



2017 CORPORATE SUSTAINABILITY REPORT

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# ABM: Making a Difference



## Our Commitment to Shared Values



### RESPECT

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



### INTEGRITY

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



### COLLABORATION

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



### INNOVATION

We bring fresh ideas and data-driven insights to solve business challenges. We say *What if? Why not? What's next?*



### EXCELLENCE

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



### TRUST

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

## FOR EMPLOYEES

People are our business. We create an environment that allows employees to feel motivated, happy, and connected. We provide the tools to succeed, with opportunities for personal growth and professional achievement in a culture of safety and teamwork that puts employees first and clarifies what is expected of them.

Open communication, supportive leadership and a sense of unity and pride create caring communities of engaged employees.

## FOR CLIENTS

We sweat the details, which means we deliver on promises and consistently go the extra mile for our clients. We are the client's brand ambassador, the trusted partner that can be relied on to anticipate needs and provide facility services with dedication, value, and pride.

Our standardized operating practices, the ABM Way, provide excellence that our clients can depend on, while solving for their unique business challenges. We work to make our clients' days run smoothly.

## FOR COMMUNITIES

We are committed to positively impacting the communities where we live, work, and play. Our ABMCares program encourages employees to volunteer and participate in activities that support the charitable causes important to them.

We keep a keen eye on how our operations impact our environment, and we empower our clients to do the same through our ABM GreenCare® program.

## 102-14 - Statement from Senior Decision-Maker

I am proud of the fact that ABM is the 44th largest employer in the Fortune 500. With that comes great responsibility to our people and the communities we serve. After all, ABM is a people business with more than 130,000 employees and 350 branch locations throughout the United States and various international locations. This fact permeates everything we do at ABM and uniquely links our business commitments to sustainability and Corporate Social Responsibility (CSR).

In this report, you will find the sustainability milestones we have achieved in 2017. I want to highlight a few items. We were able to surpass our long-term emissions reduction goal by achieving an 18% intensity reduction (metric tonnes CO<sub>2</sub>e per FTE). Our goal was a 15% reduction of our 2011-year Scope 1+2 emissions by 2020. We also initiated our ABMCares program which allows for matching of charitable donations made by employees. Through ABMCares and our associated programs, we donated more than \$1.3 million to charities in FY2017. Finally, in 2017, we focused on implementing technology solutions and standard operating practices that reduce waste. For example, through our new online talent platform we have eliminated more than 3 million pieces of physical paper from the hiring process.

### Looking Back

Overall, FY2017 was a momentous year for ABM. We operated for the first time under our new 2020 Vision industry group organizational structure, and successfully grew our business organically. We completed the largest transaction in ABM's history through our acquisition of GCA Services Group, a leading provider of facilities services in the education and commercial industries. And we embraced our Purpose, Vision and Mission, which are shown on the previous page. As our 2017 performance reflects, we were undeterred by the complexities of our 2020 Vision business transformation. We navigated change and managed our business steadily while focusing on giving back and driving sustainability.

### An Unprecedented Year

Corporate Social Responsibility is at the heart of ABM every day, whether we're creating efficiencies for clients or keeping a keen eye on how our operations impact our shared environment and support our communities. It is also a shared responsibility. No single company or organization can meet and solve all the social responsibility and sustainability challenges we face.

2017 was a prime example of that as the United States was impacted by several natural disasters. Hurricanes Harvey, Irma, and Maria displaced thousands of people. ABM and many companies provided safety and support for their communities. Organizations also provided resources so those communities could rebuild. During times like these, I am confounded by the power of what we often cannot control and equally inspired by the strength of character in people. These natural disasters hit home for many of our employees and has only strengthened our resolve and focus on CSR.

### Looking Ahead

The importance of social responsibility will only increase in the coming years. The world's approach to changing demographics, climate change, inequality, energy diversity, privacy, data protection, and more will have a lasting impact on our society as we advance forward. For our part, we are committed to providing value for all our stakeholders: our employees, our clients, our investors, and our communities.



Scott Salmirs  
President & CEO, ABM

## Disclosures

### 102-1 - Name of the Organization

ABM Industries Incorporated

### 102-2 - Activities, Brands, Products and Services

ABM is a leading provider of integrated facility services, customized by industry, that enable our clients to deliver exceptional facilities experiences. We serve urban, suburban, and rural areas and properties of all types—from schools and commercial buildings to airports, data centers, hospitals, and manufacturing plants.

