



EMBRACING
OUR ENVIRONMENT,
ONE SOLUTION
AT A TIME.

Sustainability Report
2012

ABM[®]
Building Value

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INTRODUCTION

ABM continues to work tirelessly to raise the bar on our levels of performance for each of our stakeholders. While we maintain the integrity and principles upon which ABM's success has been built for over a century, we've broadened and refined our solutions, capabilities and operating structure to ensure that we remain a leader within our industry.

In fact, in 2012, we underwent a rebranding initiative to illustrate the transformation that continues to take place at ABM. The tagline we developed, Building Value, was intended to demonstrate that each day our 100,000+ employees are dedicated to working smarter and more efficiently. We believe that Building Value for each of our stakeholders through our varied sustainability efforts is an inherent component of that ongoing growth as an organization.

ABM has produced our Fiscal Year 2012 Sustainability Report for clients, shareholders, employees, supplier partners and others with an interest in our corporate approach to sustainability. In the coming pages, ABM CEO Henrik Slipsager will outline just some of the exciting new ways in which ABM is operating, and in all cases we do so with a keen focus on our shared environment and those living in it.

This report details the sustainability achievements, goals and challenges that ABM has identified within our operations, and it publicly identifies our commitment to monitor and improve our impact on people and the earth. ABM is a publicly-traded company and thus held to a higher standard of ethics and compliance compared to many competitors in the facility services industry. A key example of ABM's compliance is our Sarbanes Oxley (SOX) certification. ABM rigorously adheres to SOX standards to ensure financial accuracy, auditor independence and corporate responsibility across the enterprise.

Sustainability reporting is an ever-changing discipline, and as our corporate sustainability programs continue to mature, so too must our reporting. With that goal in mind, we have submitted this report for the second consecutive year for the assessment by The Centre for Sustainability and Excellence (CSE) an independent, outside entity. CSE's evaluation is included later in this report.

WE BELIEVE THAT BUILDING VALUE FOR EACH OF OUR STAKEHOLDERS THROUGHOUT OUR VARIED SUSTAINABILITY EFFORTS IS AN INHERENT COMPONENT OF ONGOING GROWTH AS AN ORGANIZATION.

Readers can provide feedback on our plans and progress through the channels identified at the end of this report. Please funnel your comments, questions or concerns to ABM's Corporate Communications team at sustainability@abm.com. We welcome your insights on how we can meet our shared commitment to a sustainable world.

CEO LETTER

DEAR STAKEHOLDERS,

Throughout its long history, ABM has successfully evolved and adapted to meet the demands of the marketplace. We began as a small window washing company over a century ago, and now we provide many services across broad geographies and multiple facility types. We proudly serve thousands of clients throughout the world and now have over 100,000 valued employees.

As a major employer and global enterprise with countless touch points, we have a responsibility to do our part to minimize our environmental impact and help improve the health of our planet. ABM remains committed to our participation in the U.N. Global Compact and proud to be a part of this strategic policy initiative.

BUILDING VALUE THROUGH SUSTAINABILITY

ABM is about building value for our clients. Early in 2012, we launched a transformational rebranding initiative designed to convey this message and that ABM can deliver services far beyond just building maintenance. As a part of this, we are working to ensure that all of our clients and the communities in which we operate view us as a sustainable partner.

Our goal is for our clients to see us as extending the life of their assets and continually adding new value. We are committed to using our technical and operational expertise to help our clients maintain a clean, safe and energy efficient workplace while reducing their operating costs.

We believe that green and sustainable solutions provide an enormous opportunity for ABM and our clients, and are at the heart of our commitment to innovation. We continue to expand and enhance our sustainable service offerings and identify new products and methods to operate more efficiently. By the end of 2012, ABM GreenCare®, our sustainable service offerings program, surpassed more than 360 million square feet of building space, approximately half of which is LEED certified.

We recently completed two key acquisitions that provide critical mass in certain key vertical markets for ABM with

increasingly environmental focuses. In the healthcare sector, we acquired HHA Services ("HHA"), a leading provider of food and facility management services to hospitals, healthcare systems and long-term care facilities that is dedicated to sustainable practices. Sustainability in healthcare is a growing trend given the strong correlation between the overall wellness of patients, the community and the environment.

The aviation vertical represents another robust opportunity for ABM and one in which green initiatives are of paramount importance given the impact of commercial air travel on climate change and desire to offset carbon emissions. With the recent acquisition of Air Serv, a leading provider of integrated facility management services for the world's airlines and freight companies at airports throughout the United States and United Kingdom, ABM is now cleaning more than 41 million square feet daily in the aviation market and we anticipate that a majority of this will be utilizing green cleaning by the end of 2013.

We are also working closely with our vendor partners to implement new technologies and have expanded our ABM GreenCare offerings to include electric vehicle charging station installation and maintenance. We are excited about the steadily increasing number of consumers using green vehicles, particularly electric vehicles. To help do our part to encourage this trend, we are working with cities and our clients to install electric vehicle charging stations. At the end of 2012, we had installed over 500 charging stations, including at AT&T Park in San Francisco. It's the first ballpark in California to offer next generation charging stations for eco-friendly, no emission electric vehicles. Fans of the world champion San Francisco Giants can now attend a game at AT&T Park and have their plug-in electric vehicle recharged during the game.

As so many of our clients are working to improve the efficiency of their operations, we at ABM are focused on continually reducing our environmental impact. We are in the process of studying ways in which to reduce carbon emissions of ABM's own fleet and using taxis and transportation services that are emission friendly. We

BEING “GREEN” IS NOT JUST A FAD TO US; WE BELIEVE THAT CONTINUALLY EVOLVING OUR SUSTAINABILITY INITIATIVES IS CRITICAL TO OUR LONG-TERM SUCCESS AND ENSURING ANOTHER CENTURY OF GROWTH.

also continue to unify and streamline our information technology infrastructure in order to reduce our server footprint and we recently reorganized our Onsite business, which will include a number of office consolidations over the next twenty-four months; thereby improving our energy efficiency and, long-term will reduce our carbon footprint.



[CLICK TO PLAY VIDEO](#)

COMMITMENT TO SOCIAL RESPONSIBILITY

Given our tremendous resources and manpower at ABM, we have the ability to make a difference in society. As President and Chief Executive Officer, I field numerous requests for donations and resources from ABM. We are dedicated to supporting the causes we feel are most important in making the world a healthier, happier, and more sustainable place. We are in the process of setting goals for our philanthropic endeavors. I am pleased that not only does ABM contribute financially, but also we encourage our employees to donate their time to supporting causes that resonate with them. Amongst the varied philanthropic efforts our employees continue to undertake, we recently teamed with the March of Dimes as multiple ABM offices across the country are ‘walking’ to raise money for this great cause.

Sustainability and social responsibility is ingrained as part of the ABM culture. We imbue our operations with a spirit of environmental stewardship. Being “green” is not just a fad to us; we believe that continually evolving our sustainability initiatives is critical to our long-term success and ensuring another century of growth.

As we look forward, I want ABM to resonate with all our clients and communities as a partner in business and sustainability. We have an enormous opportunity to work together with our partners to achieve mutual environmental benefits. Every ABM employee in every department shares my commitment to playing our part in helping to create a healthier planet and a brighter future for the next generations. **We look forward to continuing to pave the way as an industry leader in sustainable facility services.**

Henrik C. Slipsager
President and
Chief Executive Officer





The ABM Corporate Sustainability Report covers the corporate activities and services provided by ABM and its subsidiaries throughout North America.

REPORT PARAMETERS

This is ABM's third Sustainability Report and covers activities related to our 2012 fiscal year that ended October 31, 2012. The development of this report evolved from various internal discussions with key stakeholders as well as a materiality assessment following the Global Reporting Initiative (GRI) framework. An index of the GRI indicators and metrics is provided at the end of this report, linking the applicable topics with the corresponding page(s). For the second year in a row, we submitted our report to the Centre for Sustainability and Excellence (CSE) for an independent audit assessment.

Finally, we will continue to update this report each fiscal year and publish it on our website. Other key company information can be found in our filings with the Securities and Exchange Commission (SEC), and is available on our website at <http://www.abm.com>.

The ABM Corporate Sustainability Report covers the corporate activities and services provided by ABM and its subsidiaries throughout North America.

ORGANIZATION OF THIS REPORT

We will introduce ABM, our services, and organizational structure. We will then identify our key impacts, risks and opportunities relating to our corporate sustainability initiatives, and the primary stakeholders for whom our sustainability commitment is most impactful. We will also discuss our governance for ensuring we perform with utmost integrity on behalf of our stakeholders. From there, we will take a look at the following:

- BUILDING VALUE THROUGH SUSTAINABILITY IN ABM OPERATIONS
- BUILDING VALUE THROUGH SUSTAINABILITY IN ABM SERVICES
- BUILDING VALUE THROUGH OUR PEOPLE
- ABM IN THE COMMUNITY

ABOUT

ABM



ABM (NYSE: ABM) is a leading provider of facility solutions with revenues exceeding \$4 billion and 100,000 employees in over 400 offices deployed throughout the United States and various international locations. ABM's comprehensive capabilities include facilities engineering, commercial cleaning, energy solutions, HVAC, electrical, landscaping, parking and security, provided through stand-alone or integrated solutions. ABM provides custom facility solutions in urban, suburban and rural areas to properties of all sizes — from schools and hospitals to the largest and most complex facilities, such as manufacturing plants and major airports. ABM Industries Incorporated, which operates through its subsidiaries, was founded in 1909. For more information, please visit www.abm.com.

ABM is incorporated under the laws of the State of Delaware and is a publicly owned company, governed by a board of directors. Our global headquarters is in New York, NY. Shares of ABM are traded on the New York Stock Exchange [NYSE: ABM].

The list below details persons who have reported in Schedule 13G or Schedule 13D filings made with the SEC that at December 31, 2012 held 5% or more of the outstanding shares of ABM common stock.

- Bank of America Corporation
- Blackrock, Inc.
- Lord Michael A. Ashcroft
- The Theodore Rosenberg Trust
- Vanguard Group, Inc.
- Wells Fargo & Company

GOVERNANCE STRUCTURE

At ABM, our governance structure, along with our [Code of Business Conduct](#), provide the framework for us to effectively serve our clients, stakeholders and employees with integrity. Information concerning Governance and our Board of Directors is available at <http://investor.abm.com>. Specifics on the board's composition are available at <http://investor.abm.com/committees.cfm>.

The Board's Corporate Citizenship & Communications Committee provides oversight in connection with ABM's responsibilities as a corporate citizen, community member and engaged partner with the Company's many stakeholders, internally and externally.

Specifically, the Corporate Citizenship & Communications Committee acts in an advisory capacity to the Board and Management as well as provide Board-level oversight with respect to policies, strategies and practices including, but not limited to:

- Equal Opportunity Employer
- Sustainability and environmental and green energy issues
- Crisis management planning and communications
- Health and Safety Issues
- Public affairs, public policy and government relations
- Political action committee activities, if any
- Marketing, branding and communications
- Corporate philanthropy

ABM OPERATIONAL STRUCTURE AND SERVICE OFFERINGS

ABM is headquartered in New York, NY. ABM Onsite Services are headquartered in Houston, TX and ABM Mobile/On Demand Services are headquartered in Irvine, CA.

Changes in Organizational Structure since our Last Report

We recently announced exciting organizational changes, which we believe will allow ABM to better sell and deliver as a national provider of local services. This will also consolidate office locations and back-office functionality, reducing our carbon footprint.

We have realigned the operational structure to integrate all Onsite service lines, including Janitorial, Security, Parking, and Facilities Engineering. This enables us to leverage our domain expertise and operational excellence throughout all service lines in each of the geographic markets we serve, thereby maximizing value through the integration of several back office functions and office locations, and driving collaboration locally to fuel growth and provide an enhanced service experience for our clients.

