

Corporate Sustainability Report 2014





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Company Overview

G4-1 Statement from the Most Senior Decision-Maker of the Company



As ABM's new President and CEO, I have been a longtime advocate of our sustainability mission. At ABM, we are continually 'Building Value' for our clients, shareholders, employees and the communities in which we serve. Sustainability is at

the heart of that value we provide. Whether we're streamlining efficiencies for clients, creating new jobs or giving back to our communities across the U.S. and internationally, ABM maintains a deep commitment to positively impact our shared environment and the people around us.

I am tremendously excited about the upcoming launch of our 'ABM Cares' program in 2015 and we look forward to reporting on its progress. ABM Cares will build upon existing initiatives, including our philanthropic efforts and ABM's new wellness program designed to help our employees make healthier lifestyle choices – among a number of other critical endeavors. Under my leadership, ABM will remain committed to the UN Global Compact and we are proud to be part of this strategic policy initiative.

This is an exciting time for ABM. We are a company that has seen substantial change in recent years, including our sustainability initiatives, and the best is certainly yet to come. We are proud to report in

2014 under the more comprehensive G4 framework that identifies objective reporting criteria by a number of our stakeholders.

As one of the largest facilities services providers in the world, ABM has a great opportunity to impact the lives of thousands and do our part to leave the world a better place for future generations. We're serious about our commitment to doing just that, and I am thrilled and honored to work alongside my tremendous colleagues at ABM on that journey.



Scott Salmirs
President & CEO, ABM

G4-3 Name of the organization.

ABM Industries Incorporated

G4-4 Report the primary brands, products, and services.

ABM is a leading provider of end-to-end integrated facility solutions to thousands of commercial, industrial, institutional, retail, residential, and governmental facilities located primarily throughout the United States. Our comprehensive capabilities include expansive facility solutions, energy solutions, commercial cleaning, maintenance and repair, HVAC, electrical, landscaping, parking, security, and commercial aviation support services, which we provide through stand-alone or integrated solutions. Following is a general description of the services we provide, with reference to our reporting segments.

Our Janitorial segment provides a wide range of essential janitorial services for a variety of facilities, including commercial office buildings, educational institutions, government buildings, health facilities, industrial buildings, retail stores, shopping centers, stadiums and arenas, airports and other transportation centers, and warehouses. These services include carpet cleaning and dusting, floor cleaning and finishing, furniture polishing, window washing, and other building cleaning services. Janitorial services are provided in all 50 states, the District of Columbia, and the Commonwealth of Puerto Rico, as well as in certain international locations.

Our Facility Services segment provides onsite mechanical engineering and technical services and solutions for facilities and infrastructure systems for a variety of facilities, including commercial office buildings and infrastructure, data centers, educational institutions, high technology manufacturing facilities, museums, resorts, airports and other transportation centers, and shopping centers. These services are designed to extend the useful life of facility fixed assets, improve equipment operating efficiencies, reduce energy consumption, lower overall operational costs for clients, and enhance the sustainability of client locations. Facility services are provided in 42 states and the District of Columbia, as well as in certain international locations.

Our Parking segment provides parking and transportation services for clients at many facilities, including commercial office buildings, airports and other transportation centers, educational institutions, health facilities, hotels, municipalities, retail centers, and stadiums and arenas. Parking services are provided in 41 states and the District of Columbia.

Our Security segment provides security services for clients in a wide range of facilities, including commercial office buildings and commercial, health, industrial, petro-chemical, residential, and retail facilities. Security services include security staffing, mobile patrol services, investigative services, electronic monitoring of fire and life safety

systems and of access control devices and security consulting services.

Our Building & Energy Solutions segment provides custom energy solutions, HVAC, electrical, lighting and other general maintenance and repair services. These services include preventative maintenance, retro commissioning, installations, retrofits and upgrades, environmental services, systems start-ups, performance testing, energy audits, mechanical and energy efficient products and solutions, and bundled energy solutions that include energy savings performance contracts for a wide variety of clients in both the private and public sectors. This segment also provides services for healthcare clients, including facility management, environmental services, food and nutrition services, and clinical technology management. It also provides support to U.S. Government entities for specialty service solutions, such as military base operations, public works departments, leadership development, education and training, energy efficiency management, healthcare support services, and construction management. These services are designed to extend the useful life of facility fixed assets, improve equipment operating efficiencies, reduce energy consumption, lower overall operational costs for clients, and enhance the sustainability of client locations.

Air Serv provides facility solutions to clients in our aviation vertical related to passenger assistance, including wheelchair operations, aircraft cabin cleaning, janitorial services, shuttle bus operations,

and access control. Air Serv operates in 24 states and the United Kingdom.

[Brands](#) that are also part of the ABM family.

G4-5 Location of ABM's headquarters.

New York, NY

G4-6 Number of countries where the organization operates.

Primary operations occur in the United States. ABM operates in approximately 30 countries.

G4-7 Report the nature of ownership and legal form.

ABM is incorporated under the laws of the State of Delaware and is a publicly traded company, governed by a board of directors. The New York Stock Exchange is the principal market for ABM common stock [NYSE: ABM]

The person or entities known to ABM to be beneficial owners of more than 5% of the shares of ABM common stock as of December 31, 2014 are set forth below. This disclosure is based on a review of Schedule 13G filings and Schedule 13D filings.

- Bank of America Corporation, directly and on behalf of certain subsidiaries
- Blackrock, Inc.
- Lord Michael Ashcroft
- Vanguard Group, Inc.