2017 began with the completion of our organizational realignment (2020 Vision – Phase 1), which established five industry groups – Aviation, Business & Industry, Education, Healthcare, High Tech — and a Technical Solutions group spanning the five industry groups.

Those groups evolved into the following segments (see chart below). Through them, we offer our full complement of solutions on a standalone basis or in combination with each other or with specialized mechanical and electrical technical services. Following is a general description of the services we provide.

| Segment Descriptions |  |
|----------------------|--|
| Aviation             | Aviation includes services supporting airlines and airports ranging from parking and janitorial to passenger assistance, catering, air cabin maintenance, and transportation.              |
| B&I                  | Business & Industry, our largest segment, encompasses janitorial, facilities engineering, and parking services for commercial real estate properties, and sports and entertainment venues. |
| Education            | Education provides custodial, landscaping and grounds, facilities engineering, and parking services for public school districts, private schools, colleges and universities.               |

| Segment Descriptions |   |
|----------------------|---|
| Healthcare           | Services in the healthcare industry group include janitorial, environmental services, facilities management, healthcare technology management, food and nutrition, laundry and linen, parking and guest services, and patient transportation at traditional hospitals and non-acute facilities. |
| T&M                  | Technology & Manufacturing combines our Industrial & Manufacturing (“I&M”) business, which was previously included in our B&I segment, with our High Tech industry group. Services include janitorial, facilities engineering, and parking services for clients in these industries.            |
| Technical Solutions  | Technical Solutions provides specialised mechanical and electrical services. These services can also be leveraged for cross-selling across all of our industry groups, both domestically and internationally.   |

Complete information is provided in the links below:

#### Business & Industry (B&I)

[ABM.com/Banking-Financial](http://ABM.com/Banking-Financial)

[ABM.com/Commercial-Building-Maintenance](http://ABM.com/Commercial-Building-Maintenance)

[ABM.com/Sports-Entertainment](http://ABM.com/Sports-Entertainment)

[ABM.com/Retail](http://ABM.com/Retail)

[ABM.com/LifeSciences](http://ABM.com/LifeSciences)

#### Aviation

[ABM.com/Aviation](http://ABM.com/Aviation)

#### Education

[ABM.com/Education](http://ABM.com/Education)

#### Technical & Manufacturing (T&M)

[ABM.com/Industrial-Manufacturing](http://ABM.com/Industrial-Manufacturing)

[ABM.com/Technology](http://ABM.com/Technology)

## Technical Solutions

### Healthcare

[ABM.com/Healthcare](http://ABM.com/Healthcare)

### Sustainability in ABM Services

We've built our strong reputation in part by continually striving to improve upon our client service offerings through the 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 Leadership in Energy & Environmental Design (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 businesses and the key industries we serve. As a member of the U.S. Green Building Council (USGBC), we also continue to offer specific products and procedures for buildings to maintain certification through the LEED Rating system.

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

- ABM GreenCare has been implemented at over 1,000 buildings, totaling more than 460 million square feet across the United States.
- ABM's Energy Solutions program reduced clients' energy use by over 23 percent on average.
- ABM has installed over 8,000 EV charging ports across the United States with many more expected in 2018.
- ABM has assisted more than 480 million square feet worth of client buildings with products and procedures to maintain certification through the LEED rating system. We service over 469 USGBC LEED-certified and registered sites

| Sum of Gross Square Footage (in millions) |                    |
|---|--------------------|
| LEED® Certified                           | 236,901,000        |
| Initial Phase                             | 171,913,000        |
| LEED® Registered                          | 77,715,000         |
| <b>Grand Total</b>                        | <b>486,529,000</b> |
| Number of LEED® Certified Buildings Total | 469                |
| <b>Total in Program</b>                   | <b>1,093</b>       |

Some of the key value-adds that ABM GreenCare® offers to clients include:

- [Green cleaning programs](#) with Green Seal certified or environmentally preferable products and certified equipment improve indoor environmental quality for building occupants. We also provide recycling, touch-free water conservation, and LEED certification assistance for clients.
- Just as with our entire line of services, ABM 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.