ABM Onsite Services is led by Jim McClure, Executive Vice President and President, Onsite Services which offers a variety of maintenance services, including:

- Facilities Engineering
- Janitorial
- Landscape & Grounds
- Security Personnel & Consulting
- Parking & Transportation
- Integrated Facility Solutions

Tracy Price, Executive Vice President & President, ABM Facility Solutions Group, will continue to be responsible for ABM's Mobile Services, Franchise Offerings, On-Demand Services, Government Services and Vertical Market strategy groups. Tracy is also leading ABM's Corporate Sales and Corporate Marketing groups, along with several strategic corporate initiatives.

The Facility Solutions Group provides the following mobile services and solutions:

- Electrical & Lighting
- Electrical Power Solutions
- Energy Solutions
- Government Services
- Healthcare Support Services
- HVAC & Mechanical
- On-Demand Services

ABM'S APPROACH TO SUSTAINABILITY

Our Stakeholders

Our approach to sustainability integration is based upon addressing known and perceived stakeholder needs. With our primary stakeholders being clients, employees and shareholders, people are our number one stakeholder category, and understanding the varied and sometimes intertwined needs of these groups is paramount to the success of all involved.

ABM identifies our stakeholders as those individuals who can affect or be affected by the Company's actions. ABM understands and believes in the concept that joint outcomes mutually benefitting all ABM stakeholders result in furthering the value of the organization as a whole. ABM stakeholders may contact ABM's Board of Directors and non-management directors through email or a direct letter. Contact information can be found at <http://investor.abm.com/contactBoard.cfm>.

With ABM's service model executed at our client locations, and often an integral part of our client sustainability integration (e.g. – cleaning, facility maintenance, energy conservation, security, safety, etc.), our approach was started within ABM's service offerings and solutions. Through listening to our clients' needs and implementing and assisting with sustainable aspects on their behalf, our realization of the benefits of CSR became more apparent – a commitment to sustainability to our shared environment was simply good business and a win for all stakeholders involved.

ACROSS THE ABM ENTERPRISE, WE SERVE A WIDE ARRAY OF MARKETS, INCLUDING:

Electrical & Lighting

Onsite or dispatched Electricians & NETA techs provide:

- Repairs, Replacements & Upgrades
- High Efficiency Lighting Improvements
- Predictive & Preventive Maintenance
- Low- to High-Voltage Testing & Solutions
- Electrical Engineering & Commissioning

Janitorial

Onsite full-time or dispatched Janitors provide:

- Green Cleaning & Recycling Services
- General Maintenance
- Carpet & Floor Care
- Clean Room & GMP Cleaning
- Staffing & Specialty Services

Energy

Energy specialists provide:

- Guaranteed Energy Saving Programs
- HVAC, Central Plants, Lighting & Controls
- Solar & Other Renewable Energy Solutions
- Sustainability Solutions
- EV Charging Stations

Landscape & Grounds

Onsite full-time or dispatched Landscapers provide:

- Landscape & Grounds Maintenance
- Golf Course Maintenance & Renovations
- Athletic & Sports Field Maintenance
- Irrigation Maintenance & Management
- Exterior Pest & Fertility Management

Facilities Engineering

Onsite full-time or dispatched Building Engineers provide:

- HVAC, Mechanical & Electrical
- Plumbing, Carpentry & Locksmith
- Maintenance, Repairs & Operations
- Handyman Services
- Clinical Engineering

Parking & Transportation

Onsite full-time or event-based Parking staff provide:

- Shuttle & Transportation Services
- Valet Parking & Special Event Services
- On & Off-Street Parking Management
- Mobile Phone & Web-based Solutions
- Improved Parking Net Operating Income

HVAC & Mechanical

Onsite full-time or dispatched Technicians provide:

- Repairs, Replacements & Upgrades
- Preventive Maintenance
- Chiller Services
- Engineering & Recommissioning
- Guaranteed Energy Saving Programs

Security Personnel & Consulting

Onsite full-time or event-based Security experts provide:

- Uniformed & Plainclothes Security
- Concierge & Receptionist Services
- Special Events Coverage
- Security Consulting & System Design
- Background Checks & Investigations

Integrated Facility Solutions

Bundled ABM services provides One point of contact, One process & One system that:

- Reduces operational costs
- Consolidates invoices & contracts
- Lowers administrative overhead
- Decreases regulatory & safety risk
- Delivers consistent, reliable service



Our next known need was identified as our portion of clients' supply chain. While not a carbon intensive company, the decision to identify and track our emission levels using Greenhouse Gas (GHG) Protocol toolsets and thinking of our company's role, risks and potential gains in relation to climate change brought Sustainability integration out of merely a service element and into a business component.

Risks and Opportunities

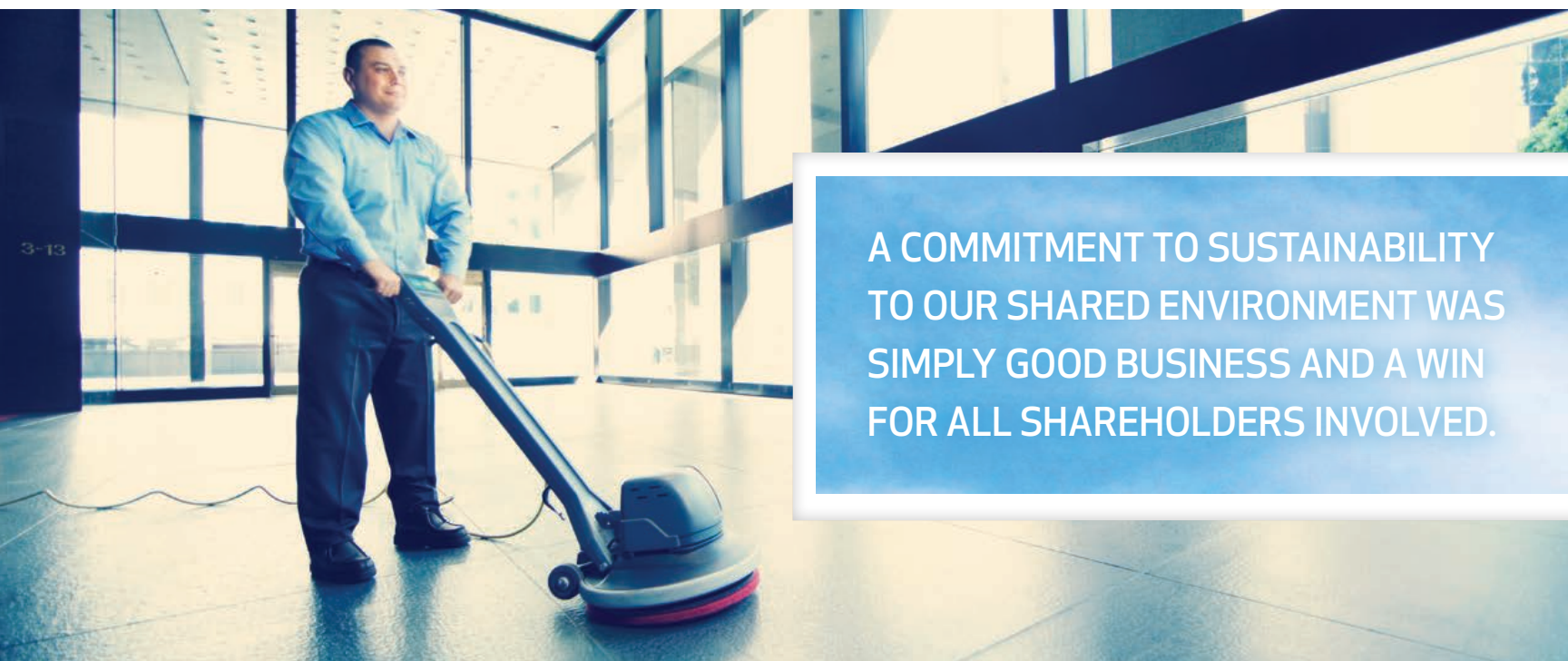
As part of ABM's Enterprise Risk Management framework, the ABM risk portfolio is continuously evaluated through structured interviews with senior management. Risks in the portfolio are then assessed with impact and probability risk rating scales by risk owners. Risks are reviewed by the Risk Committee, which is comprised of cross-divisional and functional leadership. The Management Risk Committee agrees on the ranking of our company's key enterprise risks and primary risks, risk-owner roles, responsibilities and identification of next steps. Updates on the ERM program are given to the Board of Directors and/or Audit Committee on a quarterly basis. These updates provide high-level overviews of the progress made on various initiatives, as well as the overall program as a whole. A more detailed presentation is given each year to either the full Board or the Audit Committee on one of the Key Enterprise Risks, usually by the risk owner.

Some of the topics discussed during this year's updates were:

- Specific actions taken to advance Business Continuity efforts
- Details regarding further strengthening of Compliance program
- Under the auspices of Reputational Risk, established Crisis Communication Plan and Executive Crisis Communication Team
- Efforts to mitigate risk by promoting risk awareness throughout the organization; specific initiatives in areas of Safety and Payroll Fraud. ABM is set to launch an internal safety awareness campaign in 2013, which will be called "ThinkSafe".

Additionally, ABM continues to move forward with the integration of sustainability into our business strategy following the four key principles of responsibility in the following:

- Responsibility in the workplace relates to a broad range of items including labor standards, talent management, diversity and inclusion, employee training and safety, and employee health.
- Responsibility in the marketplace revolves around client safety, service quality, responsible sourcing and supply chain management, and proper and responsible marketing practices.
- Responsibility in the environment is centered on our energy and resource efficiency, reducing or eliminating drains on the environments we share and reusing or repurposing products we use and distribute to maximize their lifecycle.
- Responsibility in the community is the culmination of the first three principals as those feed directly into how we affect the public at large within our circle of influence.



A COMMITMENT TO SUSTAINABILITY TO OUR SHARED ENVIRONMENT WAS SIMPLY GOOD BUSINESS AND A WIN FOR ALL SHAREHOLDERS INVOLVED.

Our service lines have minimal risk related to regulatory requirements on climate change because our service model is labor intensive, not product-intensive. ABM's services are performed by our employees at client site locations and we do not manufacture products. Additionally, ABM has such a diverse client base from both an industry and geographic perspective that we are not heavily dependent upon one industry sector or geographic location for a majority of our business, limiting our regulatory risk. We could experience indirect exposure to such regulations and impacts through suppliers of cleaning products, cleaning equipment and changes in building engineering requirements, but these are a minor risk to our business model.

Financial Implications and Risks/Opportunities for ABM Due to Climate Change Regulation

We have not seen our business model change significantly since our 2011 report as it relates to risks/opportunities for ABM due to climate change regulation. View more detail on these in our [2011 Corporate Sustainability Report](#).

SIGNIFICANT CHANGES SINCE OUR LAST REPORT

In 2012, we expanded our Mechanical and Electrical Mobile Service footprint as well as our newly minted On-Demand platform, which enables ABM to expand the scale and scope of services to clients in urban, suburban and rural locations.

[ABM On-Demand](#) has a network of over 7,000 pre-screened, certified contractors that can deliver a variety of services for clients not requiring full-time ABM staffing, across the entire building trades spectrum of services.

ABM acquired several businesses to help expand our On-Demand and Mobile Service capabilities, including [TEGG Franchise Operations](#), which enhances ABM's electrical expertise and reach, and recently [Calvert-Jones](#), which expands our energy and HVAC capabilities.



Now we offer an end-to-end service delivery system for all markets that enables us to serve the largest facilities in urban cities that require extensive full-time staffing to clients in rural communities that require less frequent service, and everything in between.

DATA AT A GLANCE



The following selected financial data is derived from ABM's consolidated financial statements as of October 31, 2012. This information should be read in conjunction with our financial reports such as the Annual Report on Form 10-K and other periodic and current reports that we file with the SEC from time to time, which are available at <http://investor.abm.com/financials.cfm>. Our common stock is listed on the New York Stock Exchange [NYSE: ABM].