G4-8 Report the markets served

The markets referenced are US only except when specified.

- [Aviation & Transportation](#)
- [Banking & Financial Services](#)
- [BioPharma](#)
- [Commercial Buildings](#)
- [Golf Courses](#)
- [Government](#)
- [Healthcare Support Services](#)
- [High-Tech](#)
- [Higher Education](#)
- [Hospitality](#)
- [Improvement Districts](#)
- [Industrial & Manufacturing](#)
- [K-12 Schools](#)
- [Residential](#)
- [Retail](#)
- [Senior Living](#)
- [Sports & Entertainment](#)

G4-9 Report the scale of the organization, including:

- Total number of employees:
- Total number of operations:
- Net sales (for private sector organizations) or net revenues (for public sector organizations):

Number of employees	Approximately 118,000
Net revenues	\$5,032.8
Total assets	\$116.0
Total liabilities	\$38.1
Diluted earnings per share	\$1.32

Dollar amounts in millions, except per share amounts. Information relates to ABM's the fiscal year ending October 31, 2014.

G4-10 Report the total number of employees by employment contract and gender.

- Report the total number of permanent employees by employment type and gender.
- Report the total workforce by employees and supervised workers and by gender.

Employee Breakdown*	Total	% Male	% Female	Age <30	Age 30-50	Age >50
Mgt	7,402	60%	40%	9%	53%	38%
Non-Mgt	110,150	57%	43%	23%	44%	33%

*as of Dec. 31, 2014

Employee Union* and Employment Status Breakdown*				
Employees	Union	Non-Union	Full-time	Part-time
117,552	56%	44%	71%	29%

*The data presented in this table is as of December 31, 2014.

G4-11 Collective bargaining agreements.

ABM is party to approximately 160 active collective bargaining agreements across the U.S. These collective bargaining agreements are periodically renegotiated through bargaining with labor representatives, and set terms for wages, benefits and other terms and conditions of employment. For single-site collective bargaining agreements, ABM bargains directly with labor representatives. For area-wide agreements, ABM frequently bargains in a group of employers who are covered by the same agreement.

G4-13 Significant changes during the reporting period.

In fiscal 2014, we completed all of the essential elements of our internal reorganization and alignment to foster collaboration and increase organic sales growth across our operating segments. We also continued to make meaningful progress in expanding service offerings and our client base within strategic vertical markets.

To complement our organic growth and further enhance our business platform, we completed three strategic acquisitions in fiscal 2014. In October, we acquired [GBM Support Services](#)

[Group Limited](#), a leading provider of facilities services for various retail, leisure, public sector, and commercial clients throughout the U.K. With headquarters in London, this acquisition provides us with opportunity to accelerate our growth strategy throughout the U.K.



Other updates relating to sustainable services since our last report include:

- In fiscal year 2014, we acquired [Aircor Commercial Services, Inc.](#) ("Aircor") a Northern California provider of HVAC service, energy solutions, and building controls in commercial and industrial buildings.



- In fiscal year 2014, we acquired the service assets of [Alpha Mechanical, Inc.](#), a leading provider of HVAC service, energy solutions, building controls, plumbing service, and process piping in commercial, life science, education, and municipal government buildings.



G4-14 Report whether and how the precautionary approach or principle is addressed by the organization.

Enterprise risks are reviewed by ABM's Enterprise Risk Management Committee on a periodic basis. This committee includes divisional and functional leadership. The Management Committee identifies key enterprise risks. The Company's Board of

Directors receives regular reports from the Risk Management Committee and work to assure that the policies and procedures designed and implemented by management are consistent with the Company's strategy and risk appetite and are functioning as directed.

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

- 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; and
- 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.

Our operations are subject to various federal, state and/or local laws regulating discharge of materials into the environment or otherwise relating to the protection of the environment, such as discharge

into soil, water, and air, and the generation, handling, storage, transportation, and disposal of waste and hazardous substances. These laws generally have the effect of increasing costs and potential liabilities associated with the conduct of our operations. Historically, the cost of complying with environmental laws or resolving environmental issues relating to United States locations or operations has not had a material adverse effect on our financial position, results of operations, or cash flows.

ABM holds its suppliers and contractors to a high standard. ABM is committed to complying with all laws prohibiting child labor, including adherence to minimum age provisions of applicable laws and regulations. This includes ABM's internal workforce and our suppliers. ABM also requires its subcontractors to commit to proper treatment of their workers, specifically including Human Rights and Freedom of Association. Company policy prohibits the hiring of any minor under age 18.

G4-15 Externally developed economic, environmental and social charters, principles, or other initiatives to which the organization subscribes or which it endorses.

UN Global Compact

Green Parking Council

Green Sports Alliance – Green Cleaning Playbook

Healthcare without Harm

G4-16 List memberships of associations

We are a member of numerous trade and industry groups. Our group memberships include:

- Stadium Managers Association
- National Parking Association (NPA)
- Building Owners and Managers Association (BOMA)
- Healthcare Information and Management Systems Association (HIMMS)
- American College of Healthcare Executives
- National School Boards Association (NSBA)
- Professional Retail Store Maintenance (PRSM)
- International Council of Shopping Centers (ICSC)
- Association for the Advancement of Medical Instrumentation (AAMI)
- American Association of Airport Executives (AAAE)
- Green Sports Alliance
- American Society for Healthcare Engineering (ASHE)
- National Association of College and University Business Officers (NACUBO)
- North Central Healthcare Alliance (NCHA)
- International Association of Venue Managers (IAVM)

- International Downtown Association (IDA)
- International Facility Management Association (IFMA)
- Airports Council International (ACI)
- Institute of Real Estate Management (IREM)

G4-17 ABM's consolidated financial statements

ABM annually discloses a list of all consolidated subsidiaries as of the fiscal year-end in Exhibit 21 to ABM's Annual Report on Form 10-K. ABM's 2014 Annual Report on [Form 10-K](#) was filed with the SEC on December 17, 2014.

