier experience enhancement initiative is under way to improve support of and cultivate diverse suppliers throughout their lifecycle with ABM.
- **Advancing our reach:** We plan to extend our supplier diversity priorities internationally where ABM conducts business.



**\$238.4M** Supplier Diversity Spend (classified + certified)

**65%** Certified Spend

**35%** Classified Spend



**OUR DIVERSITY PARTNERSHIPS**

**National Minority Supplier Development Council**

The longest operating business growth engine for the broadest group of systematically excluded communities of color (Asian-Indian, Asian-Pacific, Black, Hispanic, and Native American).

**Women’s Business Enterprise National Council**

A leading non-profit organization dedicated to helping women-owned businesses thrive.

**ABM & Amazon**

ABM was proud to appear on the Business Diversity Panel at Amazon’s 2022 Business Reshape Conference, where our Director of Procurement, Stefanie Bensmiller, joined other leaders to discuss the latest strategies for improving supplier diversity.

“For us, it’s not just about growing the businesses we have, but growing the economic vitality of the communities around us.”

~ Stefanie Bensmiller, ABM Director of Procurement



**GREEN SPEND**

We make sure we’re able to bring our clients products that are in compliance with different environmental certifications like Greenguard, Ecologo, US EPA Safer Choice, Green Seal, Cradle to Cradle Certified and Carbon Neutral Products, among others.



**55%** ABM chemical purchases are in compliance with GHS

**77%** Paper SKUs that are green certified for 2022

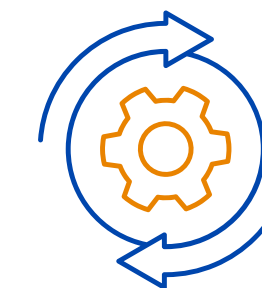
**LOCAL SPEND**

**99%**  
Spend on local suppliers



**REUSING EQUIPMENT**

It’s ABM’s standard practice to repurpose equipment when and where appropriate based on condition and client/contractual arrangements. We constantly strive to reuse and repurpose equipment in the most efficient manner possible.



**EMBEDDING SUSTAINABILITY ACROSS OUR VALUE CHAIN**

**Diversey – Chemical Supplier**

We’re constantly identifying new products and methods to operate more efficiently and sustainably for our clients. Our strong relationship with chemical supplier Diversey is the perfect example of that. Diversey’s latest innovations in packaging and chemical concentrations:

- Generated 82,649 kg of CO<sub>2</sub>e savings equivalent to the annual greenhouse gas emissions from 18 cars
- Cut plastic and cardboard usage by **33,744 kg**, offsetting about **22,400 kg CO<sub>2</sub>e** 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 cleaners, 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.





## Our Business

**We're expanding and evolving our business mindfully**, taking into consideration how we can best meet the needs of our clients in an ever-changing world. Every new strategy or venture we support is selected with care and intention so that as our business scales, our approach to growth is sustainable in more ways than one.



# Strategy & Innovation

## Looking forward to what's next.

### ABM NEXT

ABM Next is our innovation program that allows us to take a systematic approach to developing, piloting, and scaling innovative solutions that support our team-member and client experience. This year, we continued down our client-facing technology roadmap with a focus on sensor technology, alternate- and virtual-reality (AR/VR) headsets, and integrated technology platforms. We also launched our first-ever Shark Tank through our online innovation hub to engage a broader set of team members in the ideation process and gain a wider perspective on solutions to common problems such as energy consumption. 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 2022, our ABM Next team worked on several initiatives that track directly to sustainability, including:

### Occupancy Sensors to Optimize Spaces

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. That's why we developed a preliminary prototype in 2021 to drive more targeted servicing that uses this data to support lower cleaning material waste. In 2022, we built upon this solution with a more scalable operationalization platform. We're now able to ingest data from occupancy sensors and directly merge this with broader data around space impacts (such as conferences that disrupt normal cleaning rules, sick call-outs, and project work) to deliver the most optimized, tailored servicing protocols for the space usage.