#### Energy

ABM understands that clients face tremendous financial pressures as a result of increasing demand. Our expertise in energy savings performance contracts and Property Assessed Clean Energy (PACE) financing provides us with the unique ability to collaboratively work with clients to help them address facility upgrade needs, sustainability goals, and financing options. Through the implementation

of the ABM program, clients benefit from improved facilities that are paid for through their existing budget and from the savings incurred by the improvements. In addition to traditional facility upgrades that help clients lower costs — HVAC, mechanical, electrical and lighting — we also offer a number of other energy conservation measures, including EV charging and solar solutions.

### Energy Performance Contracting Program

As an accredited member of the National Association of Energy Companies, ABM achieves cost reductions and sustainability goals for our partners by using future savings to enable projects. Our energy performance contracting program has helped public and private sector clients save an average of 23% on their energy costs and millions of dollars over the course of their contracts.

### EV Charging

As one of the leading installers of EV charging stations, ABM has installed more than 8,000+ EV charging ports. ABM's partnership with multiple market leaders of EV hardware and network providers brings us the first all-inclusive, affordable charging service plan. There's no need to choose either DC or Level 2 Fast Charging Stations, which creates a value-added amenity for all of a clients' customers.

### Solar

We help clients understand that solar has become a viable financial solution for companies. ABM enables facilities to receive the financial and environmental benefits of adopting a solar power solution and assists with the design, installation, financing and management of these systems.

### Parking

For parking facilities, ABM provides LEED certification support, such as EV charging ports, solar panel installation, green cleaning, and energy-efficient lighting. Our customized mobile app helps drivers save time, money, and gas through online payments, a parking locator, a frequent parker program, and online reservations. We were one of the founding members of ParkSmart and service two ParkSmart Green Certified garages, in addition to our sustainable practices at other locations.

ABM parking also provides the incentive of discounted parking for people who share rides or participate in van pools. One of our clients' rideshare program consists of 34 leased vehicles and has more than 3,000 participants.

We install bicycle parking and offer shuttle services to assist our clients' customers to safely and sustainably move from parking lots to facilities, or from public transit centers to client facilities. For riders' convenience, we sell public transit passes (bus or train), and we help clients by doing SCAQMD emissions reporting. More than half of our shuttles use natural gas or propane, running 11 million miles a year. We wash our vehicles according to local environmental regulations.

### Landscape & Grounds

ABM uses alternative fuel and water-efficient, "smart" irrigation systems with timers and flow sensors to help keep clients' properties sustainable. Our services include draught tolerant plantings, integrated pest management, and LEED certification support.

### Air Travel

ABM's GreenCare Program is an integral part of our services at several airport locations. We are committed to reducing our clients' impact on the environment by providing a full range of services, from environmentally friendly janitorial and maintenance to energy efficiency improvements. In 2017 ABM helped JFK Terminal 4 take steps toward LEED Gold certification (which it obtained in early 2018).

### Brands that are also part of the ABM family

GCA Services Group (facility services, including janitorial services, contamination control for cleanroom manufacturing, facilities operations and maintenance, grounds management, production staffing and labor management).

OmniServ (based in the U.K., serves airlines and airports worldwide).

### 102-3 - Location of Headquarters

New York, NY

### 102-4 - Location of Operations

Primary operations occur throughout the United States and various international locations, including the United Kingdom.

### 102-5 - Ownership and Legal Form

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

The person or entities known to ABM to be beneficial owners of more than 5% of the shares of ABM common stock as of December 31, 2017 are set forth below. This disclosure is based on a review of Schedule 13G filings and Schedule 13D filings.

- BlackRock, Inc.
- The Goldman Sachs Group, Inc.
- Blackrock, Vanguard, TH Lee, GS, State Street
- State Street Corporation
- The Vanguard Group, Inc.



\*Countries shown in green are franchise locations.



## 102-6 - Markets Served

ABM serves markets through our five industry groups and one Technical Solutions group, which spans the five industry groups.

ABM serves commercial, industrial, government, and retail clients in the following markets throughout the United States and various international locations.