G4-18 Process for defining the report content and the Aspect Boundaries.

Corporate Sustainability Reporting

Our approach to sustainability is based upon addressing known and perceived stakeholder needs. With ABM's primary stakeholders being clients, employees, shareholders and the communities in which we serve, people drive our strategy, and understanding the varied and sometimes intertwined needs of these groups is paramount to the success of ABM's sustainability program.

Readers can send feedback, comments or questions regarding our sustainability plans and progress 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.

Report Parameters

This is ABM's fifth Sustainability Report and covers activities related to our 2014 fiscal year that ended October 31, 2014. 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 [here](#), linking the applicable topics with the corresponding page(s). For the fourth 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; other key company information can be found in our filings with the Securities and Exchange Commission (SEC), and can be accessed in our [Investor Relations pages](#). The ABM Corporate Sustainability Report covers the corporate activities and services provided by ABM and its subsidiaries throughout North America and various international locations. The report is designed to introduce ABM, our services, and organizational structure. We 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 also discuss our governance for ensuring we perform with utmost integrity on behalf of our stakeholders. Also critical to our sustainability platform are:

- Sustainability in ABM Operations
- Sustainability in ABM Services
- Our People
- Social Responsibility

G4-19 List all the material Aspects identified in the process for defining report content.

and

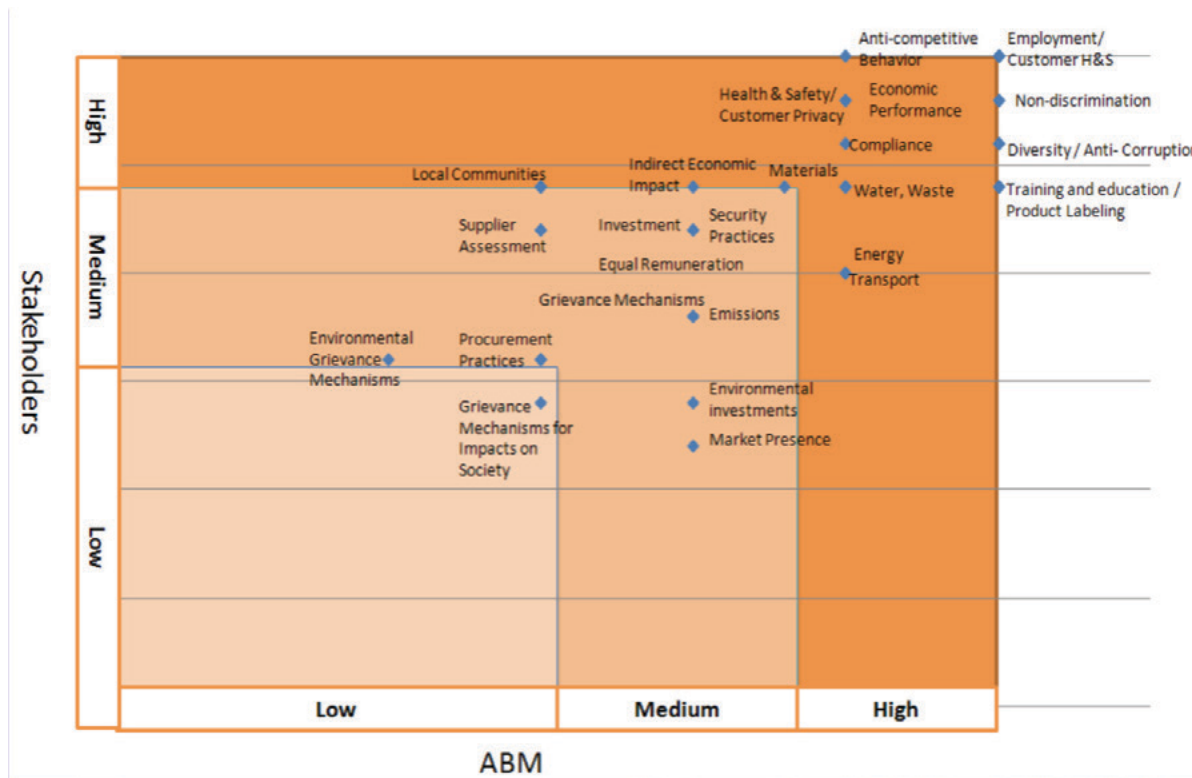
G4-20 For each material Aspect, report the Aspect Boundary within the organization, as follows:

- Report whether the Aspect is material within the organization
- If the Aspect is not material for all entities within the organization (as described in G4-17), select one of the following two approaches and report either:
 - The list of entities or groups of entities included in G4-17 for which the Aspect is not material or
 - The list of entities or groups of entities included in G4-17 for which the Aspects is material
- Report any specific limitation regarding the Aspect Boundary within the organization

G4-21 For each material Aspect, report the Aspect Boundary outside the organization, as follows:

- Report whether the Aspect is material outside of the organization
- If the Aspect is material outside of the organization, identify the entities, groups of entities or elements for which the Aspect is material. In addition, describe the geographical location where the Aspect is material for the entities identified
- Report any specific limitation regarding the Aspect Boundary outside the organization

For ABM, a topic is of material interest if it is considered relevant based on ABM stakeholders feedback as well as our own perspective.