Once again, ABM participated this year in the Carbon Disclosure Project <http://www.cdproject.net>, which operates as the world's largest global climate change reporting system. Stated emissions are based upon current data acquired as well as estimated assumptions based on historical data collected.

SELECTED FINANCIAL DATA (YEAR ENDED OCT. 31, 2012)

Note: ABM does not receive any significant financial assistance from any host government.

	UNITS	FY 2012	FY2011
Financial			
Revenue	Thousands	\$4,300,265	\$4,246,842
Adjusted Income from Continuing Operations	Thousands	\$76,122	\$74,962
Stock			
Common Stock High	Dollars	\$24.50	\$27.14
Common Stock Low	Dollars	\$17.95	\$17.29
Dividends declared per Share	Dollars	\$0.58	\$0.56

This information should be read in conjunction with our financial reports such as the Annual Report on Form 10-K and other periodic and current reports that we file with the SEC from time to time, which are available at <http://investor.abm.com/financials.cfm>.

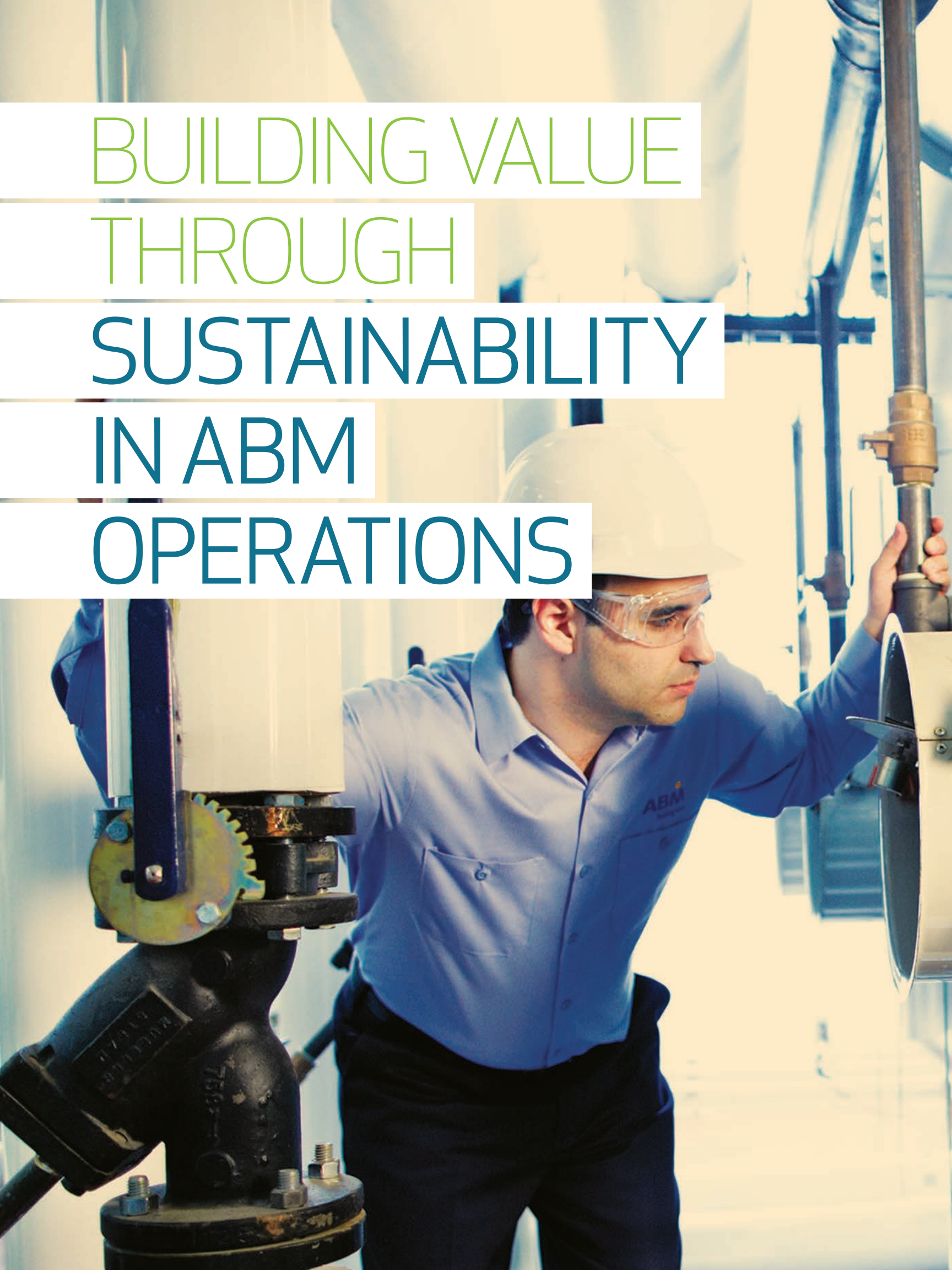
BUILDING VALUE

THROUGH

SUSTAINABILITY

IN ABM

OPERATIONS



ABM is keenly focused on how our facilities and operations affect our shared environment. Just as we are Building Value for clients through world-class services, we continually seek to enhance our organizational efficiencies and reduce ABM's own carbon footprint across the enterprise. Every day, we walk the sustainability talk; here's how.

ABM's expansive geographic footprint means we're always near our current and prospective clients. With over 400 offices across North America, we are able to cut down on our travel, emissions and time delays.

Each of our branch office locations handles its own utilities. Therefore, we asked our branch office personnel to complete a web-based survey to efficiently aggregate the energy consumptions of their respective offices by known fuel type.

For offices in which the utilities are included/prorated within the lease agreement, as well as those for which actual data was not able to be secured with reasonable attempts, estimates of consumption from known offices within that region and comparable square footage were used.

We have excluded activities occurring at client sites (40,000+) as those would be already included in our client's scope 1 and 2 calculations as well as the refrigerant leakage of our leased office locations.

Direct vehicle fuel usage by type (gasoline, diesel, E85) by gallon for the time period was provided by our fleet management company and the corresponding information was entered into the mobile transport tool from Greenhouse Gas (GHG) emissions reporting.

EMISSIONS	UNITS	2012	2011
Scope 1 CO2 - e	Tonnes	49,032	47,683
Scope 2 CO2 - e	Tonnes	9,796	10,437
Scope 3 CO2 - e	Tonnes	1,453	1,311
Fuel used	MWh	204,744	198,195
Electricity Used	MWh	17,020	17,653

ABM'S OVERALL FUEL CONSUMPTION (FLEET AND OFFICE LOCATIONS)

FUELS	MWH
Electricity	17020
Motor Gasoline	188358
Diesel	8490
E-85	144
Propane	8
Natural Gas	7744
Total	221,764

ACCIDENT RATE PER MILLION MILES BY ABM DRIVERS	2011	2012	VARIANCE
Number of Claims*	324	368	44
Units on Collision	3689	3709	20
Annual Collision Rate	8.8%	9.9%	1.1%
Collision per Million Miles	5.99	7.21	1.22
Number of Crashes**	237	283	46
Annual Crash Rate**	6.4%	7.6%	1.2%
Crashes per Million Miles**	4.38	5.54	1.16

* Claims are loss reports created.

** Crashes are claims that occurred while the vehicle was being driven.

ABM has a national distribution network servicing every major city across the U.S. These 47 strategically located distributors provide an efficient, locally-based way for our employees to order and receive the products used in our daily service delivery to clients. These distributors receive and distribute products from our corporately approved suppliers, ensuring the consistency of our service delivery and streamlining the ordering process.

As a matter of good business, we've remained ever-conscious of forward-thinking ways to go 'green' and operate more efficiently internally. The below sections highlight the ways in which different segments within ABM are committed to sustainability.

ABM SECURED DOCUMENT RECYCLING

In fiscal 2012, ABM worked with an outside vendor to calculate certain geographic portions of the business' secured document recycling. The recycling process of the paper provides security for ABM and environmental benefits by reducing pollution, preserving landfill space and saving trees, water and oil resources. The below table illustrates:

STATE	RECYCLED PAPER OFFICE PAPER GRADE (Pounds)	PAPER MATERIAL (Tons)
Arizona	1,193	1
California	17,547	9
Florida	4,452	2
Illinois	6,900	3
Iowa	3,559	2
Oregon	548	0
Texas	41,652	21
Washington	35,364	18
Total	111,215	56

ELECTRONIC PAYROLL OPTIONS FOR ABM EMPLOYEES

ABM added 8,000 new employees to our online paystub solution in 2012, eliminating the printing and distribution of over 240,000 stubs annually, cutting down on the need for paper, envelopes and toner. Across the ABM enterprise, 54 percent of our employees are now paid electronically (via direct deposit or Paycard), which is an increase of 43 percent from 2011.

ABM CORPORATE PAYMENT OPTIONS, CREDIT CARD USAGE AND EXPENSE REPORTING

In 2012, ABM began paying vendors via automated electronic payment and credit card (excluding company credit card). When paying certain vendors, ABM no longer cuts checks, puts them in envelopes and mails them to the vendor. Instead, an electronic file is sent to ABM's bank listing the vendor number, invoices to be paid and total amount to be paid per vendor. The bank then transfers the money (via ACH) to the vendor and electronically transfers the remittance information to the vendor.

When ABM pays vendors via credit card, all the information is sent electronically, reducing checks, envelopes and the actual mailing itself. Based on monthly statistics from 2012, ABM expects to eliminate over 15,000 checks via ACH and credit card.

Over the past couple of years, we have implemented the Wells Fargo corporate credit card ("cCard"), which has resulted in significant process efficiencies. At the end of 2012, ABM had about 1,700 cCard holders, who processed 179,672 transactions on their cCards during 2012. As a result, these cCard holders no longer process paper expense reports, instead processing them on-line. Rather than mailing or over-nighting expense reports to a supervisor for processing, expense reports are now electronic on the Wells Fargo system. Additionally, instead of issuing paper checks to employees for reimbursement, ABM now reimburses through electronic deposit into their bank account.



OUR REVAMPED BOOTH EXEMPLIFIES OUR COMMITMENT TO SUSTAINABILITY.

ABM MARKETING SUSTAINABILITY INITIATIVES

As part of ABM's rebranding initiative in 2012, we revamped our booth for exhibiting at tradeshows. Due to our diverse clientele and wide range of markets served, ABM exhibits at a number of tradeshows around the country.

While we are proud as an organization of our sustainability efforts, nothing about ABM's old booth demonstrated this commitment in terms of construction and energy usage, and we sought to change that. Additionally, a major component of ABM's new branding initiative dealt with our commitment towards a technology-focused approach to doing business, and we wanted our new booth to reflect this mindset. Some of the new 'green' advances ABM's new tradeshow booth boasts include:

- Recycled rubber flooring
- Lighter weight/sensible packing to minimize shipping/drayage costs
- Eco-friendly digital signage combines technology with sustainability
- QR codes and touch screens in lieu of printed collateral
- LED lighting on ABM's main NanoLumen screen in the booth uses less electricity than standard lighting with average life span of 5 years; our circular LED screen uses the same electricity as a coffee maker.
- Reuse of circular hanging banner sign from a previous conference
- "About this Booth" displays pointing out how the booth exemplifies our commitment to sustainability.

Technology

- A suspended NanoShapes™ circular LED screen with a 6' diameter viewing area to command attention and communicate our messages to those inside the booth as well as passing traffic. Circles are an important visual element in our brand, so this screen shape was an ideal choice. We chose the pantone orange casing to match our logo. (The round shape and the orange color mimic the "head" above the "M" in the ABM logo). While the screen itself has a strong visual appeal, the looping video provides a concise and lively 90-second summary of our service lines and major markets.
- Four 32-inch touchscreens on each corner of the booth running Metropolis, an interactive learning tool ABM launched in 2012, similar to SimCity.™ Visitors can elect to see our various services in action in different types of buildings (schools, office buildings, airports, etc.). It also includes videos and case studies. Because we localized the entire platform into four individual laptops for the booth, we will not have to rely on securing internet service at each tradeshow.
- QR codes on our banners provide smart phone users with a direct link to our web site for more information.