- Aviation
- Building & Industry
- Education
- Healthcare
- Technology & Manufacturing
- Technical Solutions

ABM's comprehensive capabilities include janitorial, electrical & lighting, energy solutions, facilities engineering, HVAC & mechanical, landscape & turf, mission critical solutions and parking, 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 commercial buildings to hospitals, data centers, manufacturing plants and airports

## 102-7 - Scale of the Organization

Dollar amounts in millions, except per share amounts. Information relates to ABM's fiscal year ending October 31, 2017.

|                                      |           |
|--------------------------------------|-----------|
| Number of employees                  | 135,912   |
| Net revenues                         | \$5,453.6 |
| Diluted earnings per share (diluted) | \$0.07    |

## 102-8 - Information on Employees and Other Workers

### ABM Employee Breakdown (As of 10/31/2017)

|             | Total   | Full-Time | Part-Time | Union  | Non-Union |
|-------------|---------|-----------|-----------|--------|-----------|
| Board       | 10      |           |           |        |           |
| Service     | 128,137 | 98,130    | 30,007    | 50,509 | 77,628    |
| Staff & Mgt | 7,765   | 7,720     | 45        | 0      | 7,765     |
|             | 135,912 |           |           |        |           |

| Total       | Male   | Female | Age <30 | Age 30-50 | Age >50 | Age Not Specified |
|-------------|--------|--------|---------|-----------|---------|-------------------|
| Board       | 7      | 3      |         |           | 10      |                   |
| Service     | 66,066 | 62,071 | 25,808  | 53,472    | 48,786  | 71                |
| Staff & Mgt | 4,554  | 3,211  | 682     | 4,073     | 3,010   |                   |

## 102-9 - Supply Chain

ABM uses strategic supplier partnerships, providing a capable, modern supply chain allowing ABM employees to order and receive the products used to service our clients in the most efficient manner. Having strategic suppliers implementing modern supply chain practices allows ABM to assess and 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), service providers (pest control, landscaping, engineering, waste removal) and suppliers for external marketing and communications (consultants, printing, materials).



## 102-10 - Significant Changes to the Organization and Its Supply Chain

### Organizational Realignment

In 2017, we operated for the first time under our new 2020 Vision industry group organizational structure, and successfully grew our business organically. We also completed the largest transaction in ABM's history through our acquisition of GCA Services Group, a leading provider of facilities services in the education and commercial industries, while also divesting our non-core Government Services business.

In Phase 2, which started in 2017 and is continuing, we are focused on improvements to our operational framework to promote efficiencies and process enhancements.

### Best Practices

In 2017, we conducted a thorough evaluation of our field operations across the country to identify best practices (the "ABMWay") in account planning, labor management, manager development, and safety and risk management. As a result of this site-by-site review, we began to codify best practices, and

throughout our company we are piloting ABM Way procedures, including initiating team cleaning and instituting a daily moment of safety. We also continue to make investments in technology platforms to help drive and sustain our 2020 Vision strategy.

### Cost Optimization

We are migrating more of our back-office functions to our Enterprise Services Center in Sugar Land, Texas and are continuing to consolidate our procurement activities. Our procurement initiatives resulted in savings of \$10.0 million during 2017. See also our Supply Chain discussion in the previous section of this report.

### Talent Development

One of the key underpinnings of our 2020 Vision is the investment in people and the development of key personnel. Our Talent Development Group improved front-line leadership training initiatives, began the centralization of talent acquisition for staff and management, and completed a full talent assessment program identifying emerging leaders throughout the company. By prioritizing these initiatives, we believe we are building a stronger organization that will enable us to be a leader in industry-based facility solutions.

### Acquisitions and Divestitures

On May 31, 2017, we sold our Government Services business.

Effective December 1, 2016, we acquired all of the outstanding stock of Mechanical Solutions, Inc. ("MSI"), a mechanical service operator that specializes in HVAC, plumbing, building automation and mechanical retrofits. This acquisition bolsters our Technical Solutions and coverage in the Dallas/Fort Worth metro market with chiller expertise, expanded service and retrofit capability, controls for building automation, and commercial plumbing service.

Also, effective December 1, 2016, we acquired all of the outstanding stock of OFJ Connections Ltd ("OFJ"), which provides ground transportation at Gatwick Airport for both the airport and all airlines, as well as similar services at London City Airport. The addition of OFJ helps solidify Omniserv's strength in the U.K.

We completed the [acquisition](#) of GCA Services Group on September 1, 2017.

GCA Services is a provider of integrated facility services to educational institutions and commercial facilities. We expect this acquisition to be transformative and to accelerate our 2020 Vision as GCA's client-centric goals and philosophies align closely with those of ABM. We also believe this acquisition will strengthen all of our industry groups and, in particular, position our Education industry group as a leader in this market segment.