G4-24 Provide a List of Stakeholder Groups Engaged by the Organization.

ABM identifies our stakeholders as our clients, employees, shareholders and the communities in which we serve.

G4-25 Report the basis for identification and selection of stakeholders with whom to engage.

and

G4-26 Report the organization’s approach to stakeholder engagement, including frequency of engagement by type and by stakeholder group, and an indication of whether any of the engagement was undertaken specifically as part of the report preparation process.

Key stakeholders: clients, employees, shareholders and the communities in which we serve.

With ABM’s services are generally provided at our clients’ locations, and are often an integral part of our clients’ sustainability integration (e.g. – cleaning, facility maintenance, energy conservation, security, safety, etc.). Therefore, our approach to sustainability begins within ABM’s service offerings and solutions.

Our next known need was identified as ABM’s portion within our 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.

Our employees continue to be the driving force behind everything we do at ABM, and we seek to

deliver value for our shareholders each day. Finally, ABM feels a keen sense of responsibility to operate responsibly both for and within the communities in which we operate and serve.

G4-27 Report 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. Report the stakeholder groups that raised each of the key topics and concerns.

In 2014, ABM sought feedback from major stakeholders, including various employees, clients and vendor partners in order to complete a new materiality assessment on critical sustainability reporting categories. The table below identifies the reporting categories by level of significance – based on stakeholder feedback.

For ABM, a topic is of material interest if it is considered relevant based on ABM stakeholders feedback as well as our own perspective. We went through the following process:

- Reviewed best practice approaches to materiality and the approaches of our peers
- Consulted a cross-section of key stakeholders from across our business to define a list of material issues and prioritize these into high, medium and low importance
- Presented a draft materiality matrix

- Reframed and repositioned some issues to reflect Management feedback and produce a finalized version of the matrix

Materiality Assessment by Stakeholder Group

ABM employees:

High	Medium
Employment/Customer H&S	Indirect economic impact
Non-discrimination	Investment
Diversity/Anti-Corruption	Security practices
Training and education/Product labeling	Emissions
Anti-competitive Behavior	Environmental investments
Economic performance	Market presence
Compliance	Grievance mechanisms
Water, Waste	Investment
Energy Transport	Equal remuneration
Health & Safety/Customer Privacy	

G4-28 Reporting period

Unless otherwise indicated, this report covers our 2014 fiscal year which ended October 31, 2014.

G4-29 Date of most recent previous report (if any).

Fiscal 2013
(November 1, 2012 through October 31, 2013)

G4-30 Reporting cycle (such as annual, biennial).

Annual

G4-31 Provide the contact point for questions regarding the report or its contents.

Readers can send feedback, comments or questions regarding our sustainability plans and progress to ABM's Corporate Communications team at sustainability@abm.com.

G4-32 GRI Content Index

GRI G4

G4-33 ABM's policy and current practice with regard to seeking external assurance for the report.

For the fourth year in a row, we submitted our report to the Centre for Sustainability and Excellence (CSE) for an [independent audit assessment](#).

Governance

Governance

- [Committee Composition](#)
- [Directors](#)
- [Governance Documents](#)

At ABM, our governance structure, along with our [Code of Business Conduct](#), provide the framework for us to serve our clients, stakeholders and employees with integrity. ABM's Board of Directors is responsible for overseeing the business and strategy of the Company. ABM currently has 9 directors, including our Chief Executive Officer. All of our directors, other than our Chief Executive

Officer, are independent. One of our independent directors serves as Chairman of the Board.

ABM's Audit Committee oversees the Company's financial reporting process and assists the Board with respect to the Company's compliance with legal and regulatory requirements. In addition to its other responsibilities, the Audit Committee reviews policies with respect to risk management and the Company's major financial risk exposures.

ABM's Compensation Committee has responsibility for providing direction to the Company in the area of executive compensation, and monitors potential risks that may be associated with ABM's compensation programs.

ABM's Governance Committee is responsible for identifying qualified candidates for membership on the Board and for developing and recommending to the Board corporate governance principles and policies.

ABM's Corporate Citizenship and Communications Committee is responsible for providing oversight and advice with respect to various matters, including sustainability and environmental and green energy issues as well as health and safety issues.

More information about ABM's governance structure can be found in ABM's 2015 Proxy Statement that was filed with the SEC on February 4, 2015. Additional information concerning our Board and governance can also be found at <http://investor.abm.com>.

G4-56 Values, principles, standards and norms of behavior.

Code of Business Conduct

ABM Vision & Core Values

G4-EC1 Direct Economic Value Generated And Distributed

Financial information can be found in [ABM's 2014 Form 10-K](#).

G4-EC2 Financial Implications And Other Risks And Opportunities Due To Climate Change

Our operations are subject to various federal, state and/or local laws regulating discharge of materials into the environment or otherwise relating to the protection of the environment, such as discharge into soil, water, and air, and the generation, handling, storage, transportation, and disposal of waste and hazardous substances. These laws generally have the effect of increasing costs and potential liabilities associated with the conduct of our operations. Historically, the cost of complying with environmental laws or resolving environmental issues relating to United States locations or operations has not had a material adverse effect on our financial position, results of operations, or cash flows.