Additionally, ABM is ever mindful of reducing excess waste in regards to marketing collateral materials. We continue to utilize a print on-demand website to quickly and accurately update and provide materials to our offices across the country. This allows for digital prints of much of our collateral on demand, and in most cases offers online pdf versions of our materials for ABM employees, thereby reducing shipping costs and paper usage in many instances. We also store offset materials through an outside vendor when absolutely necessary to print and store, allowing us to maintain inventory of printed materials and responsibly distribute or recycle those. ABM also began using QR Codes on our business cards and certain other promotional materials in 2012, and we continue to emphasize search engine optimization and pay-per-click methods to drive individuals to our website rather than direct mail.

ABM's business-to-business marketing practices continue to be compliant with the ICC International Code of Advertising, where applicable, as it relates to advertising and marketing communication in its entirety. This includes:

- Responsible messaging (i.e., legal, decent, honest and truthful) defined for the appropriate targeted audiences.
- Sourced technical data and statistics that are substantiated, and include the ABM brand name, value proposition, and contact information.
- An established review process by Corporate Marketing, Legal, internal subject-matter-experts and executive management for ensuring the company represents itself appropriately and with goodwill.
- Application for and ongoing maintenance and documentation of company trademarks that are properly applied for and managed by our Corporate Marketing and Legal departments through the U.S Patent & Trademark Office.
- Copyrighting of all marketing communications on the company website, which includes industry expert articles/white papers and sustainability processes.
- The truthful depiction of safety and health practices in images (e.g., of ABM employees in action) used for marketing communications.
- Adhering to ABM's data privacy protection policy, which discloses data collection methods (i.e., data collected automatically, "cookie," volunteered information). The policy is posted on the company web site.

- Environmentally responsible marketing communications printing practices which include:
 - Printing smaller digital quantities on recycled Mohawk 50/10 paper, manufactured entirely with green e-certified wind-generated electricity via our online print-on-demand system.
 - Our partnering with offset printers who are Forest Stewardship Council (FSC) certified for paper manufacturing and printing processes. This is displayed thru the FSC certification logo on applicable marketing communications.

ABM has no reported incidents of non-compliance with regulations and voluntary codes concerning marketing communications, including advertising, promotion, and sponsorship, by type of outcomes.

ABM IT SUSTAINABILITY INITIATIVES

ABM's Information Technology Department continues to build on the momentum we've seen in recent years by bringing all of our IT needs in-house to unify all disparate systems and applications, streamline communications, and expedite internal services.

This initiative has transformed our infrastructure and put in its place a new 100% virtualized VMware environment that reduces costs and improves sustainability, IBM XIV high performance storage for database reporting, and new ISeries systems for our JD Edwards platform.



Since this system unification's launch in 2009, IT has reduced our physical server footprint by nearly 90%. By adopting virtualization, reporting performance improved by an average of 800% with high speed storage, and server processing times improved by 28% through new server systems.

Recently, Andre Garcia, ABM assistant vice president of global infrastructure services, was interviewed by *Baseline Magazine* to discuss the transformation we've seen since overhauling our Business Intelligence platform and upgrading our ERP system. [Read the full article here](#). Some of the highlights in addition to the statistics listed above include:

- ABM IT supports 40 percent more applications on less than one-fourth of the physical servers.
- The virtualization of ABM's SQL server database hosting BI content reduced the time required for the related nightly ETL (extract, transform load) process to less than three hours, down from as much as six hours previously.

ABM disposed of roughly 50 physical servers between two data centers in 2012. New servers were added, but they were used to replace already existing physical servers. ABM's current server counts do not include the acquisitions of TEGG, HHA, Air Serv or Calvert-Jones.

Videoconferencing is a serious initiative at ABM, and 2012 was a transitional year on this front. ABM underwent the beginning stages of a migration from its old network

to new Polycom systems. By year's end, ABM had 14 videoconference-enabled facilities, with a total of 34 cameras and videoconferencing rooms. Including testing, there were 498 reported conferences consuming 370,499 total minutes on the new Polycom system and 15,206 minutes on the old system – we anticipate full integration onto the new platform by our 2013 Corporate Sustainability Report.

SINCE THIS SYSTEM UNIFICATION'S LAUNCH IN 2009, IT HAS REDUCED OUR PHYSICAL SERVER FOOTPRINT BY NEARLY 90%.



BUILDING VALUE
THROUGH
SUSTAINABILITY
IN ABM
SERVICES



WE'VE BUILT OUR STRONG REPUTATION BY CONTINUALLY STRIVING TO IMPROVE UPON OUR CLIENT SERVICE OFFERINGS. AS PART OF THAT GOAL, WE ACTIVELY WORK WITH OUR CLIENTS ON A WIDE RANGE OF THESE EFFORTS, FROM ENERGY REDUCTION TO LEED CERTIFICATION.

In 2012, ABM's newly launched brand emphasized holistic and innovative facility solutions for clients, while reinforcing the integrity and principles upon which we were founded. Because sustainability is engrained within our core philosophy as an organization, ABM is able to truly partner with our clients on how they are impacting the environment. Each of ABM's service lines offer their own respective solutions for varying clients in our many key vertical markets ABM services, and below are some of the ways in which we're Building Value for clients through sustainability.



ABM GreenCare

The ABM GreenCare® program, originally implemented in 2006, spans our sustainability client offerings across the enterprise, in every market we service. ABM businesses across the enterprise offer a range of innovative green building and maintenance technologies and services under the ABM GreenCare program that help clients define a proactive strategy, establish business practices, minimize risks, and better meet their sustainability goals.

JANITORIAL BUSINESS

ABM GreenCare services surpassed 360 million square feet of implementation in 2012, 185 million square feet of which is LEED certified. Just as is the case across our entire line of services, ABM Janitorial is utilizing technology to upgrade our sustainable offerings. This includes electrically activated water systems that produce general cleaning and sanitizing solutions from water, salt and electricity. These allow ABM to produce safe, non-toxic daily cleaning solutions onsite and reduce packaging, transportation and storage issues associated with traditional chemicals. ABM continues to identify new products and methods to operate more efficiently for our clients and stay on the forefront

of sustainable practices and new innovations in cleaning methods and equipment. Through our strong, established relationships with industry-leading supply, chemical and raw material manufacturers we are actively implementing new solutions such as:

- Bio-based cleaning alternatives
- Specialized cleaning solutions for various surface types that increase productivity
- Electrically Activated Water Cleaning Solutions and Hygiene Intervention Programs

This affords us cost-control advantages over our competitors and provides our clients several distinct advantages for how we can deliver new cleaning processes and products and technologies quickly, and at the best possible price.

As a member of the U.S. Green Building Council [USGBC], we continue to offer specific products and procedures for buildings to maintain certification through the Leadership in Energy & Environmental Design [LEED] Rating system.

SUM OF GROSS SQUARE FOOTAGE (IN MILLION)

Leed Certified	186,442,000
Initial Phase	116,323,000
Leed Registered	59,049,000
Grand Total	361,814,000
<hr/>	
Number of LEED Certified Buildings	351

Further, as part of our commitment to technological upgrades, we enhanced our client portal in 2012. This portal enables clients to maintain full transparency in viewing their account metrics and support in a secure environment 24x7. Importantly for our shared sustainability efforts, clients have centralized, online access to contracts, contracts personnel, billing and invoice information, work order information and account spend data – eliminating the need for paper where each are concerned.

IN 2012, ABM FURTHER ENHANCED OUR ENERGY BUSINESS CAPABILITIES TO DRIVE ENERGY EFFICIENCY AND SUSTAINABILITY SOLUTIONS FOR CLIENTS ACROSS ALL SERVICE LINES.

ENERGY BUSINESS

The rising cost of energy, increasing government regulations, and growing focus on reducing environmental impact are all prevalent concerns of today's building owners and operators. In response, ABM continues to be committed to delivering innovative energy solutions that help clients better manage and reduce energy consumption, increase social responsibility, and gain competitive advantage and profitability through successful sustainability initiatives.

ABM has been delivering energy solutions over the past two decades. In 2012, ABM further enhanced our energy business capabilities to drive energy efficiency and sustainability solutions for clients across all service lines.

As ABM's energy business continues to grow, our focus is on helping clients embrace sustainability, understand their options, and maximize their cost and energy savings. ABM successfully retrofits commercial, government, industrial, health care, educational and other facilities to help produce guaranteed energy savings, reduce energy consumption and environmental impact, and comply with green government regulations.

ABM views energy management as a long-term commitment. Our areas of energy expertise span multiple disciplines, allowing us to provide turnkey energy solutions and manage the entire process for our clients – from planning to project management to financing to measurement:

- Analysis and consulting
- Monitoring and management
- Leading-edge technology and cloud-based building automation
- Electrical, lighting, HVAC, mechanical, controls, and engineering trade experience
- Regional variances in regulated and deregulated utility markets
- Project management and commissioning
- Measurement and verification
- Rebates
- Utility bill payment and reporting solutions
- Benchmarking
- Financing and contracts

Technology-Driven Energy Management Innovations

To help clients effectively manage energy consumption, costs, and impact, ABM offers a variety of advanced energy-related solutions, services, and programs – from state-of-the-art building improvements and electric vehicle charging stations to renewable energy sources and cogeneration systems.

Green and sustainable services provide an enormous opportunity for ABM and our clients, and are at the heart of our commitment to sustainability and innovation. ABM continues to make exceptional progress implementing more of our market-leading, technology-driven energy solutions.



Here are some of the solutions and projects we worked on in 2012:

Electric Vehicle Charging Stations

ABM is dedicated to the rapid deployment of electric vehicle (EV) infrastructure and our leadership position in installing EV charging stations. As of 2012, ABM has installed hundreds of EV charging stations at commercial and government facilities and performed hundreds of residential assessments across the country. Clients include cities, counties, schools, businesses, and even sports facilities.

We have also partnered with the top electric vehicle supply equipment vendors such as ChargePoint® to create even greater access to next-generation charging stations for drivers of these eco-friendly, no emission electric vehicles. Some of our latest EV success stories in 2012 include:

AT&T Park

AT&T Park, home of the San Francisco Giants, prides itself on cutting edge sustainability. In 2010, with the help of ABM, it became the first Major League baseball park to receive LEED Silver Certification. In 2012, again with the help of ABM, AT&T Park hit another sustainability milestone – it became the first ballpark in California to offer public access to Level 2 EV charging stations.

ABM installed and maintains four ChargePoint® charging stations, which can charge an EV in four hours, or about the length of a baseball game. Fans of the world champion San Francisco Giants can now attend a game at AT&T Park and plug-in their electric vehicles at the same time. Read the press release for more on [AT&T Park's EV charging stations](#).

City of Oakland

Oakland, CA has one of the most ambitious energy efficiency efforts of any city in the country. Through its Smart Lights program, it plans to reduce overall energy use by 20%. To help accomplish this goal, the city partnered with ABM to transform its most antiquated parking garage on Martin Luther King Way into an ultramodern, energy efficient facility.

The result of the retrofit was a dramatic 45% energy savings. It was these energy saving enhancements that allowed for the implementation of ChargePoint EV charging stations, without the need to upgrade the facility's existing electrical system. The city was able to pay for the entire project with its utility cost savings – all with net zero impact on the city's budget. [Read the case study](#) for more on the City of Oakland's EV charging stations.

Bundled Energy Solutions

In 2012, ABM continued to expand its popular Bundled Energy Solutions (BES) program, an innovative offering that allows government, education and commercial clients to revitalize their outdated and inefficient infrastructures with state-of-the-art, energy-efficient equipment and technology – and pay with guaranteed energy savings that completely offset project costs.