### Condition-Based Maintenance to Reduce Waste

Our predictive maintenance solutions are all about timing. When executed well, they enable us to service equipment at the right point in time with the right supplies in-hand. In 2022, ABM partnered with key clients in high-risk spaces to pilot this technology. We were able to help them:

- Clearly identify their maintenance needs while driving energy reduction
- Prioritize which equipment requires maintenance to extend its shelf-life and, therefore, keep it out of landfills
- Avoid the need to prematurely replace smaller equipment components (like filters) as another waste-reducing tactic
- Manage their spaces remotely, allowing us to make recommendations without the need for in-person trips and tests

### Indoor Air Quality to Improve Working Conditions

Many indoor air quality sensors allow for continuous monitoring of air quality indicators such as CO<sub>2</sub>, volatile organic compounds, temperature, humidity and so on. In 2021, we developed a preliminary prototype that leverages this information to drive healthier, breathable spaces. Last year, we conducted additional research alongside Carnegie Mellon through their Summer Capstone Program, where we developed an algorithm for Indoor Environment Health. We compared this algorithm to the productivity levels of individuals working in the space and

coordinated with our Expert Advisory Council to understand rules that could be set up to drive alerts for out-of-range parameters. We're piloting this solution in our office in Tustin, California and client spaces, and have already seen positive results:

- Employees working in environments with better air quality are more comfortable and better able to execute their tasks
- Less energy is used when facility controls are optimized to promote indoor air quality
- The system can be managed remotely, meaning fewer emissions associated with trips or in-person tests





### Living Walls to Increase Wellbeing

Vegetation in indoor spaces has been shown to have a number of positive impacts on employee health and wellbeing. Based on findings from the WELL Living Lab and other organizations, we installed living walls in several ABM office locations. Each of these walls is adorned with a series of plants that have helped to improve air quality in our indoor workspaces and create a more pleasant work environment for our team members.



### ESG Analytics to Measure Energy Use

We're exploring new and improved ways to track ESG analytics for our clients, starting with energy management, waste management, and water usage. Reflecting a shared responsibility for reporting purposes, we expect these analytics to manifest into an interactive client-facing dashboard that can also be used to support our own ESG goals. We're currently in the process of vetting vendors to help us develop a scalable and actionable solution that can benefit us all.

### Alternate & Virtual Reality to Boost Safety

We're harnessing the power of AR technology to improve safety outcomes and connectivity throughout our organization via our prototype, Safety Glass, which has already led to:

- A reduction in travel, as experts can remotely support team members by actively seeing the equipment they are working on
- A reduction in safety incidents, as Safety Glasses are hands-free solutions that don't interfere with work

In parallel, we're also developing a beta VR solution to support team member training to further travel and associated carbon footprint impacts.

### Digital Twin Technology to Unlock Efficiencies

Once mature, our digital twin technology will allow for remote and automated building management. Using 3D replications of our clients' buildings, we'll be able to channel data to unify their operations and promote efficiencies like never before. In 2022, we developed the data building blocks to bring this technology to life alongside a series of visualization and aggregation partners to refine our prototype.

### Decarbonizing Solutions to Reduce Emissions

ABM UK will continue to push the boundaries on the type and extent of vehicles that can be switched to battery-powered or hybrid operations. In 2023, we'll be testing the use of Ambulifts at UK airports to broaden our services for passengers with reduced mobility.

### ABM CONNECT

ABM Connect is our latest solution to improve our service delivery experience. Launched as a pilot in 2023, this work has been possible thanks to our partnership with several technology giants.

*We're thrilled to announce our formal partnership with Microsoft to transform facilities management for our clients.*

Microsoft and ABM jointly believe in a vision for connected facilities of the future that leverage an ecosystem of data to reduce energy consumption, improve team member safety and outcomes, and lower overall costs. We're continuing to build upon these efforts throughout the remainder of the year and progress a few of the preliminary solutions to scaled product offerings. All will be executed with a laser focus on positive ESG impact.



## ABM VANTAGE

ABM is redefining parking infrastructure and the driver experience in a way that reduces auto emissions. We support EV adoption with the debut of an integrated, data-enabled, tech-agnostic smart parking platform called ABM Vantage.

Establishing a new industry standard, ABM Vantage offers a flexible solution that integrates with existing parking facility infrastructure enhanced by best-in-class technology and equipment. ABM Vantage is a central platform that collects data from disparate parking systems and makes it viewable through a single hub. The hub contains owner and operator dashboards loaded with real-time, actionable data from multiple parking operational sources for increased net revenue, real-time insights, long-term results, and an enhanced driver experience—enabling our clients to meet the challenges of the future.

ABM Vantage also puts the driver first, creating a frictionless and data-driven design that delivers an easy and efficient flowthrough that gets drivers in and out without a hassle. Features include reservations, gateless entry, wayfinding, reliable EV stations, and AI machine learning and computer vision to identify valuable patterns and trends that streamline operations.

This innovative technology application serves in helping reduce traffic congestion, improving air quality, and enhancing accessibility and inclusion within the transportation industry.