G4-EC3 ABM's Defined Benefit Plan Obligations

ABM Employee Benefits

ABM offers a comprehensive [benefits](#) package to meet the diverse needs of our full-time employees. The benefits offered generally include: medical, dental, vision, life and disability along with a 401(k) plan.

G4-EC4 Financial assistance received from government.

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

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.

G4-EN3 Energy Consumption

	MWh
Electricity	17981
Motor Gasoline	180640
Diesel	7663
Biogasoline	132
Natural Gas	9963

The Greenhouse Gas Protocol: A Corporate Accounting and Reporting Standard (Revised Edition)

Data of natural gas use in leased offices was gathered through a survey. Offices in which the utilities are included in CAM were estimated based upon similarity to other known offices of that size and region of the country. Fleet data of gallons of fuel used by vehicle, by model year were analyzed. Fuel purchases not directly assigned to a specific vehicle were calculated as a Light-Duty Vehicle (small truck/van) as that is our primary vehicle type.

Actual data was gathered through our online survey when available. For offices that did not have readily available data or the electricity is included within CAM charges, estimations were made based upon similar sized offices of the same region or previous year data (if available).

EN-6 Report the amount of reductions in energy consumption achieved as a direct result of conservation and efficiency initiatives

ABM has committed to reducing our metric tons of CO2E per FTE Equivalent by 15% from our 2011 year baseline by 2020. The types of energy included in the reductions include purchased electricity, fleet fuel usage and natural gas used at our office locations.

ID	Scope	% of emissions in scope	% reduction from base year	Metric	Base year	Normalized base year emissions	Target year	Comment
Intl	Scope 1+2	100%	15%	metric tonnes CO2e per FTE employee	2011	58120.15	2020	ABM has committed to reducing our metric tons of CO2E per FTE Equivalent by 15% from our 2011 year.

For all of your targets, please provide details on the progress made in the reporting year.

ID	% complete (time)	% complete (emissions)	Comment
Intl	14.2%	12.87%	

G4-EN15 Direct Greenhouse Gas (GHG) Emissions (Scope 1)

and

G4-EN16 Energy Indirect Greenhouse Gas (GHG) Emissions (Scope 2)

and

G4-EN17 Other Indirect Greenhouse Gas (GHG) Emissions (Scope 3)

ABM’s direct and indirect GHG Emissions from 2014 are listed in the below table:

		2014	2013
Scope 1 CO2 - e	Tonnes	47,763	48,007
Scope 2 CO2 - e	Tonnes	9,696	10,181
Scope 3 CO2 - e	Tonnes	27,272	1,706
Fuel used	MWh	198,398	199,058
Electricity Used	MWh	17,981	19,333

Scope 1 - Data of natural gas use in leased offices was gathered through a survey. Offices in which the utilities are included in CAM were estimated based upon similarity to other known offices of that size and region of the country. Fleet data of gallons of fuel used by vehicle, by model year were analyzed. Fuel purchases not directly assigned to a specific vehicle were calculated as a Light-Duty Vehicle (small truck/van) as that is our primary vehicle type.

Scope 2 - Actual electricity data was gathered through our online survey when available. For offices that did not have readily available data or the electricity is included within CAM charges, estimations were made based upon similar sized offices of the same region or previous year data (if available).

Scope 3 - Employee Air Travel Miles, by passenger mile, by flight length <300, 300 - 1000, >1000 miles acquired through centralized booking. Added in 2014 was the mileage of aviation service fleet vehicles (buses, trucks, etc.) input into the GHG Protocol Transport tool. The actual gallons used was not able to be tracked as the client supplies the fuel at their own fuel stations. Mileage per gallon estimated via percentage of vehicle types.

Greenhouse Gas (GHG) Emissions Intensity

- a. Report the GHG emissions intensity ratio.
- b. Report the organization-specific metric (the ratio denominator) chosen to calculate the ratio.
- c. Report the types of GHG emissions included in the intensity ratio: direct (Scope 1), energy indirect (Scope 2), other indirect (Scope 3).
- d. Report gases included in the calculation.

G4-EN8, 9, 10

While ABM strives to minimize our water usage in the delivery of services (e.g. – Microfiber, Automatic Scrubbing versus Pressure Washing, etc.) our water usage is primarily under the client’s control as required by the specifications within our contracts. Additionally, as our service delivery occurs at our client’s locations we do not have the ability to separately meter our usage from the client’s usage.

G4-EN23 Waste

State/ Province	Paper Recovered	Trees Saved	Water Saved (Gallons)	Landfill Space Avoided (yds)	Energy (kWh)
Arizona	0.802	13.458	21,983.62	4.01	1,812.52
California	11.453	192.181	313,938.18	57.265	25,883.78
Florida	1.679	28.174	46,023.07	8.395	3,794.54
Illinois	4.937	82.843	135,328.11	24.685	11,157.62
Iowa	2.338	39.232	64,086.92	11.69	5,283.88
Oregon	0.137	2.299	3,755.31	0.685	309.62
Texas	33.56	563.237	920,077.63	167.83	75,859.16
Washington	3.164	53.092	86,728.40	15.82	7,150.64
Total	58.076	974.516	1,591,921.24	290.38	131,251,760

ABM Supply Chain

ABM uses strategically located distributors, providing an efficient locally-based way for our employees to order and receive the products used in our daily service delivery to clients. Having strategic local vendors placed near various urban locations enables ABM to minimize the Company's impact of transporting machines, cleaning materials, et al. between work sites.