The BES approach is unique in the industry because it packages energy retrofit services and costs into a turnkey offering whereby the energy savings are then used to finance the project. Clients receive maximum energy and facility improvements with zero budget impact. BES solutions remove the barriers to funding and implementing critical sustainability upgrades.

Year over year, we have continued to increase the size, scope, and referenceability of our BES projects. Some key new BES sustainability clients in 2012 include:

Wright State University

After completing a BES project with ABM in 2011 that reduced energy use by more than 20% and provided the university with more than \$1.3 million in annual energy savings, Wright State University was so pleased with ABM's results that they recently decided to entrust a second BES project with ABM. Using the same successful approach, the latest campus-wide energy improvements are expected to lower energy consumption by nearly 40% and save \$35.8 million in energy costs over the next 15 years. Read the [press release](#), and [see a local Dayton, OH news station feature the project](#).



[CLICK TO PLAY VIDEO](#)

Fayette County

Fayette County Career & Technical Institute (FCCTI) in PA is expected to receive \$4.9 million in energy-related cost savings over the next 20 years. The school will use additional cost savings to adopt future technologies, as well as expand its curriculum and program offerings. Read the press release for more information on [FCCTI's BES project](#).

High-Efficiency Lighting

Ensuring electrical and lighting systems are at optimum efficiency plays a huge role in helping clients meet their energy and sustainability goals. Retrofitting outdated and inefficient lighting and state-of-the-art automation and controls dramatically reduce energy consumption, lower utility costs, and increase electrical capacity.

In 2012, we continued to enhance electrical, lighting, safety, and security levels of our lighting clients; as well as lowered their total cost of ownership and made them energy efficient as well. Here are a few of our transformations:

BART

Bay Area Rapid Transit (BART) partnered with ABM to retrofit its 16th and 24th Street Stations. The stations were opened in 1973 and still had all original light fixtures. New high-efficiency lighting saved 786,687 kWh per year, reduced energy costs by 75%, and improved light levels by 400%.

The enhancements also provided a safer environment and significantly decreased criminal activity at the station, and qualified the client for special energy rebates. Read the case study for more information on the [BART retrofit](#).

Chiller Group

Chillers are major contributors to energy efficiency. Keeping chillers running at peak performance is critical for minimizing energy use and environmental impact.

In 2012, ABM introduced our [Chiller Services Group](#), an elite cadre of chiller specialists with unique experience, extensive skill set, and vast technical knowledge base. This seasoned team of experts is chartered with providing technical solutions for critical environments and large tonnage equipment, and setting the standard for energy efficient chiller system repair and maintenance.

Based initially in Southern California, our new Chiller Services Group is serving as the foundation for a larger national team and demonstrates yet another way ABM continues to lead the market in innovative energy and sustainability solutions, and build value for our entire client base.

PARKING BUSINESS

ABM Parking Services, formerly Ampco System Parking, advanced greatly with its sustainability efforts for clients in 2012. Taking advantage of the popularity of the web and mobile devices, not only did ABM Parking Services provide ease of services for our clients, but did so with sustainability firmly in mind. We are constantly seeking ways to assist drivers in locating us more quickly so that

they spend less time in their cars, while giving them the ability to pay and research everything related to our parking services online.

Customized Mobile App

ABM partnered with Park-Me, a Los Angeles-based mobile parking information app provider to create a mobile application for smartphones and tablets. The free mobile app gives clients access to our comprehensive parking database and helps them find real-time parking availability based on location, price, vehicle type, and garage occupancy – all from a mobile phone.

Available to download for free on iTunes, the mobile app also estimates costs, gives door-to-door route guidance, recommends preferred parking spots and more. The app even provides drivers with a photo of the building's entrance so they have a visual to help get them to their parking destination more quickly and easily.

Pay by Phone

We also introduced pay by phone capabilities so drivers can quickly, conveniently, and securely use their mobile phones to pay for parking at ABM-operated facilities. Drivers can receive text message alerts when time is running out, and they can also add time remotely, without having to return to their vehicle. They are also able to view parking history and receipts online.

And for facility operators, this capability supports their green initiatives with less paper, provides better visibility into transactions, and improves reporting accuracy and timeliness. This offering can also generate revenue for our clients if they decide to charge for it.

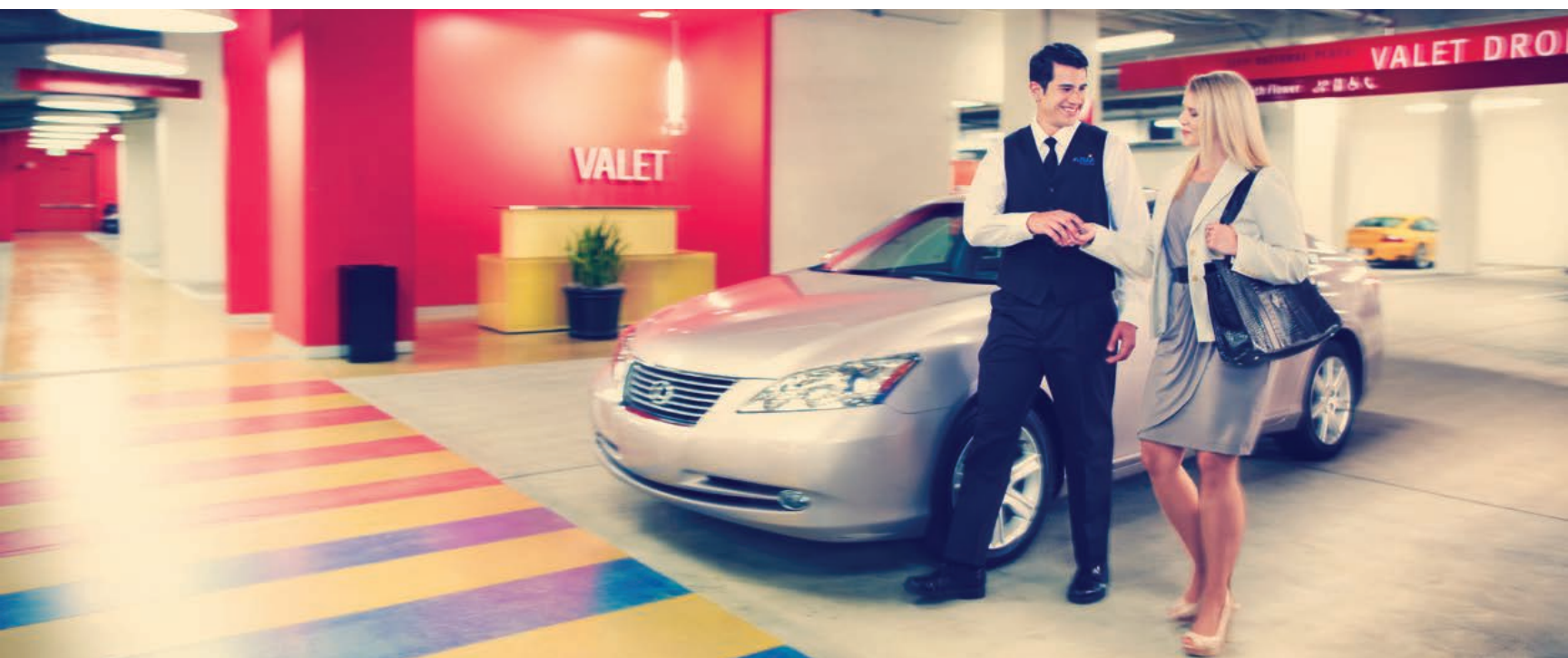
QR Code Way Finding

ABM's new mobile app also includes "QR code way finding" to reduce driver confusion and help them easily find their way back to their parking spot. By scanning a displayed QR code using their mobile phone, drivers are guided back with turn by turn instructions to the building and floor where vehicles are located.

Consumer Website

In 2012, ABM also launched a consumer parking based web site that includes all 2,000 ABM-operated parking locations across the country. Now drivers are able to research ABM-operated parking locations and make reservations and transactions from their computers.

Through the website, each ABM parking facility has its own page with location, photos, rates, operating hours, entrance points, payment types, coupons, special event rates, and amenities. Drivers can easily find parking locations, make reservations, download coupons, and sign up for monthly parking and e-invoicing.





VIRTUAL GUARDING ENABLES ABM SECURITY SERVICES' GUARDS TO SPEND LESS TIME TRAVELING FROM LOCATION TO LOCATION, CUTTING DOWN ON FUEL CONSUMPTION AS WELL.

SECURITY BUSINESS

ABM Security Services began to implement virtual guarding at certain client locations in 2012, further advancing ABM's commitment to technology. Virtual Guarding is an interactive video service that includes two-way audio and live monitoring, and delivers high-level security and surveillance around the clock for far less than the cost of uniform or patrol guard services. Virtual Guarding enables ABM Security Services' guards to spend less time traveling from location to location, cutting down on fuel consumption as well.

Virtual Guard services are gaining popularity because they offer a safe, effective, and cost-efficient alternative to traditional guard forces. While Virtual Guarding does not completely replace traditional security guards, it can greatly enhance a security program with its automated features that can provide these value-added benefits:

- Operates 24/7
- Removes threat of injury or loss of life of guards
- Intercepts suspicious activity and helps stop crime before it starts
- Provides eyewitness testimony through recorded videos, reducing risk of liability and aiding prosecution of offenders
- Offers extra safety to staff and clients
- Reduces theft



ABM ON-DEMAND EXPANDS SERVICES AND REACH

ABM significantly expanded its scale and scope of services for suburban and rural facilities by announcing the launch of ABM On-Demand in 2012, a joint venture delivering a wide range of high-quality facility services to multi-location clients.

ABM On-Demand has a network of more than 7,000 pre-screened, certified contractors that can deliver a wide variety of services, including HVAC, electrical, plumbing, pest control, handyman services and more with a single point of contact. The On-Demand service network augments ABM's urban service platform and complements ABM's mobile service platform in urban and rural markets.

ABM On-Demand integrates our comprehensive facility services resources with a 24/7 smart service center staffed with: knowledgeable, experienced dispatchers; a proprietary

"FLEX" automated Knowledge Center technology that manages complex portfolio information; and a range of other client-centered technology resources including cost capture tools, recurring contract management and more. This enables us to efficiently manage and dispatch this vast network for clients.



Recently, ABM made significant investments to upgrade our expertise in two key vertical markets, acquiring Air Serv and HHA Services.



RECENT ACQUISITIONS UNDERSCORE ABM'S FOCUS ON KEY VERTICAL MARKETS.

Recently, ABM made significant investments to upgrade our expertise in two key vertical markets, acquiring Air Serv and HHA Services.

Air Serv is a leading end-to-end aviation services provider, and HHA Services specializes in comprehensive solutions for a wide range of health care facility types. Both acquisitions augment ABM's already stellar services in these verticals while delivering additional services and in the case of Air Serv, helping ABM expand its presence overseas with Air Serv's operations in the United Kingdom.

Where sustainability is concerned, both will enhance ABM's capabilities relating to environmentally friendly services in unique environments. Healthcare, in particular, requires specialized expertise in order to meet rigorous standards and procedures in various facility types due to higher risk of dealing with a broader range of diseases, blood borne pathogens, bodily fluids, etc. As a healthcare industry leader since 1974, HHA brings in specialized knowledge that will only serve to augment and enhance ABM's commitment to sustainability in hospitals and other healthcare facilities.

BUILDING VALUE
THROUGH
OUR PEOPLE



OUR PEOPLE CONTINUE TO BE THE DRIVING FORCE BEHIND EVERYTHING WE DO AT ABM. WE TAKE TREMENDOUS PRIDE IN OUR SKILLED AND KNOWLEDGEABLE WORKFORCE. SPANNING OUR WIDE ARRAY OF SERVICE SOLUTIONS AND IN A DIVERSE SET OF MARKETS, WE FIRMLY BELIEVE THAT OUR RICH DIVERSITY OF EXPERTISE AND EXPERIENCE IS UNMATCHED ANYWHERE.