- **Reducing Traffic Congestion:** ABM Vantage plays a crucial role in reducing traffic congestion by optimizing parking operations. By providing drivers with real-time data on available parking spaces and utilizing advanced technologies like license plate recognition, the solution enables drivers a more frictionless experience, to quickly locate and access open spots. This reduces the time spent searching for parking, minimizing traffic congestion in busy urban areas, improving overall traffic flow, and reducing the environmental impact associated with excessive idling.

- **Improving Air Quality:** By efficiently guiding drivers to available parking spaces, ABM Vantage helps minimize unnecessary driving and circling, which leads to reduced fuel consumption and lower emissions. Additionally, ABM Vantage promotes the use of EVs by providing EV charging infrastructure and integrating EV-specific features into the solution. By encouraging the adoption of EVs and supporting their charging needs, ABM Vantage helps reduce GHG emissions and improve air quality, contributing to a cleaner and healthier transportation ecosystem.
- **Enhancing Accessibility & Inclusion:** ABM Vantage helps address the challenges faced by people with disabilities, the elderly, and those with limited mobility, ensuring they have equal access to parking and transportation services. The user-friendly ABM Vantage mobile application provides real-time information about parking availability and accessibility, enabling individuals to plan their trips and choose parking facilities that meet their specific accessibility needs.

ABM launched ABM Vantage in August 2022, with its innovative use of technology recognized by the National Parking Association for the Most Innovative Facility of the Year Award for its partnership with Los Angeles World Airports, and the STEVIE® AWARD for 2023 Achievement in Technology Innovation.





CASE STUDY: US

## Abbeville County School District

### Energy Savings Performance Contract

Protecting Community Investments in Teachers & Technology

ABM helped save \$4.9M in projected energy and operating costs to create general fund relief and empower indoor air quality improvements.

*“ABM was able to put together a project that helped us better allocate our ESSER funds, transform our capital budget into an investment in our community assets, and free up our general fund to invest in teachers and educational initiatives for our students.”*

*~ Dr. Mason Gray, Superintendent of Abbeville County School District*

**CHALLENGE:** To sustain investments in learning initiatives and address aging facility assets, Abbeville County School District needed a way to control operating costs and ensure capital funds could equitably improve facilities for students in every school.

“We didn’t have a way to equitably upgrade our schools for all our students with our current spending structure,” said Dr. Mason Gary, Superintendent of Abbeville County School District (ACSD).

**SOLUTION:** ABM’s project provided a new way for ACSD leadership to allocate ESSER funds and existing capital budgets that both improved facilities and freed up operating dollars needed to sustain investments in teachers and educational initiatives. “The pandemic highlighted infrastructure needs nationwide, but it also asked schools to invest more in alternative learning, teachers, and technology,” said Mark Hawkinson, President of ABM Technical

Solutions. “We can do more for schools today than save them energy costs. We build solutions for the capital investment needs and operating costs of schools so they can best use funds for the benefit of students and teachers.”

Our integrated facility upgrade solution provided an opportunity to transform the district’s spending structure while benefiting learning environments district wide. In addition to lighting and HVAC upgrades, we added needlepoint bi-polar ionization equipment as a pathogen and particle control measure to address indoor air quality in all eight Abbeville County schools.

**BENEFITS:** ABM’s Energy Performance Contracting Program enables school districts and other entities like local governments, institutions of higher learning, and federal agencies to invest in critical infrastructure needs and achieve sustainability, security and resilience goals. The program drives costs out of operating budgets and redirects savings to critical needs, helping fund improvements without upfront costs or tax increases.

Our facilities upgrades for Abbeville County School District included:

- LED lighting improvements
- HVAC equipment replacements and upgrades, including variable refrigerant flow units to increase ventilation from outdoor air
- Water conservation measures
- Needlepoint bi-polar ionization equipment to address indoor air quality
- Building control improvements and sensors added to help improve the intake of outdoor air
- Seismic, wind and vibration hardware for earthquake and hurricane safety





# ABM Ventures

## Breathing life into bright ideas.

ABM Ventures, our business venture program, seeks and invests in new strategic growth opportunities that quicken the innovation cycle and bring emerging solutions to scale. Through investments in early- to expansion-stage companies that are solving for the biggest challenges in the facility services industry, ABM Ventures is primarily focused on opportunities across:

- Sustainability-enhancing technology
- Digital and virtual workplace infrastructure and services
- eMobility
- Autonomous operations and workforce productivity
- Smart and healthy building solutions
- Future of Work

As an important extension of ABM's ELEVATE strategy, ABM Ventures is designed to accelerate growth through investments in both client and team member experiences, and in industry-focused leading use of technology and data solutions.