ABM's suppliers fall into several categories. These include suppliers for internal operations (office supplies, Information Technology, communications, utilities, etc.), suppliers for products used in our services (cleaning chemicals, cleaning equipment, paper and plastic liner products, engineering HVAC,

alternative energy components, fleet vehicles, landscape materials) and suppliers for external marketing and communications (consultants, printing, materials).



G4-EN29 Monetary fines from Significant Environmental Sanctions

No known environmental fines

G4-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'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.

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.

G4-PR8 Total Number of Substantiated Complaints Regarding Breaches of Customer Privacy and Losses of Customer Data

In 2014, ABM had two known data breaches involving client locations. One involved our Parking operations at Orlando International Airport and the other involved our [Parking operations in nine Chicago lots](#).

G4-EN30 Significant environmental impacts of transporting products and other goods and materials for the organization's operations, and transporting members of the workforce.

ABM surveyed our distribution partners to identify what they were implementing to minimize the environmental impacts related to transporting the necessary products and equipment to our client locations. The results of this survey show that the number one implementation was upgrading and updating their truck fleets to more efficient models which resulted in improved fuel mileage, implementation of Diesel Exhaust Fluid to reduce exhaust emissions, low rolling resistance tires and regular maintenance to ensure the fleet operated as intended by the manufacturers. Additionally the implementation of no-idle policies minimized the exhaust emitted during deliveries.

The second most implemented item was route software to ensure the most efficient route and delivery schedules. This also improved fuel usage and maximized loads to the vehicle used. Distributors also implemented and maintained recycling programs for the shrink wrap, cardboard and pallets used in their operations. Most of our partners also implemented building improvements to increase the efficiency of their warehousing operations to minimize their use of electricity and natural gas in operations.

Electronic Pay

- 79% of ABM employees are participants in the ABM Electronic Pay platform – providing a more secure, convenient, less costly and timely method of pay distribution. This was the most ever at ABM.

Electronic Pay Advices

FY 2014 was the second year that we eliminated the printing and distribution of over 1,345,000 pieces of paper via the electronic/online pay advice program

Sustainability in ABM Services

We've built our strong reputation by continually striving to improve upon our client service offerings through our ABM GreenCare® program. As part of the program, we actively work with our clients on a wide range of these efforts, from energy reduction to green cleaning and LEED® certification.

ABM GreenCare®

ABM GreenCare® helps clients make improvements in four key areas: environmental and social responsibility, employee productivity and retention, property protection and fiscal responsibility. This program's offerings span our Janitorial, Energy, Parking, Security and Landscaping businesses. Some of the key value-adds the GreenCare® program offers ABM clients include:

- **Janitorial:** Green cleaning programs with Green Seal certified equipment and chemicals to improve indoor environmental quality for building occupants; recycling programs and touch-free water conservation; LEED® certification assistance for clients.
- **Energy:** ABM's energy conservation methods for clients include its Bundled Energy Solutions Program, Electric Vehicle (EV) Charging Station installation and maintenance and solar capabilities for fixed/reduced energy costs.

- **Parking:** ABM's customized mobile app, pay by phone option, and web services help drivers spend less time in their cars.
- **Security:** Round-the-clock technology helps ABM manage security communications in a paperless environment; ABM security guards use electric or hybrid vehicles at many sites.
- **Landscape & Turf:** ABM utilizes alternative fuel and water-efficient irrigation systems to help keep clients' properties sustainable.

ABM's commitment to measuring its own performance has led to some eye-opening statistics relating to its clients' sustainability efforts, including:

- ABM GreenCare has been implemented at over 950 buildings, totaling more than 420 million square feet across the United States.
- ABM has assisted 220 million square feet worth of client buildings with products and procedures to maintain certification through the Leadership in Energy and Environmental Design™ (LEED®) rating system.
- ABM's Bundled Energy Solutions program reduced clients' energy use by over 21 percent saving them over \$30M.
- ABM has installed over 3,000 EV charging stations across the United States with many more expected in 2014.

Janitorial GreenCare®

ABM GreenCare® services surpassed 420 million square feet of implementation in 2014, 220 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

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	220,000,000
Initial Phase	140,200,000
LEED® Registered	62,900,000
Grand Total	423,100,000
Number of LEED® Certified Buildings Total	978

Energy GreenCare®

ABM's energy business saw a number of firsts through our Bundled Energy Solutions program, our electric vehicle (EV) installation and maintenance capabilities, and our enhanced expertise in the solar market in 2014.

Bundled Energy Solutions Program

Our BES program packages energy retrofit services and costs into a turnkey offering with guaranteed energy savings that are then used to finance the project. To-date, ABM has reduced our clients' energy and operating costs by over \$30 million. Over the next 10 years, we expect to reduce their costs by over \$100 million. Our financing solution, combined with our exceptional technical expertise, has kept demand high for our offerings. Key among our fiscal 2014 Bundled Energy Solutions contracts was a partnership with [Colquitt County Schools](#) in Georgia that is expected to save the K-12 education client \$19 million over the life of the contract.

EV Charging

ABM continued to build on our leadership position in installing and maintaining EV charging stations in 2014. We are one of the largest commercial EV infrastructure installers in the country and one of the nation's largest resellers and installation partners for ChargePoint®, which has 70%+ share of all networked charging stations.