We strive to be an employer that attracts and retains highly skilled and diverse individuals. Rich diversity has always been a principal feature of our workforce, and will continue to be throughout our future. Further, we pride ourselves on being an inclusive organization that promotes a culture of learning, teamwork and mutual accountability. With over 400 offices located throughout the country, ABM offers job opportunities in a variety of disciplines across the country. For more information, visit our 'careers' section on the Company website at <http://www.abm.com/Careers/Pages/cleaning-jobs.aspx>.

provide distinct business advantages. In an increasingly global marketplace it is critically important that the rich experiences, backgrounds and skills of our diverse employee population are fully embraced to help us meet the various needs of our clients.

Our pledge to diversity and inclusion encompasses our commitment to equal employment opportunity and affirmative action. ABM will not discriminate on the basis of race, color, religion, sex, national origin, age, creed, sexual orientation, disability, ancestry, marital or veteran status, or any other protected status covered by law.

DIVERSITY AND HUMAN RIGHTS

Founded on the company's core values of respect, integrity, collaboration, innovation and excellence, ABM recognizes that diversity and inclusion, and how we treat each other,

And, as a federal contractor, ABM also has Affirmative Action programs and policies — including proactive outreach efforts — which are designed to create equal employment opportunities for all, including individuals with disabilities, veterans, women and minorities.

EMPLOYEE UNION* AND EMPLOYMENT STATUS BREAKDOWN*

EMPLOYEES	UNION	NON-UNION	FULL-TIME	PART-TIME
95,054**	48%	52%	68%	32%

* Includes non-JDE LINC EE data

** Employee count as of 10/31/12 - Prior to Air Serv, HHA, and Calvert Jones acquisitions.

EMPLOYEE BREAKDOWN*

	TOTAL	% MALE	% FEMALE	% MINORITY	AGE <30	AGE 30-50	AGE >50
Board	9	78%	22%	22%			100%
MGT	6167	61%	39%	44%	9%	53%	37%
Non-Mgt	88887	58%	42%	76%	20%	47%	30%

* Includes non-JDE LINC EE data

EMPLOYEE TRAINING

ABM is dedicated to maintaining and improving its human capital through training and development course offerings which supports overall employee career progression and ensures equal opportunity in the workplace. Various learning and development programs at ABM include:

- Annual harassment prevention training
- Regional supervisor training
- Wage and hour training
- Civil Treatment for Managers class
- Safety/OSHA standards and procedures at the management level and other course offerings at the service worker level across all divisions.

ABM recognizes training and development contributes to motivating improvement at the personal and organizational level.

Approximately ten hours of training are devoted to 5% of ABM management level employees while 97% of ABM service level employees devote 25 hours on average to training. All ABM management level employees participate in the goal setting process and attend corporate sponsored training courses in addition to courses offered at the divisional level nationwide emphasizing customer service, safety practices, business ethics, professional development courses, and contractual training agreements are also offered by ABM to its large client-base.

Additionally, ABM offers internal employee training and assistance programs that equip employees to meet strategic targets in a changing work environment. This includes training on how to handle case-by-case problems that should arise from any one of our varied clients in each of our divisions.

ABM offers internal employee training and assistance programs that equip employees to meet strategic targets in a changing work environment. ABM also supports continued professional development and educational services through tuition reimbursement funding for its employees. At this time, pre-retirement planning for intended retirees, assistance transitioning to a non-working life, and retraining for those intending to continue working are offered. However, ABM does offer severance pay (taking into account employee's years of service) and job placement services in certain situations. A more skilled and aware workforce enhances the organization's human capital and contributes to employee satisfaction, which correlates strongly with improved performance.

PERFORMANCE REVIEW DATA

DIVISION	# OF REVIEWS AS OF 1/11/13
Corporate	172
FSG	45
Janitorial	1,351
Parking	393
Security	62
Grand Total	2023

SERIOUS DISEASE PREVENTION

Through our health plan partners, we offer the following for covered employees and their families:

- Disease management programs which assist members in the management of their chronic medical conditions such as Coronary Artery Disease, Diabetes and Congestive Heart Failure
- Transplant solution programs that provide specialized networks and support to members requiring transplant services
- Health and Wellness coaching programs such as smoking cessation. Includes monetary incentive to complete a Health Risk Assessment.
- Complex case management services which assist and coordinate the care of members with serious and complex medical issues.
- A 24 hour nurse line that assists with non-medical emergencies

CODE OF BUSINESS CONDUCT

ABM's annual [Code of Business Conduct](#) and Anti-Harassment Training are required for all staff and management employees.

The Code of Business Conduct has been updated to include language concerning health and safety, sustainability and finding assistance. The Code of Business Conduct training tool also has been modified and updated to include questions specifically concerning anti-bribery and anti-corruption compliance, political contributions, personal relationships, information systems usage and the overall ethical environment at ABM. Links to policies related to the Code of Business Conduct have also been updated in the Code of Business Conduct and Anti-Harassment Training programs. Staff and management employees spend approximately three hours to complete both programs to earn certificates of completion.

TURNOVER DATA AS OF 10-31-12

ANNUALIZED TURNOVER	OVERALL	VOLUNTARY	OCT-12 INVOLUNTARY
Enterprise	51.3%	25.8%	25.5%
COR-Corporate*	13.9%	7.8%	6.1%
CSS-Shared Services	10.0%	4.0%	6.0%
ENG-Facility Solutions Group (FSG)	26.0%	10.0%	16.0%
JAN-Janitorial	53.5%	26.2%	27.3%
PRK-Parking	44.4%	24.4%	20.0%
SEC-Security	57.2%	32.1%	25.1%
Staff & Mgmt	21.9%	11.2%	10.7%
Service	53.2%	26.8%	26.4%

**PROVIDING A SAFE WORKPLACE:
GUIDING PRINCIPLES**

Safety is a core value at ABM, emphasizing decision-making at all levels of the organization based on safety’s moral, financial, compliance and competitive advantage drivers. Whether ABM’s scope of work includes cleaning, shuttle driving, site patrols or electrical service tasks, our employees will not perform the job if they cannot do it safely. To support this principle, ABM’s Safety Absolutes focus on the Company’s most critical threats to our employees. These Absolutes mandate that ABM site teams will:

- **Not work on live electrical systems unless authorized, properly trained and are following job-specific procedures**
- **Follow lockout/tagout procedures on any work involving mechanical, hydraulic, chemical and electrical systems**
- **Follow confined space entry procedures prior to conducting work in designated confined spaces**
- **Ensure that guards/railings or fall arrest systems are used when working at elevated heights**
- **Use all required personal protective equipment as prescribed for work tasks**
- **Use seatbelts and only hands-free communications when operating motorized vehicles**

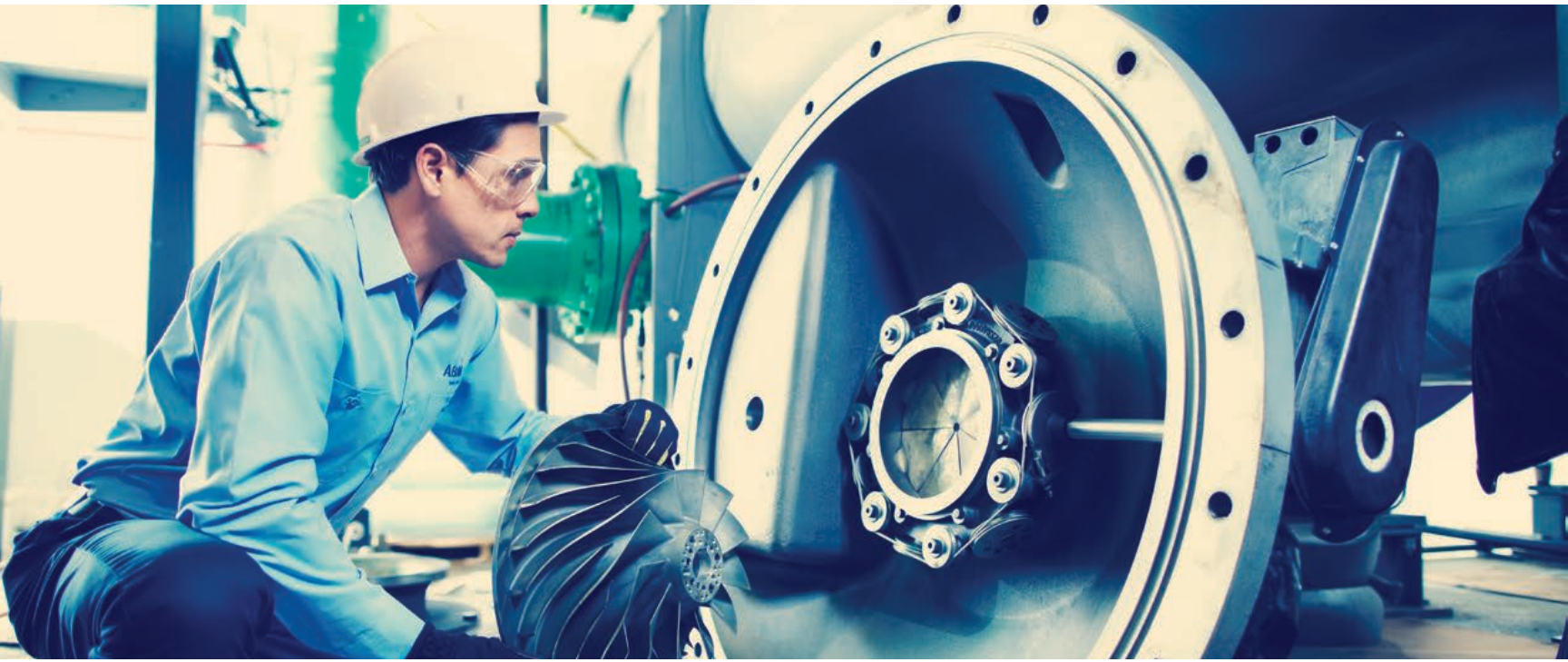
ABM is committed to the safety and health of our employees, and understands that our strength as a Company is only as good as the strength of each individual. We recognize that when our work is carried out safely it is often done efficiently and with higher quality. Our goal is to continue to evolve the “culture of safety” across the ABM family through effective leadership messaging of safety expectations; facilitated employee engagement

in site safety efforts; consistent hazard identification and correction actions; impactful training and a focus on continuous improvement.

INITIATIVES THAT FOSTER A CULTURE OF SAFETY

ABM continues in its pursuit of world-class safety by first ensuring that foundational safety programs are supported by strong processes and then by addressing cultural drivers that provide the nexus between programs and practice. Where possible, we partner with our clients’ safety professionals to improve the overall performance of both organizations’ safety efforts. The following represents some of our key initiatives:

- **Release of 2013 Injury & Illness Prevention Programs (I2P2) that are based on American National Standard Institute’s (ANSI) Z-10, OSHA’s Voluntary Protection Program (VPP), California’s IIPP and the International Occupational Health and Safety Assessment Series (OSHAS) 18001 specifications**
- **January 2013 launch of new OSHA Recordkeeping platform that evolves injury recordkeeping compliance requirements by linking different ABM data systems to help streamline the process**
- **Partnership with Information Technology (IT) team to design tools within sales systems that direct ABM personnel so as to ensure coordination of site hazard assessments prior to commencement of operations**
- **Integrating safety processes of recently acquired aviation and healthcare operations (Air Serv and HHA Services, respectively) into ABM**



- Expanded safety assessments at ABM branches as well as client sites through partnerships with internal audit and third party consultants, respectively
- Commenced multiple safety culture transformation projects designed to create sustainable safety climates at client locations. Site-based safety improvement strategies are co-opted by leadership and employee teams, at both union and non-union sites, with the ultimate goal of fostering a culture that actively promotes excellence in service delivery through injury-free performance

And looking to 2013:

- We will be launching ABM's new safety brand "ThinkSafe", which provides client site teams directional guidance on planning for and reducing hazards associated with the people, materials and environmental conditions that may be present at the job
- "Safe Stop" campaign that helps brand ABM's commitment to ensuring employees exercise their right to stop a job and get the help necessary to ensure the job is done safely

SAFETY TRAINING APPROACHES

ABM safety training programs are designed to address the needs of our clients, fulfill our regulatory compliance requirements and, most importantly, arm our employees with the information needed to perform their jobs safely. ABM training programs provide comprehensive instruction in the skills needed to safely and effectively perform assigned job duties. Training is delivered through on-site classroom instruction, computer-based platforms, hands-on demonstrations, monthly meetings and off-site seminars. During FY2012, ABM safety training programs across all service lines ranged between 8-12 hours per employee based on their assigned job tasks, work environment conditions and anticipated hazards. In addition, ABM has implemented new Safety Leadership training modules at the client-site and regional leadership levels, with the goal of strengthening leadership knowledge of compliance requirements, critical threats, safety tactics and employee engagement tactics.