ABM Ventures works in tandem with our internal ABM Next Innovation program, which enables evaluation and development of technologies and solutions needing validation, proof of concept, or incubation.

## THE BENEFITS OF PARTNERING WITH ABM

### Built-In Distribution Network

ABM offers unmatched scale in the industry, with over 20,000 client sites across:

- Owner-occupied and -leased commercial office space
- Manufacturing, warehousing, and distribution centers
- Airports and transit hubs
- Schools and universities
- Stadiums, museums, entertainment venues and more

### Likely Client or Distribution Channel

As both an investor and early adopter, we provide solution partners with:

- Real-world, actionable industry insight and feedback to strengthen their solutions or offerings
- Exposure to large enterprise procurement process, supplier qualification and platform requirements
- Immediate revenue with growth potential

### Industry Presence

We offer growth-stage businesses access to our industry-leading resources, expertise and offerings:

- Annual \$6+ billion revenue and 100,000+ team members in 350+ offices throughout the United States, United Kingdom and other international locations
- Guided by values of Innovation, Trust, and Collaboration
- Dedicated financial resources to build, invest and operate new ventures and partnerships



**Portfolio Highlight**

### Waste & Recycling Management

From on-demand removal to fully integrated waste management solutions, Recycling Tracking Systems (RTS) help companies and municipalities easily track and optimize their pickups. Using data insight, RTS empowers clients with visibility into their waste habits and tangible figures on their climate impact to improve their waste and recycling practices.







# Technical Information



# About this 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 2022 Annual Report on Form 10-K available at: [ABM.10.31.2022-10K \(gcs-web.com\)](https://www.abm.com/ABM.10.31.2022-10K)

### HUMAN RESOURCES METRICS

- Women in top management positions comprise the following categories: senior vice president, director, executive vice president and vice president.
- Team member attrition: corresponds to staff and management category.
- Decrease in average hours of training per team member is due to the reduction of covid-related trainings implemented during the pandemic. New metric on frontline leadership training corresponds to a specialized training that was identified for our frontline leaders to teach them to lead our frontline team members.
- Employment status metrics: ABM's CEO has been included among the staff and management category.
- Turnover and hires metrics: Information from the UK has been included in the total values due to reporting capabilities impacting the Aviation and the Business & Industry industry groups.

### 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: disclosed in Note 13, "Commitments and Contingencies" on page 80 of our 2022 Annual Report on Form 10-K available on: [ABM.10.31.2022-10K \(gcs-web.com\)](https://www.abm.com/ABM.10.31.2022-10K).
- Board of director metrics: reflect the Board composition as of April 1, 2022.
- Data breach is defined as the unauthorized movement or disclosure of sensitive information to a party, usually outside the organization, that is not authorized to have or see the information. This definition is derived from the US National Initiative for Cybersecurity Careers and Studies (NICCS) glossary.

### GIVE-BACK APPROACH METRICS

- Disclosed information from our ABM Cares program has been directly captured from our ABM Cares platform in January 2023. This platform is managed by a third-party vendor who processes all donations, matching and volunteered hours logged by ABM's team members.

### SUSTAINABLE SERVICES METRICS

- EV charging metrics: Sources of information used to calculate EV charging GHG emissions not produced by using EVs, energy dispensed into vehicles and approximate number of miles driven by cars charged on ABM-installed chargers are reported by ABM, ChargePoint, EV connect, EV OS, and ABM Vantage.

### SUSTAINABLE PROCUREMENT METRICS

- Local spend: We considered all ABM locations as significant locations of operation and classified as local the spend incurred with vendors registered in the United States.
- Supplier diversity spend: The spend corresponds to all registered spend by certified diverse suppliers incurred through the Supplier.io platform.
- Diversey environmental savings: Calculations were based on ABM's 2022 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).