### 102-11 - Precautionary Principle or Approach

Enterprise risks are reviewed by ABM's Enterprise Risk Management Committee on a periodic basis. This committee includes Industry Group and Functional leadership. The Enterprise Risk Management Committee identifies key enterprise risks. The company's Board of Directors receives regular reports from the Enterprise Risk Management Committee. 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, discrimination and harassment, 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 principles as well as our focus on philanthropy and community involvement through our ABMCares program.

All of the above 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 can have the effect of increasing costs and potential liabilities associated with the conduct of our operations.

In addition, from time to time, we are involved in environmental matters at certain of our locations or in connection with 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 expects its subcontractors to commit to proper treatment of their workers, specifically including human rights and freedom of association.

### 102-12 - External Initiatives

- Energy Services Coalition (ESC)
- Energy Star Partner (ES)
- International Crime Free Association (ICFA)
- International Facility Management Association (IFMA)
- International Sanitary Supply Association (ISSA)
- National Facilities Management & Technology (NFMT)
- Tradeline Animal Research Facilities (Tradeline)
- US Green Building Council (USGBC)

## 102-13 - Membership of Associations

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

- American Society of Civil Engineers (ASCE)
- American Society of Heating, Refrigerating and Air Conditioning Engineers (ASHRAE); Member & Program Chair ASHRAE Technical Committee 2.8 Building Environmental Impacts & Sustainability; ASHRAE Technical Committee 6.7 Solar Energy Utilization
- American Society of Mechanical Engineers (ASME)
- American Solar Energy Society (ASES)
- Association of Energy Engineers (AEE)
- Infrared Thermography Levels I&II Training and Certification (IRI and IRII)
- Institute Electrical & Electronic Engineers (IEEE)
- International Electrical Testing Association (NETA)
- International Solar Energy Society (ISES)
- ISNetworld Certification (ISN)
- National Association of Energy Service Companies (NAESCO)
- National Fire Protection Association: NFPA 70E and 70B Training and Certification
- National Institute for Certification in Engineering Technologies (NICET)
- National Society of Professional Engineers (NSPE)
- Project Management Institute (PMI)
- Zero Net Energy Alliance (ZNE)
- Airports Council International - North America
- American Association of Airport Executives (AAAE)
- Community Association Institute (CAI)
- Association of Luxury Suite Directors (ALSD)
- Building Owners and Managers Association (BOMA)
- Building Services Contractors Association International (BSCAI)
- Commercial Real Estate Women Network (CREW)
- CoreNet Global (CNG)
- Institute of Real Estate Management (IREM)
- International Downtown Association (IDA)
- International Council of Shopping Centers (ICSC)
- Parenteral Drug Association (PDA)
- International Association of Venue Managers (IAVM)
- Professional Retail Store Maintenance Association (PRSM)
- Stadium Managers Association (SMA)
- National Association of College and University Business Officers (NACUBO)
- National School Board Association
- Golf Course Superintendents Association of America (GCSAA)
- American Academy of Medical Administrators (AAMA)
- American Association of Ambulatory Healthcare (AAAHC)
- American Association of Healthcare Administrative Management (AAHAM)
- American College of Clinical Engineering (ACCE)
- American College of Healthcare Executives (ACHE)
- American Health Information Management Association (AHIMA)
- American Hospital Association (AHA)
- American Society for Healthcare Engineering (ASHE)
- American Society of Healthcare Risk Management (ASHRM)
- Association for the Advancement of Medical Instrumentation (AAMI)
- Association of Healthcare Resource and Materials Managers (AHRMM)

- Healthcare Information and Management Systems Society (HIMSS)
- International Parking Institute (IPI)
- National Parking Association (NPA)
- Parksmart

### 102-16 - Values, Principles, Standards and Norms of Behavior

#### [Code of Business Conduct](#)

#### [ABM Vision & Core Values](#)

We continue to be dedicated to the following:

- **PURPOSE:** To take care of the people, spaces and places that are important to you
- **VISION:** To be the clear choice in the industries we serve through engaged people
- **MISSION:** To make a difference, every person, every day



**PURPOSE**  
To take care of the people, spaces and places that are important to you

**VISION**  
To be the clear choice in the industries we serve through engaged people

**MISSION**  
To make a difference, every person, every day

### 102-18 - Governance Structure

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

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 10 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.