Our 2014 growth in the EV market was substantial as we ended the year with over 3,000 ports we've installed or maintain. Last year, we announced ABM was selected by BMW of North America as its preferred EV charging station supplier, installation and service partner for its BMW i Centers across North America. Each of the charging stations is part of the ChargePoint® network. BMW released the company's first full production, all-electric vehicle, the BMW i3, in early 2014, with the BMW i8 to following later this past year. ABM installed BMW i branded ChargePoint® charging stations for over 300 participating BMW i locations.

Solar Energy Firsts

In 2014, ABM announced a 2MW installation for Cornell University, the Ivy League institution's first large-scale solar endeavor.

Parking GreenCare

[ABM's parking application](#) for smart phones and mobile devices now allows drivers to quickly and easily make reservations – this is in addition to its previous features that have been helping drivers find the airport, pinpoint available spaces, and park their cars since 2013.

G4-EN7 Reductions In Energy Requirements of Products and Services

- Report the reductions in the energy requirements of sold products and services achieved during the reporting period, in joules or multiples.
- Report the basis for calculating reductions in energy consumption such as base year or baseline, and the rationale for choosing it.
- Report standards, methodologies, and assumptions used.

[ABM's Bundled Energy Solutions program](#) has reduced our clients' energy use by 21.5%, saving them \$30+ million.

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.

G4-LA1 Total Number and Rates of New Employee Hires and Employee Turnover By Age Group, Gender and Region

Turnover Data as of 10-31-14			
Annualized Turnover			
	Overall	Voluntary	Involuntary
Enterprise	57.5%	30.1%	27.4%
Corporate	18.4%	9.9%	8.8%
Shared Services	23.9%	17.4%	6.5%
Facilities Services	30.2%	11.8%	18.3%
AIR Serv - Omni Serv	70.9%	27.6%	43.3%
Building & Energy Solutions	40.3%	28.3%	12%
Janitorial	59.4%	31.6%	27.8%
Parking	37.4%	23.9%	13.5%
Security	65.3%	37%	28.3%
Staff & Mgmt	26.4%	14.6%	11.8%
Service	59.5%	31.1%	28.4%

G4-LA2 Benefits

ABM Employee Benefits

ABM offers a comprehensive [benefits](#) package to meet the diverse needs of our full-time employees. The benefits offered include: medical, dental, vision, life and disability and a 401(k) plan.

Note: Service Worker and union workers benefits are provided consistent with their employment and/or client contract.

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

Here are some additional programs that have been added:

- Healthy Weight program
- Mynurseline-24 hour nurse line program
- Healthy Back program
- Wellness coaching
- Healthy pregnancy program
- Care for Diabetes
- Health classes
- Overcoming insomnia class
- Care for your back
- Overcoming depression
- Nourish-nutritional counseling
- Free will preparation if enrolled in life insurance

G4-LA6 Type of Injury and Rates of Injury, Occupational Diseases, Lost Days, and Absenteeism, and Total Number of Work-Related Fatalities, By Region and By Gender

Case Classification							
Business Segment	Super Region	Claimant Gender	Days Away From Work	Death	Job Transfer or Restriction	Other Recordable Cases	Grand Total
Onsite	Division Overhead	Female	2		8	11	21
		Male	7		10	7	24
	Division Overhead Total		9		18	18	45
	Onsite Midwest	Female	114		83	94	291
		Male	72		50	74	196
	Onsite Midwest Total		186		133	168	487
	Onsite Northeast	Female	105		79	83	267
		Male	151	1	66	109	327
	Onsite Northeast Total		256	1	145	192	594
	Onsite South Central	Female	78		149	130	357
		Male	71		156	109	336
		Unknown	13		72	35	120
	Onsite South Central Total		162		377	274	813
	Onsite West	Female	171		177	122	470
		Male	127		152	102	381
Onsite West Total		298		329	224	851	
Onsite Total			911	1	1002	876	2790

Case Classification							
Business Segment	Super Region	Claimant Gender	Days Away From Work	Death	Job Transfer or Restriction	Other Recordable Cases	Grand Total
Aviation	Central Region	Female	8		9	42	59
		Male	7		5	37	49
	Central Region Total		15		14	79	108
	Eastern Region	Female	13		38	61	112
		Male	8		22	24	54
	Eastern Region Total		21		60	85	166
	Western Region	Female	9		25	32	66
		Male	6		25	19	50
	Western Region Total		15		50	51	116
	Aviation Total			51		124	215
Building and Energy Solutions	ABM Healthcare Support Service	Female	11		11	24	46
		Male	2		5	10	17
		Unknown				1	1
ABM Healthcare Support Service Total			13		16	35	64
Building and Energy Solutions Total			13		16	35	64
Grand Total			975	1	1142	1126	3244
OSHA Rates			1.15		2.5		3.83

G4-LA9 Average Hours of Training Per Year Per Employee By Gender, and By Employee Category

Approximately ten hours of training are devoted to 25% of ABM leadership and management level employees while 80% of ABM service level employees devote 25 hours on average to training annually.

G4-LA10 Programs for Skills Management and Lifelong Learning that Support the Continued Employability of Employees and Assist Them in Managing Career Endings

- Report on the type and scope of programs implemented and assistance provided to upgrade employee skills.
- Report on the transition assistance programs provided to facilitate continued employability and the management of career endings resulting from retirement or termination of employment.