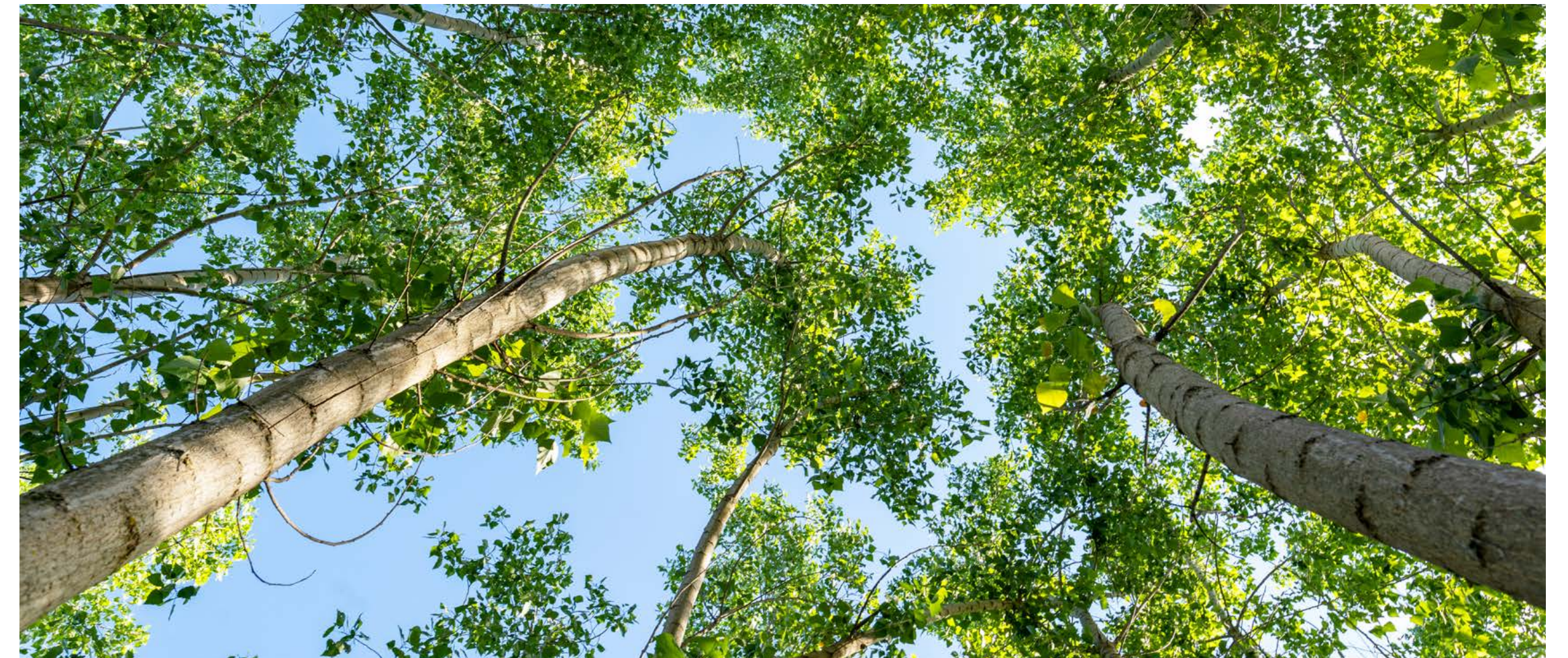


## SAFETY METRICS

- Number and rate of fatalities as a result of work related-injury: 0
- Metrics correspond to ABM US team members.
- 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 and 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 recordable work-related injuries: 2,098, 2.42.
  - » Main types of work-related injuries: Slip/trip/fall, strain or injury by lifting, struck by or against an object, overexertion.
  - » Numbers of hours worked: 173,440,603 (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 (1.33 rate).

## ENVIRONMENTAL METRICS

- Emissions were calculated according to the Greenhouse Gas Protocol and relevant tools were used in calculations:
  - » **Natural gas:** Data on natural gas use in leased offices was gathered by the finance department. No estimations were done, and the data only includes offices where there is a gas consumption bill. Gas units were converted into MMBTu and the calculator tool provided by the GHG protocol was used to calculate emissions.
  - » **Electricity:** Data on electricity consumption was gathered by the finance department.
    - **Scope 2:**
      - **Location based:** We first estimated information for offices where we did not have a complete year of electricity consumption based on their average consumption. Then, offices were organized by eGRID subregions, and the purchased electricity was entered into the calculator tool provided by the GHG protocol where we used the latest version of the EPA emission factors to convert into carbon emissions.
      - **Market based:** We used the same energy consumption calculated for the location-based method and applied the green-e residual mix emission factors.
    - **Scope 3:** For landlord electricity emissions, we estimated electricity consumption based on the real estate survey from the international energy agency that provides average energy consumption from our types or offices that are warehouses and offices. Based on this we estimated their energy consumption and input the information in the calculator tool provided by the GHG protocol using the latest version of EPA emission factors to convert into carbon emissions.