ABM'S ATTENTION TO SAFETY AND AGGRESSIVE CLAIM MANAGEMENT HAS RESULTED IN ITS MOST RECENTLY PUBLISHED EXPERIENCE MOD RATING (EMR) TO DROP TO .79, REFLECTING A CREDIT TO THE INSURANCE RATING PROCESS.

OSHA CITATIONS & KEY RATES

During FY2012, ABM was cited by OSHA 29 times. Based on a partnership between ABM's Safety and Legal teams, along with a formal process for responding to OSHA citations, the Company was able to demonstrate its strong commitment to compliance during informal hearings.

ABM's attention to safety and aggressive claim management has resulted in its most recently published Experience Mod Rating (EMR) to drop to .79, reflecting a credit to the insurance rating process. In addition, these efforts help keep ABM's OSHA Total Recordable Case (TRC) rate and Days Away From Work, Restricted Activity or Job Transfer (DART) rate at relatively low levels.

ENTERPRISE OSHA TRC RATE 2012	3.25
ENTERPRISE OSHA DART RATE 2012	2.63

ABM LEARNING AND QUALITY LAUNCHED IN 2012

ABM's Learning & Quality Department has been deploying a wide variety of state-of-the-art tools and concepts to enrich the knowledge of our diverse workforce. This is a vital element of our operations since one of our primary differentiators is our 100,000+ workforce who have incredible experience and skill in their job specialties. The challenge historically has been determining how to share and leverage this acquired knowledge amongst all employees across the country and abroad.

ABM IN THE COMMUNITY



ABM is committed to operating under a core set of fundamental values:

- Respect
- Integrity
- Collaboration
- Innovation
- Excellence

These values intertwine to provide a baseline mentality for how we operate, and nowhere is that more evident than in how we take responsibility for our activities which impact stakeholders and the environment.

HOW WE GIVE BACK

We believe that in order to be a good business leader, we must also be a good community leader. We support many different programs and endeavors that help fuel the social and economic vitality of various community sectors. Below are some of the examples of how ABM employees have given back to their various communities over the course of 2012.

ABM Northern California Employees Bike for Multiple Sclerosis

ABM leaders from our Northern California offices biked in the Bay Area 'Wave to Wine' race in September to help fight Multiple Sclerosis (MS). They rode on a team that was put together by a major ABM client. Our ABM participants biked over 150 miles in two days for this tremendous cause.



PICTURED FROM LEFT TO RIGHT: Jason Crokaerts, Antonio Partida, Robert Dawes and David Koch, VP Property Management for Hines

ABM Employees Partner up with Habitat for Humanity

Last October, ABM Parking Services cashier George Ruder's family was selected to receive a new home by Habitat for Humanity. The Ruder family resides in Tucson, AZ. His ABM colleagues made the drive from Phoenix to Tucson to help build the house. This heartfelt and selfless act by Ruder's ABM colleagues is a great example of collaborative spirit we're continually seeking to promote at ABM.



FROM RIGHT TO LEFT: Desraye Halon, George Ruder, Diana Cockrell, LeAnn Jackson, Toni Covington, Stephanie Mohigh, Otis Calvin, Lora Scheiss, Sizemore Calvin, Wendy Bailey, Brian Fox, Kitty Belcher, Habitat Employee, David Ruder, Habitat Employee

Dress for Success Houston and Career Gear Houston

ABM's Houston Shared Service Center office came together to support Dress For Success Houston (DFSH), which provides interview-appropriate clothing to low-income women seeking employment, and Career Gear Houston, which provides support and services to low-income men seeking employment. Participation was outstanding. In just five days, the Houston office collected 216 pieces of clothing.

ABM Supports American Red Cross

At the 2012 Building Operators and Managers Association (BOMA) national convention in Seattle, WA in June, and in conjunction with the American Red Cross, ABM sponsored a blood drive by providing refreshments to donors – blood donated went to Metropolitan Seattle hospitals.

SUPPORTING OUR TROOPS

ABM is honored to work with thousands of dedicated former servicemen and women across the country, and proud to support VFW chapters in addition to other local and national veteran's groups. There are careers for veterans in each of ABM's departments. ABM's post-military jobs can be found at abm.com in our [careers section](#).

ABM Supports March of Dimes

Recently, ABM corporate offices in Atlanta and Houston undertook a friendly competition to see which office could raise the most money by walking for the March of Dimes. We look forward to reporting the results of the coordinated national philanthropic effort in our 2013 Corporate Sustainability Report.

Recognition for Our Integrity and Expertise

Client Related:

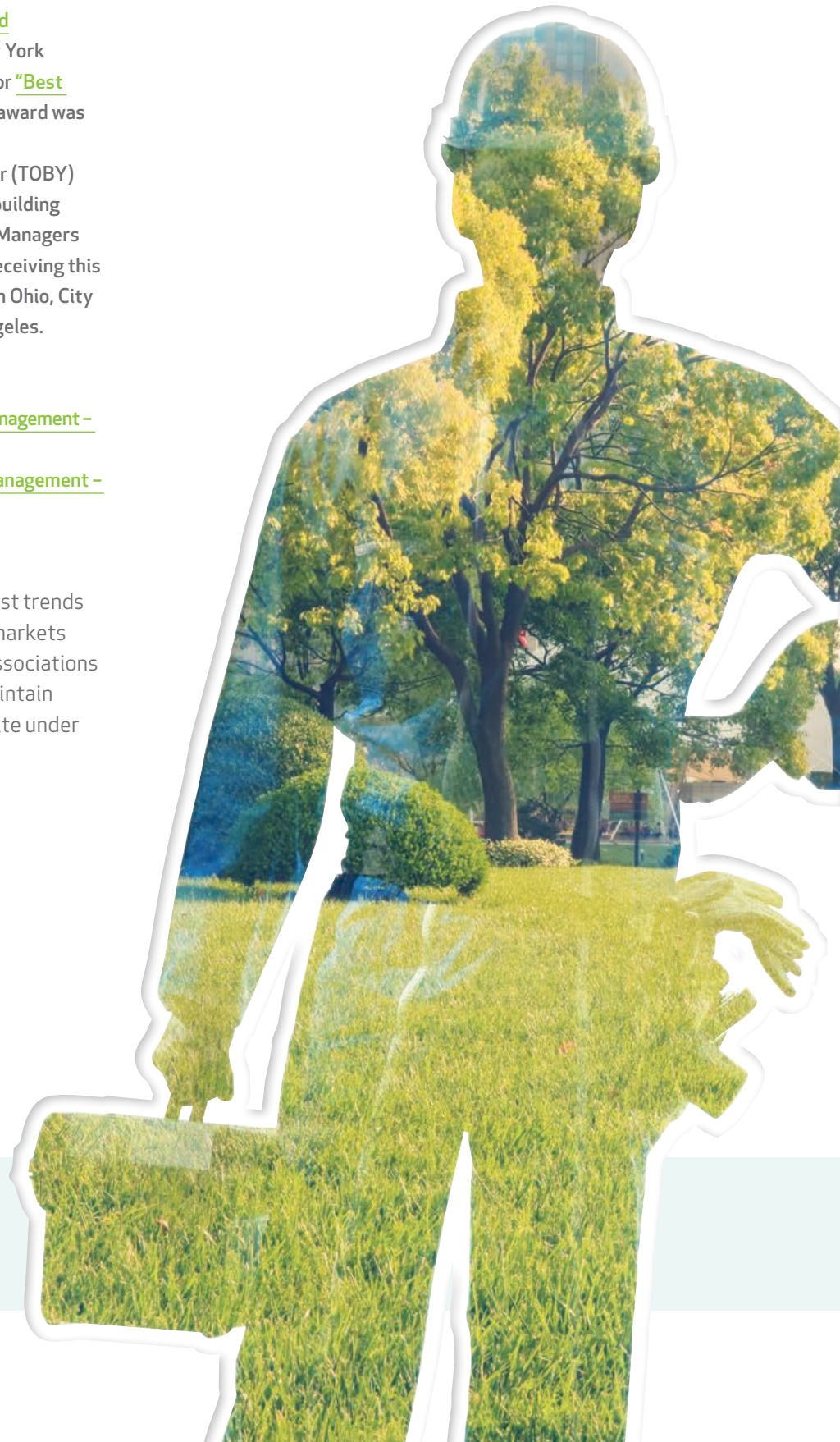
- Jones Lang LaSalle [2012 Supplier of the Year Award](#)
- Customer Care Award by the Port Authority of New York and New Jersey's (PANYNJ) Aviation Department for "[Best Performance by a Port Authority Contractor](#)" – this award was for calendar year 2011, but ABM received it in 2012.
- TOBY Awards: The Outstanding Building of the Year (TOBY) Award is the highest mark of excellence for office building management awarded by the Building Owners and Managers Association (BOMA). A few of the many buildings receiving this award that ABM maintains are One Datran Center in Ohio, City National Plaza and Century Plaza Towers in Los Angeles.

Third Party and Industry Related:

- IABC Golden Flame Award in the [Communication Management – Brand Communication](#) category
- IABC Golden Flame Award in the [Communication Management – Special Events \(Internal or External\)](#) category

ABM Association Memberships

In an effort to stay on the cutting edge of the latest trends and abreast of regulations involving our critical markets served, ABM considers membership in various associations a key initiative. Organizations with which we maintain an active membership can be found on our website under [Industry Organizations and Affiliations](#).