**VALUES**

Respect  
Integrity  
Collaboration  
Innovation  
Trust  
Excellence

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 Strategy and Enterprise Risk Committee is responsible for oversight with respect to strategy development and strategy implementation and enterprise risk assessment.

More information about ABM's governance structure can be found in ABM's 2017 Proxy Statement. Additional information concerning our Board and governance can also be found at [Investor.ABM.com](http://Investor.ABM.com).

### 102-40 - List of Stakeholder Groups

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

### 102-41 - Collective Bargaining Agreements

ABM is party to approximately 200 active collective bargaining agreements across the U.S. These collective bargaining agreements are periodically renegotiated through bargaining with labor representatives. They also 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.

|              | Total   | Full-Time | Part-Time | Union  | Union % | Non-Union | Non-Union % |
|--------------|---------|-----------|-----------|--------|---------|-----------|-------------|
| Board        | 10      |           |           |        |         |           |             |
| Service      | 128,137 | 98,130    | 30,007    | 50,509 | 39.4%   | 77,628    | 60.6%       |
| Staff & Mgmt | 7,765   | 7,720     | 45        | 0      | 0%      | 7,765     | 100%        |

### 102-42 - Identifying and Selecting Stakeholders

ABM key stakeholders are identified as audiences who have some interest or impact on the business both through direct and indirect means. The stakeholders selected for this report included ABM executives, ABM employees, clients, and vendor partners.

### 102-43 - Approach to Stakeholder Engagement

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, 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. ABM reaches out to our key stakeholder groups annually directly for feedback as well as providing contact information on our website at [ABM.com/Corporate-Sustainability/Sustainability-Reporting](http://ABM.com/Corporate-Sustainability/Sustainability-Reporting) inviting interested parties to provide insight and comments.

### 102-44 - Key Topics and Concerns Raised

ABM sought feedback from major stakeholders, including various employees, clients and vendor partners through a Materiality Survey conducted in February/March 2017, compiled by Centre for Sustainability and Excellence (CSE).

## 102-45 - Entities Included in the Consolidated Financial Statements

ABM annually discloses a list of all consolidated subsidiaries as of the fiscal year-end. See Exhibit 21.1 to ABM's 2017 Annual Report on [Form 10-K](#), which was filed with the SEC on December 22, 2017.

## Report Parameters

This is ABM's eighth Sustainability Report and covers activities related to our 2017 fiscal year that ended October 31, 2017. The development of this report evolved from various discussions with key stakeholders as well as a materiality assessment following the Global Reporting Initiative (GRI) framework. The

| Year | Economic  | Environmental   | Labor Practices and Decent Work  | Human Rights   | Society   | Product Responsibility   |
|------|---|---|--|--|---|--|
| 2017 | <ul style="list-style-type: none"> <li>Economic Performance</li> <li>Procurement practices</li> </ul> | <ul style="list-style-type: none"> <li>Compliance</li> </ul>  | <ul style="list-style-type: none"> <li>Employment</li> <li>Occupational</li> <li>Health &amp; Safety</li> <li>Training and education</li> <li>Diversity and Equal Opportunity</li> <li>Equal Remuneration for Women and Men</li> </ul>     | <ul style="list-style-type: none"> <li>Non-Discrimination</li> </ul> | <ul style="list-style-type: none"> <li>Anti-corruption</li> <li>Anti-Competitive Behavior</li> <li>Compliance</li> </ul>        | <ul style="list-style-type: none"> <li>Customer Privacy</li> <li>Customer Health and Safety</li> <li>Compliance</li> </ul> |
| 2016 | <ul style="list-style-type: none"> <li>Economic Performance</li> </ul>                                | <ul style="list-style-type: none"> <li>Effluents and Waste</li> <li>Supplier</li> <li>Environmental Assessment</li> <li>Compliance</li> </ul> | <ul style="list-style-type: none"> <li>Employment</li> <li>-Occupational</li> <li>Health &amp; Safety</li> <li>-Training and education</li> <li>-Diversity and Equal Opportunity</li> <li>-Equal Remuneration for Women and Men</li> </ul> | <ul style="list-style-type: none"> <li>Non-Discrimination</li> </ul> | <ul style="list-style-type: none"> <li>Local Communities</li> <li>Anti-corruption</li> <li>Anti-Competitive Behavior</li> </ul> | <ul style="list-style-type: none"> <li>Customer Privacy</li> <li>Customer Health and Safety</li> </ul>                     |