- » **Fuel consumption:** Fleet data of fuel used by vehicle and by model were gathered by the fleet team. 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. To convert fuel consumption into carbon emissions we used the GHG protocol transportation calculator and classified vehicles by type of vehicle, model year and type of fuel.
- » **Business travel:** Business travel emissions come directly from travel management suppliers. No estimates were made.
- » **UK Emissions:** We report our UK energy consumption and emissions, for each UK corporate entity, in accordance with the requirements of Streamlined Energy and Carbon Reporting. We report using the "UK Government Greenhouse Gas Conversion Factors for Company Reporting" published annually by the Department for Energy Security and Net Zero and the Department for Business, Energy and 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).
  - UK 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. fuel economy information from the U.S. government, EPA).



## OMISSIONS AND EXCLUSIONS

This report covers the corporate activities and services provided by ABM through North America and the UK. ABM has reported in accordance with the GRI Standards and with the Sustainability Accounting Standards Board information requirements for professional and commercial services for the period of November 2021 – October 2022. Additional information about the company can be found at [www.abm.com](http://www.abm.com), as well as in our filings with the SEC, which can be accessed in the investor section of our website.

- GRI 202 Market Presence – Proportion of senior management hired from the local community: 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.
- GRI 301 Materials – Materials used by weight or volume: Not applicable. As of the 2022 fiscal year, ABM was a service-based company and did not manufacture any products.
- GRI 306: Waste – Waste generation and significant waste-related impacts: ABM is working on improving reporting systems to be able to track waste produced at its offices.

- GRI 403 Occupational health and safety – Workers covered by an occupational health and safety management system: ABM is working on consolidating the reporting system.
- GRI 417: Marketing and labeling – Requirements for product and service information and labeling: Not applicable. Information tailored for the labeling of actual products and not applicable to ABM's services.
- Due to our Human Resources reporting structure, we are not able to provide detailed workforce information by region and turnover (breakdown voluntary and involuntary) metrics.
- Team members engagement rate: During the 2022 fiscal year, ABM did not perform the ABMVoice survey.

## SIGNIFICANT CHANGES FROM PREVIOUS YEAR REPORT

[GRI 2-6] Significant changes to the organization and its supply chain. [GRI 2-4] Restatements of information.

None.





# Content Index Table

[GRI 2-5] External assurance.

"Statement of use"	ABM Industries Inc. has reported in accordance with the GRI Standards for the period November 2021 - October 2022
GRI 1 used	GRI 1: Foundation 2021
Applicable GRI Sector Standard(s)	

GRI STANDARD/ OTHER SOURCE	DISCLOSURE	LOCATION	OMISSION		
			Requirement(s) Omitted	Reason	Explanation
<b>GENERAL DISCLOSURES</b>					
GRI 2: General Disclosures 2021	2-1 Organizational details	Ownership & Legal Form, page 7			
	2-2 Entities included in the organization's sustainability reporting	Materiality Analysis, page 20			
	2-3 Reporting period, frequency and contact point	Materiality Matrix, page 21			
	2-4 Restatements of information	Significant changes from previous year report, page 73			
	2-5 External assurance	Assurance letter available on ESG website, page 74			
	2-6 Activities, value chain and other business relationships	About ABM, page 6			
	2-7 Employees				
	2-8 Workers who are not employees	Our Workforce, pages 44-46			
	2-9 Governance structure and composition	2023 Proxy Statement, pages 7-14			
	2-10 Nomination and selection of the highest governance body	2023 Proxy Statement, page 8			
	2-11 Chair of the highest governance body	2023 Proxy Statement, page 9			
	2-12 Role of the highest governance body in overseeing the management of impacts	2023 Proxy Statement, page 9-10, 12-13			
	2-13 Delegation of responsibility for managing impacts				
	2-14 Role of the highest governance body in sustainability reporting	Environmental and Social Governance, page 18			
	2-15 Conflicts of interest	Code of Business Conduct, page 6			

GRI STANDARD/ OTHER SOURCE	DISCLOSURE	LOCATION	OMISSION		
			Requirement(s) Omitted	Reason	Explanation
<b>GENERAL DISCLOSURES</b>					
GRI 2: General Disclosures 2021	2-16 Communication of critical concerns	<a href="#">Code of Business Conduct</a> , pages 3-4			
	2-17 Collective knowledge of the highest governance body	2023 Proxy Statement, page 16			
	2-18 Evaluation of the performance of the highest governance body	Corporate Governance, pages 16-17			
	2-19 Remuneration policies	2023 Proxy Statement, pages 15, 20			
	2-20 Process to determine remuneration	2023 Proxy Statement, pages 15, 20			
	2-21 Annual total compensation ratio	2023 Proxy Statement, pages 36, 44			
	2-22 Statement on sustainable development strategy	A Message From Our CEO, page 4			
	2-23 Policy commitments				
	2-24 Embedding policy commitments				
	2-25 Processes to remediate negative impacts	Ethical Business Approach, pages 13-15			
	2-26 Mechanisms for seeking advice and raising concerns				
	2-27 Compliance with laws and regulations				
	2-28 Membership associations	Memberships and Associations, page 9			
	2-29 Approach to stakeholder engagement	Materiality Analysis, page 20			
	2-30 Collective bargaining agreements	Collective Bargaining Agreements, page 51			