APPENDIX

● Fully Reported ○ Partially Reported

GRI Content Table

	STANDARD DISCLOSURES	SECTION	COVERAGE
1. Strategy and Analysis			
1.1	Statement from the most senior decision maker of the organization about the relevance of sustainability to the organization and its strategy.	CEO Letter	●
1.2	Description of key impacts, risks, and opportunities.	Introduction	●
		CEO Letter Risks and Opportunities Financial Implications and Risks/ Opportunities for ABM Due to Climate Change Regulation	
2. Organizational Profile			
2.1	Name of the organization.	Introduction About ABM	●
2.2	Primary brands, products, and/or services.	About ABM ABM Operational Structure and Service Offerings	●
		Significant Changes Since Our Last Report	
2.3	Operational structure of the organization, including main divisions, operating companies, subsidiaries, and joint ventures.	About ABM Governance Structure	●
		ABM Operational Structure and Service Offerings Significant Changes Since Our Last Report	
2.4	Location of organization's headquarters.	About ABM	●
		ABM Operational Structure and Service Offerings	
2.5	Number of countries where the organization operates, and names of countries with either major operations or that are specifically relevant to the sustainability issues covered in the report.	Report Parameters About ABM	●
2.6	Nature of ownership and legal form.	About ABM	●
2.7	Markets served (including geographic breakdown, sectors served, and types of customers/beneficiaries).	ABM's Approach to Sustainability Significant Changes Since Our Last Report	●
		Recent Acquisition Underscore	
2.8	Scale of the reporting organization	About ABM	●
		Data at a Glance	
2.9	Significant changes during the reporting period regarding size, structure, or ownership	ABM Operational Structure and Service Offerings Significant Changes Since Our Last Report	●
		Recent Acquisition Underscore	
2.10	Awards received in the reporting period	How We Give Back	●
3. Report Parameters			
3.1	Reporting period (e.g., fiscal/calendar year) for information provided.	Report Parameters	●
3.2	Date of most recent previous report (if any).	Report Parameters	●
3.3	Reporting cycle (annual, biennial, etc.)	Report Parameters	●
3.4	Contact point for questions regarding the report or its contents.	Introduction	●
3.5	Process for defining report content	Introduction	●
		Report Parameters	
3.6	Boundary of the report	Report Parameters	●
3.7	State any specific limitations on the scope or boundary of the report	Report Parameters	●
		Building Value Through Sustainability in ABM Operations	

APPENDIX

GRI Content Table

3.8	Basis for reporting on joint ventures, subsidiaries, leased facilities, outsourced operations, and other entities that can significantly affect comparability from period to period and/or between organizations.	Report Parameters Significant Changes Since Our Last Report Building Value Through Sustainability in ABM Operations	●
3.9	Data measurement techniques and the bases of calculations, including assumptions and techniques underlying estimations applied to the compilation of the Indicators and other information in the report.	Significant Changes Since Our Last Report Data at a Glance Building Value Through Sustainability in ABM Operations	●
3.10	Explanation of the effect of any re-statements of information provided in earlier reports, and the reasons for such re-statement	No Restatements	●
3.11	Significant changes from previous reporting periods in the scope, boundary, or measurement methods applied in the report.	Introduction CEO Letter Report Parameters ABM Operational Structure and Service Offerings Significant Changes Since Our Last Report	●
3.12	Table identifying the location of the Standard Disclosures in the report.	Appendix	●
3.13	Policy and current practice with regard to seeking external assurance for the report.	Report Parameters	●
4.	Governance, Commitments, and Engagement		●
4.1	Governance structure of the organization, including committees under the highest governance body responsible for specific tasks, such as setting strategy or organizational oversight.	Governance Structure ABM's Approach to Sustainability	●
4.2	Indicate whether the Chair of the highest governance body is also an executive officer (and, if so, their function within the organization's management and the reasons for this arrangement).	Governance Structure http://investor.abm.com/committees.cfm	●
4.3	For organizations that have a unitary board structure, state the number of members of the highest governance body that are independent and/or non-executive members.	Governance Structure http://investor.abm.com/committees.cfm	●
4.4	Mechanisms for shareholders and employees to provide recommendations or direction to the highest governance body.	ABM's Approach to Sustainability	●
4.13	Memberships in associations (such as industry associations) and/or national/international advocacy organizations in which the organization	How We Give Back	●
4.14	List of stakeholder groups engaged by the organization	ABM's Approach to Sustainability	●
4.15	Basis for identification and selection of stakeholders with whom to engage.	ABM's Approach to Sustainability	●
4.16	Approaches to stakeholder engagement, including frequency of engagement by type and by stakeholder group.	ABM's Approach to Sustainability	●
4.17	Key topics and concerns that have been raised through stakeholder engagement, and how the organization has responded to those key topics and concerns including through its reporting.	ABM's Approach to Sustainability Building Value Through Our People ABM in The Community	●

ECONOMIC PERFORMANCE INDICATORS		SECTION	COVERAGE
EC1	Direct, economic value generated and distributed, including revenues, operating costs, employee compensation, donations and other community investments, retained earnings and payments to capital.	Data at a Glance Annual Report http://investor.abm.com	●
EC2	Financial implications and other risks and opportunities for the organization's activities due to climate change.	ABM's Approach to Sustainability	●
EC4	Significant financial assistance received from government.	Data at a Glance	●
EC8	Development and impact of infrastructure investments and services provided primarily for public benefit through commercial, in-kind, or pro bono engagement.	Building Value Through Sustainability in ABM Services How We Give Back	●

ENVIRONMENTAL PERFORMANCE INDICATORS		SECTION	COVERAGE
EN1	Materials used by weight or volume.	ABM Secured Document Recycling	◐
EN3	Direct energy consumption by primary energy source.	Building Value Through Sustainability in ABM Operations	●
EN4	Indirect energy consumption by primary source.	Building Value Through Sustainability in ABM Operations	●
EN5	Energy saved due to conservation and efficiency improvements.	ABM IT Sustainability Initiatives Energy Business	◐

EN6	Initiatives to provide energy-efficient or renewable energy-based products and services, and reductions in energy requirements as a result of these initiatives.	ABM Marketing Sustainability Initiatives ABM IT Sustainability Initiatives Energy Business	●
EN7	Initiatives to reduce indirect energy consumption and reductions achieved.	ABM Marketing Sustainability Initiatives ABM IT Sustainability Initiatives Energy Business	◐
EN18	Initiatives to reduce greenhouse gas emissions and reductions achieved.	Energy Business	◐
EN16	Total direct and indirect greenhouse gas emissions by weight.	Building Value Through Sustainability in ABM Operations	●
EN22	Total weight of waste by type and disposal method.	ABM Secured Document Recycling	◐
EN26	Initiatives to mitigate environmental impacts of products and services, and extent of impact mitigation.	Electronic Payroll Options for ABM Employees ABM Corporate Payment Options, Credit Card Usage and Expense Reporting ABM Marketing Sustainability Initiatives	●

LABOR PRACTICES INDICATORS		ABM MARKETING SUSTAINABILITY INITIATIVES	COVERAGE
LA1	Total workforce by employment type, employment contract, and region.	How We Value Our People	◐
LA2	Total number and rate of employee turnover by age group, gender, and region.	Employee Training	◐
LA4	Percentage of employees covered by collective bargaining agreements	Employee Training	●
LA8	Education, training, counselling, prevention, and risk-control programs in place to assist workforce members, their families, or community members regarding serious diseases.	Serious Disease Prevention Initiatives That Foster a Culture of Safety Employee Training	●
LA10	Average hours of training per year per employee by employee category.	Safety Training Approaches Employee Training	●
LA11	Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings.	Safety Training Approaches Employee Training	●
LA12	Percentage of employees receiving regular performance and career development reviews.	Employee Training	●

HUMAN RIGHTS INDICATORS		SECTION	COVERAGE
HR4	Total number of incidents of discrimination and actions taken.	Diversity and Human Rights Code of Business Code	●
HR6	Operations identified as having significant risk for incidents of child labour, and measures taken to contribute to the elimination of child labour.	Risks and Opportunities	◐
HR7	Operations identified as having significant risk for incidents of forced or compulsory labour, and measures taken to contribute to the elimination of forced or compulsory labour.	Risks and Opportunities	◐

SOCIAL PERFORMANCE INDICATORS		SECTION	COVERAGE
SO2	What is the percentage and total number of business units analyzed for risks related to corruption?	Risks and Opportunities	●
SO3	What is the percentage of employees trained on anti-corruption policies and procedures?	Code of Business Conduct	●
SO5	Public policy positions and participation in public policy development and lobbying	Governance Structure	◐

PRODUCT RESPONSIBILITY INDICATORS		SECTION	COVERAGE
PR2	Total number of incidents of non-compliance with regulations and voluntary codes concerning health and safety impacts of products and services, by type of outcomes.	OSHA Citations & Key Rates	●
PR6	Programs for adherence to laws, standards, and voluntary codes related to marketing communications, including advertising, promotion, and sponsorship.	ABM Marketing Sustainability Initiatives	●
PR7	Total number of incidents of non-compliance with regulations and voluntary codes concerning marketing communications, including advertising, promotion, and sponsorship, by type of outcomes.	ABM Marketing Sustainability Initiatives	●





APPENDIX

GRI APPLICATION LEVEL CHECK

The 2012 Sustainability Report “Embracing our environment, one solution at a time”, presents the commitments, achievements and evolution of ABM in the area of Sustainability. The 2012 Sustainability Report presents ABM’s overall economic, environmental and social challenges and performance as well as all related improvements made within 2012 throughout the US operations.

ABM has self-declared the 2012 Sustainability Report “Embracing our environment, one solution at a time”, reporting to be Application Level C+.

Centre for Sustainability and Excellence (CSE) has checked and confirms that ABM has satisfactorily applied the Global Reporting Initiative (GRI) Reporting Framework, as specified by G3 Guidelines. The 2012 Sustainability Report “Embracing our environment one solution at a time”, meets the requirements of GRI G3 Version 3.0 Application Level C+.

Report Application Level		C	C+	B	B+	A	A+
Standard Disclosures	G3 Profile Disclosure 	Report On: 1.1 2.1 - 2.10 3.1 - 3.8, 3.10 -3.12 4.1 - 4.4, 4.14 - 4.15		Report on all criteria listed for Level C Plus: 1.2 3.9, 3.13 4.5 - 4.13, 4.16 - 4.17		Same as requirement for Level B	
	G3 Management Approach Disclosures 	Not Required	Report Externally Assured	Management Approach Disclosures for each Indicator Category	Report Externally Assured	Management Approach Disclosures for each Indicator Category	Report Externally Assured
	G3 Performance Indicators & Sector Supplement Performance Indicators 	Report on a minimum of 10 Performance Indicators, at least one from each of Economic, Social and Environmental.		Report on a minimum of 20 Performance Indicators, at least one from each of Economic, Environmental, Human Rights, Labor, Society, Product Responsibility.		Report on each core G3 and Sector Supplement* Indicator with due regard to the Materiality Principle by either: a) reporting on the indicator or b) explaining the reason for its omission.	

ASSURANCE STATEMENT INTRODUCTION

The Centre for Sustainability and Excellence (CSE) was commissioned by ABM to provide external assurance and commentary, and to undertake a third-party Application Level Assessment based on the requirements of the Global Reporting Initiative (GRI) G3 Guidelines for its 2012 Sustainability Report “Embracing our environment, one solution at a time”.

The overall goal of this process is to provide reassurance to ABM’s stakeholders that the information is accurate, reliable, objective, and covers material areas.

CSE used the Global Reporting Initiative (GRI) G3 guidelines in order to assess Sustainability Report key elements. The process also involved a GRI G3 Application Level Check.

This work included an independent assessment through discussions, and the collection and validation of sample quantitative data for 2012, reflected in the Sustainability Report.

Our conclusions and overall opinion have been made on the basis of supporting objective evidence and review of ABM documentation. We believe that our work provides an appropriate basis for our general conclusions mentioned below:

ASSURANCE STATEMENT

Based on the above methodology, CSE performed an independent assessment of ABM and its underlying structures, procedures and company results for 2012. We took into consideration the fact that ABM offers a diverse set of services and is active through its subsidiaries throughout the United States.

We believe that our work provides an appropriate basis for our general conclusions mentioned below:

- *ABM has a very good understanding of its direct and indirect, global and local impacts across all aspects of its operations. It is a people-driven organization focused on addressing its key material issues in a sustainable manner.*
- *ABM is focused on the development of vision, strategy and associated policies and governance processes that, apart from integrity and high levels of performance, demonstrate its commitment to sustainability.*
- *Good practice has been demonstrated in a number of specific internal and external initiatives.*
- *ABM has identified financial implications, risks and opportunities for its activities due to climate change and is offering initiatives to provide energy-efficient services, based on its stakeholders requirements*
- *ABM has shown a commitment in initiatives related to the identification and reduction of energy consumption.*
- *ABM has a high standard for internally responsible marketing programs.*
- *We encourage ABM to continue to focus on putting processes in place for the implementation of its sustainability practices and achievement of goals. Specifically, for measuring progress made in key areas of impact related to Economic, Environmental, Human Rights, Labor, Society and Service/Product Responsibility.*
- *We encourage ABM to continue on its journey towards sustainability and identify the environmental and social impact of its innovative solutions, activities and business approach to its key stakeholders.*

The scope of the assurance was limited to the above and the opinion above has been formed on the basis of, and is subject to, the inherent limitations outlined in this independent assurance statement.

Nikos Avlonas
Assurance Expert
June 2013



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