## 102-46 - Defining Report Content and Topic 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, vendor partners, 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](mailto:sustainability@abm.com). We welcome your insights on how we can meet our shared commitment to a sustainable world.

materiality assessment covers GRI indicators in Economic, Environmental and Social categories which stakeholders rate for ABM activities and its impact. An index of the GRI indicators and metrics is provided [here](#), linking the applicable topics with the corresponding page(s). For the seventh year in a row, we submitted our report to the Centre for Sustainability and Excellence (CSE) for an independent audit assessment. Additional information about the company can be found at [ABM.com](http://ABM.com) and in our filings with the Securities and Exchange Commission (SEC), and can be accessed at the "[Investors](#)" section of the company website. 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.



| Material Issues                                      | BOUNDARIES                  |   | LIMITATIONS   |                          |
|--|-----------------------------|---|---|--------------------------|
|  | Within the Organization     | Outside the Organization                            | Within the Organization   | Outside the Organization |
| Economic Performance                                 | ABM Industries Incorporated | Shareholders  | The ABM Corporate Sustainability Report covers the corporate activities and services provided by ABM and its subsidiaries throughout North America and various international locations. |                          |
| Procurement Practices                                | ABM Industries Incorporated | Suppliers   |   |                          |
| Anti-corruption                                      | ABM Industries Incorporated | Clients, employees, shareholders, local communities |   |                          |
| Anti-competitive behavior                            | ABM Industries Incorporated | Shareholders  |   |                          |
| Materials  | ABM Industries Incorporated | Clients, local communities                          |   |                          |
| Energy   | ABM Industries Incorporated | Clients, local communities                          |   |                          |
| Emissions  | ABM Industries Incorporated | Clients, local communities                          |   |                          |
| Environmental Compliance                             | ABM Industries Incorporated | Clients, employees, shareholders, local communities |   |                          |
| Supplier environmental assessment                    | ABM Industries Incorporated | Clients, communities                                |   |                          |
| Employment   | ABM Industries Incorporated | Employees   |   |                          |
| Occupational Health & Safety                         | ABM Industries Incorporated | Employees   |   |                          |
| Training and Education                               | ABM Industries Incorporated | Employees   |   |                          |
| Diversity and Equal Opportunity (Equal Remuneration) | ABM Industries Incorporated | Employees   |   |                          |
| Non-discrimination                                   | Non-discrimination          | Employees   |   |                          |
| Customer Health and Safety                           | ABM Industries Incorporated | Clients   |   |                          |
| Customer Privacy                                     | ABM Industries Incorporated | Clients   |   |                          |
| Compliance   | ABM Industries Incorporated | Clients, employees, shareholders, local communities |   |                          |





## 102-55 - GRI Content Index

GRI Index [here](#).

## 102-56 - External Assurance

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

## 201-1 - Direct Economic Value Generated and Distributed

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

## 201-2 - 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. In addition, from time to time, we are involved in environmental matters at certain of our locations or in connection with 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.

## Risks by regulation changes

| Description  | Potential Impact                  | Direct/Indirect   | Likelihood             | Magnitude of Impact | Estimated Financial Implications   | Management Method  | Cost of Management   |
|--|-----------------------------------|-------------------|------------------------|---------------------|--|--|--|
| Changes in tax and regulation burdens could add additional costs to ABM.   | Increased operational cost        | Direct            | About as likely as not | Low                 | Difficult to quantify however the cost impacts are anticipated to be relatively minor. | Reviewed by management and included within our Enterprise Risk Management. | No current costs associated with managing this risk at this time |
| Changes in tax and regulation burdens could add additional costs to clients and indirectly affect ABM due to client budgetary constraints. | Reduced demand for goods/services | Indirect (Client) | About as likely as not | Low-medium          | Difficult to quantify the client's response and capability to absorb these changes.    | Reviewed by management and included within our Enterprise Risk Management. | No current costs associated with managing this risk at this time |