GRI STANDARD/ OTHER SOURCE	DISCLOSURE	LOCATION	OMISSION		
			Requirement(s) Omitted	Reason	Explanation
<b>MATERIAL TOPICS</b>					
GRI 3: Material Topics 2021	3-1 Process to determine material topics	Materiality Matrix, page 21			
	3-2 List of material topics				
<b>ECONOMIC PERFORMANCE</b>					
GRI 3: Material Topics 2021	3-3 Management of material topics	Material Issues, page 22			
GRI 201: Economic Performance 2016	201-2 Financial implications and other risks and opportunities due to climate change	Responding to Climate Change, page 39			
<b>MARKET PRESENCE</b>					
GRI 2-3: Material Topics 2021	3-3 Management of material topics	Material Issues, page 22			
GRI 202: Market Presence 2016	202-2 Proportion of senior management hired from the local community	-	Proportion of senior management hired from the local community	Information unavailable/incomplete	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
<b>PROCUREMENT PRACTICES</b>					
GRI 3: Material Topics 2021	3-3 Management of material topics	Material Issues, page 22			
GRI 204: Procurement Practices 2016	204-1 Proportion of spending on local suppliers	Sustainable Procurement, page 61 Technical information about the report, Sustainable Procurement Section page 71			
<b>ANTI-CORRUPTION</b>					
GRI 3: Material Topics 2021	3-3 Management of material topics	Material Issues, page 22			
GRI 205: Anti-corruption 2016	205-2 Communication and training about anti-corruption policies and procedures	Ethical Business Approach, page 13-15			
	205-3 Confirmed incidents of corruption and actions taken				
<b>MATERIALS</b>					
GRI 3: Material Topics 2021	3-3 Management of material topics	Material Issues, page 22			

GRI STANDARD/ OTHER SOURCE	DISCLOSURE	LOCATION	OMISSION		
			Requirement(s) Omitted	Reason	Explanation
GRI 301: Materials 2016	301-1 Materials used by weight or volume	-	Materials used by weight or volume	Not applicable	As of the 2022 fiscal year, ABM was a service based company and did not manufacture any products
<b>ENERGY</b>					
GRI 3: Material Topics 2021	3-3 Management of material topics	Material Issues, page 22			
GRI 302: Energy 2016	302-1 Energy consumption within the organization	Our Greenhouse Gas Emissions Footprint, page 36			
<b>EMISSIONS</b>					
GRI 3: Material Topics 2021	3-3 Management of material topics	Material Issues, page 22			
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	Our Greenhouse Gas Emissions Footprint, page 36			
	305-2 Energy indirect (Scope 2) GHG emissions				
	305-3 Other indirect (Scope 3) GHG emissions				
	305-4 GHG emissions intensity				
	305-5 Reduction of GHG emissions				
<b>WASTE</b>					
GRI 3: Material Topics 2021	3-3 Management of material topics	Material Issues, page 22			
GRI 306: Waste 2020	306-1 Waste generation and significant waste-related impacts	-	Waste generation and significant waste-related impacts	Information unavailable/incomplete	ABM is working on improving reporting systems to be able to track waste produced at its offices
<b>EMPLOYMENT</b>					
GRI 3: Material Topics 2021	3-3 Management of material topics	Material Issues, page 22			
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	Our Workforce, pages 44-46			
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	Team Member Wellbeing, page 50			



GRI STANDARD/ OTHER SOURCE	DISCLOSURE	LOCATION	OMISSION			
			Requirement(s) Omitted	Reason	Explanation	
<b>LABOR/MANAGEMENT RELATIONS</b>						
GRI 3: Material Topics 2021	3-3 Management of material topics	Material Issues, page 22				
GRI 402: Labor/Management Relations 2016	402-1 Minimum notice periods regarding operational changes	Collective Bargaining Agreements, page 51				
<b>OCCUPATIONAL HEALTH AND SAFETY</b>						
GRI 3: Material Topics 2021	3-3 Management of material topics	Material Issues, page 22				
GRI 403: Occupational Health and Safety 2018	403-1 Occupational health and safety management system	Health & Safety, pages 57-60 Technical information about the report, section Health and Safety page 71				
	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					
	403-8 Workers covered by an occupational health and safety management system		-	Workers covered by an occupational health and safety management system	Information unavailable/incomplete	ABM is working on consolidating the reporting system
	403-9 Work-related injuries					
	403-10 Work-related ill health			Health & Safety, pages 57-60		