Various learning and development programs at ABM include training on ABM's Code of Business Conduct, harassment prevention training, wage and hour training, supervisor training, safety training, and other on the job training.

All ABM management level employees are eligible to 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.

G4-LA11 Percentage of Employees Receiving Regular Performance and Career Development Reviews, By Gender and By Employee Category

Performance Review Data	
Division	# of Performance Reviews on SP site as of 1/27/15
AirServ	109
Corporate	216
Facility Services Group	85
Janitorial	839
Parking	444
Security	87
Grand Total	1782

G4-LA12 Composition of Governance Bodies and Breakdown of Employees Per Employee Category

Employee Union* and Employment Status Breakdown*				
Employees	Union	Non-Union	Full-time	Part-time
117,552	50%	50%	71%	29%

Diversity and Inclusion Stats*						
	Total	% Male	% Female	Age <30	Age 30-50	Age >50
Board	9	66%	34%			100%
MGT	7,402	60%	40%	9%	53%	38%
Non-Mgt	110,150	57%	43%	23%	4%	33%

*as of Dec. 31, 2014

G4-HR5 Operations and Suppliers Identified as Having Significant Risk for Incidents of Child Labor, and Measures Taken to Contribute to the Effective Abolition of Child Labor

and

G4-HR6 Operations and Suppliers Identified as Having Significant Risk for Incidents of Forced or Compulsory Labor, and Measures to Contribute to the Elimination of All Forms of Forced or Compulsory Labor

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, provide distinct business advantages. In an increasingly global marketplace, it is 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 reflects 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. Company policy prohibits the hiring of any minor under age 18.

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.

Additionally, ABM holds its suppliers and contractors to a high standard. ABM is committed to complying with all laws prohibiting child labor, including adherence to minimum age provisions of applicable laws and regulations. This includes ABM's internal workforce and our suppliers. ABM also requires its subcontractors to commit to proper treatment of their workers, specifically including Human Rights and Freedom of Association.

G4-SO3 Total Number and Percentage of Operations Assessed for Risks Related to Corruption and the Significant Risks Identified

and

G4-SO4 Communication and Training on Anti-Corruption Policies and Procedures

[ABM's annual Code of Business Conduct](#) and Anti-Harassment Training are required for all staff and management employees – our Code of Business Conduct was last updated in September 2014. 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.

G4-PR2 Total Number of Incidents of Non-Compliance With Regulations and Voluntary Codes Concerning the Health and Safety Impacts of Products and Services During Their Life Cycle, By Type of Outcomes

For FY14, ABM received 10 OSHA Citations. ABM's attention to safety and aggressive claim management has resulted in its most recently published Experience Mod Rating (EMR) to .82. These efforts help reduce ABM's OSHA Days Away From Work (DAFW) 10% on top of the 31% reduction we saw in 2013. Restricted Activity or Job Transfer increased 16%.

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 just some of the examples of how ABM employees have given back to their various communities over the course of 2014.

ABM 2014 Client Awards

ABM Honored with Superior Partnership Award by the Irvine Company LLC

On February 6, 2014, ABM was invited to accept the award for “Superior Partner” at the first ever Irvine Company Cross Divisional Service Partner Awards ceremony. The event honored Irvine Company vendor partners “admired as the best in their respective fields of service.”

ABM’s Charlotte Jensen-Murphy, Rene Jacobsen, Bob Clarke, Jim Altieri, Carlos Murrieta, David Casarez, and Aaron Cohen were presented the award by Senior Director of Operations for the Irvine Company Maureen Quintanar. ABM was nominated in December 2013 by the real estate company with the criteria being that the service provider must perform exemplary work within more than one division.



ABM provides janitorial, engineering and parking services for the Irvine Company across their expansive operations that include: campus office, retail, high-rise office, apartments, and their exclusive resort division. As one of only six service partners invited to be in attendance, this was a terrific honor for ABM.

New York/New Jersey Airports Honor ABM Parking Services

The Port Authority of New York and New Jersey’s PANYNJ Aviation Department presented ABM Parking Services at John F. Kennedy International Airport (JFK), Newark Liberty International Airport (EWR), and LaGuardia Airport (LGA) with their highest recognition award, **Best Performance by a Port Authority Contractor for 2013**.

In addition, two employees of ABM Parking Services, Supervisor Dennis Polanco at JFK and Cashier Crystal Sewell at EWR were named Port Authority Employees of the Year, 2013 for Consistency in Service.

ABM in The Community

We continue to work hard to give back to the communities in which we live and work. Here are just a few of the many examples of how ABM gave back in 2014.

Children's Memorial Hermann Hospital



In August, ABM's 16 Houston-based internal audit team members and friends of the department spent the afternoon decorating ABM-supplied T-shirts and stuffed animals alongside approximately 40 pediatric

patients at Children's Memorial Hermann Hospital. Everyone had a fantastic time – it was an opportunity to help brighten the day of patients and the ABM team alike!

ABM Gives Back in Atlantic City

In May, more than 150 ABM volunteers gave their time to help beautify Atlantic City's Police Athletic League (PAL). PAL is geared towards positive instruction for youth and young adults



and is involved with 400 kids in Atlantic City. 100 ABM volunteers helped makeover PAL's North New York Avenue facility, while another 50 worked alongside Atlantic City Public Works to renovate the courtyard between City Hall and the Atlantic County Office Building.

Industry Award for Healthcare

- HHA Services one of Modern Healthcare's Best Places to Work in 2014