GRI STANDARD/ OTHER SOURCE	DISCLOSURE	LOCATION	OMISSION		
			Requirement(s) Omitted	Reason	Explanation
<b>TRAINING AND EDUCATION</b>					
GRI 3: Material Topics 2021	3-3 Management of material topics	Material Issues, page 22			
GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee	Learning & Development, page 47			
<b>DIVERSITY AND EQUAL OPPORTUNITY</b>					
GRI 3: Material Topics 2021	3-3 Management of material topics	Material Issues, page 22			
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	Our Workforce, pages 44-46 Diversity, Equity and Inclusion pages 52-54			
<b>CUSTOMER HEALTH AND SAFETY</b>					
GRI 3: Material Topics 2021	3-3 Management of material topics	Material Issues, page 22			
GRI 416: Customer Health and Safety 2016	416-2 Incidents of non-compliance concerning the health and safety impacts of products and services	Health & Safety, pages 57-60			
<b>MARKETING AND LABELING</b>					
GRI 3: Material Topics 2021	3-3 Management of material topics	Material Issues, page 22			
GRI 417: Marketing and Labeling 2016	417-1 Requirements for product and service information and labeling	-	Requirements for product and service information and labeling	Not applicable	Information tailored for the labeling of actual products and not applicable to ABM's services
<b>CUSTOMER PRIVACY</b>					
GRI 3: Material Topics 2021	3-3 Management of material topics	Material Issues, page 22			
GRI 418: Customer Privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	Data Protection, page 27			



GRI STANDARD/ OTHER SOURCE	DISCLOSURE	LOCATION	OMISSION		
			Requirement(s) Omitted	Reason	Explanation
SASB Standard for professional and commercial services index table					
<b>MATERIAL TOPIC: DATA SECURITY</b>					
SV-PS-230A.1	Description of approach to identifying and addressing data security risks	Data Protection, page 27			
SV-PS-230a.2	Description of policies and practices relating to collection, usage, and retention of customer information	Data Protection, page 27			
SV-PS-230a.3	Number of data breaches	Data Protection, page 27			
<b>MATERIAL TOPIC: WORKFORCE DIVERSITY AND ENGAGEMENT</b>					
SV-PS-330A.1	Percentage of gender and racial/ethnic group representation for (1) executive management and (2) all other employees	Our Workforce, pages 44-46			
SV-PS-330a.2	1) Voluntary and (2) involuntary turnover rate for employees	-	Voluntary and involuntary turnover rate for employees	Information unavailable	Due to our Human Resources reporting structure, we are not able to provide detailed workforce information by region and turnover (breakdown voluntary and involuntary) metrics.
SV-PS-330a.3	Employee engagement as a percentage	-	% of employee engagement through the ABMVoice team member survey	Information unavailable/incomplete	During the 2022 fiscal year ABM's team member survey was not performed. This survey has been the source of information to report employee engagement rates in previous years
<b>MATERIAL TOPIC: PROFESSIONAL INTEGRITY</b>					
SV-PS-510A.1	Description of approach to ensuring professional integrity	Ethical business approach, pages 13-15			
SV-PS-510a.2	Total amount of monetary losses as a result of legal proceedings associated with professional integrity	Material legal proceedings: disclosed in Note 13, "Commitments and Contingencies" on page 80 of our 2022 Annual Report on Form 10-K available on: ABM.10.31.2022-10K (gcs-web.com)			
<b>ACTIVITY METRICS</b>					
SV-PS-000.A	Number of employees by: (1) full-time and part-time, (2) temporary, and (3) contract	Our Workforce, pages 44-46			
SV-PS-000.B	Employee hours worked, percentage billable	Technical Information about the Report, page 71			

GRI STANDARD/ OTHER SOURCE	DISCLOSURE	LOCATION	OMISSION		
			Requirement(s) Omitted	Reason	Explanation
OTHER MATERIAL TOPICS (ABM specific)					
<b>MATERIAL TOPIC: CLIMATE CHANGE</b>					
GRI 3-3	Description of the management approach	Responding to climate change, page 39 Material Issues, page 22			