## Risks by climate-related developments

| Description  | Potential Impact  | Direct/Indirect | Likelihood             | Magnitude of Impact |
|--|---|-----------------|------------------------|---------------------|
| Customers whose business model is moderately to heavily affected by climate change and/or climate change regulation are likely to be influenced by ABM's carbon performance.   | Reduced demand for goods/services   | Direct          | Unlikely               | Low-medium          |
| Radical shifts in customer employee density within existing space can dramatically affect our ability to service an area with the existing labor. These changes may occur within the next five years as companies that are significantly affected by carbon regulation use methods to consolidate people, resources and energy consumption in condensed areas. | Other: The primary driver of our costs are labor dollars, increases in density can change our costs to maintain the area at the same service level prior to the density changes | Direct          | About as likely as not | Medium              |

## Opportunities by regulation changes

| Description  | Potential Impact                                | Direct/Indirect   | Likelihood | Magnitude of Impact |
|--|---|-------------------|------------|---------------------|
| Our Facility Solutions Group has opportunities to increase our involvement in assisting clients with calculating and reporting their emissions related to building operations.                             | Increased demand for existing products/services | Indirect (Client) | Likely     | Medium              |
| Our Facility Solutions Group has opportunities to assist clients with auditing and improving upon energy consumption, provisioning and building automation upgrades to meet new regulations and standards. | New products/business services                  | Indirect (Client) | Likely     | Medium              |

## Opportunities by climate-related developments

| Description   | Potential Impact                                | Direct/Indirect | Likelihood           | Magnitude of Impact |
|---|---|-----------------|----------------------|---------------------|
| Customers currently are looking for facility services companies that understand the processes and importance of fostering sustainability and minimizing environmental impact. ABM actively works with its customers on a wide range of these efforts, from energy reduction to LEED certification. ABM can provide these services across our service geographies, in the U.S., Canada and United Kingdom. As customers embrace and implement various changes within their operating model due to climate change and look for facility service companies that understand their role and impact around these changes, ABM stands to maintain as well as gain market share by proactively offering sustainable service offerings within all our Industry Groups as well as "walking the talk" within our own corporate operations. | Increased demand for existing products/services | Direct          | More likely than not | Medium              |

## 201-3 - Defined Benefit Plan Obligations and Other Retirement Plans

### Plan Liabilities

This can be found in note 13 of our 2017 10-K financial statement [here](#).

### 401(k) Eligibility

Eligible employees can participate in the plan on the first of the month following completion of 6 months of qualifying service. Generally, eligible employees are all full-time and part-time employees who are not covered by a CBA that excludes them from participation.

### Company Match

ABM currently matches 100% of the first 3% and 50% of the next 2% of the eligible compensation contributed. To receive the maximum company match of 4% an employee needs to contribute 5% of eligible compensation.

The number of participants varies during the year and the currently participants represents 8% of the eligible population.

### 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 along with a 401(k) plan.

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

## 201-4 - Financial Assistance Received from Government

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

## 204-1 - Proportion of Spending on Local Suppliers

In 2017, ABM's local network of 42+ strategically positioned suppliers utilized over 100 distribution centers to distribute products to significant locations of operations. ABM defines a local geography to be within a maximum 100-mile radius of an ABM distribution center.

ABM has a broad customer base and defines a significant location of operation as a metropolitan area or a particular location in excess of 500,000 square feet (manufacturing, industrial, etc.). In 2017, approximately 85% of ABM significant locations budget was distributed locally.

## 205-2 - Communication and Training About 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 FY 2017. The Code of Business Conduct training tool is reviewed periodically and was recently 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.

## 206-1 - Legal Actions for Anti-Competitive Behavior, Anti-Trust and Monopoly Practices

A discussion of certain legal actions relating to fiscal year 2017 can be found in Part I, Item 3. Legal Proceedings in the company's Annual Report on Form 10-K for the fiscal year ended October 31, 2017.

## 301-3 - Reclaimed Products and Their Packaging Materials

From Nov. 2016 through Oct. 2017, ABM securely shredded and recycled 101.712 short (US) ton(s) (203,423.986 pounds) of paper in 2017, which resulted in the

below estimated environmental benefits – ABM works with Iron Mountain to accumulate this data.

- **Carbon Footprint:** 147,278.976 lbs of CO2 emissions avoided = 14.24 cars off the road per year
- **Landfill Space:** 508.56 Cubic Yards of landfill space conserved
- **Trees:** 1,706.77 trees preserved
- **Energy:** 229,869.12 kWh of electricity saved = 610.272 years of energy demand for a laptop
- **Water:** 2,788,027.632 Gallons of water saved = 305.136 pools full of water saved

### 302-1 - Energy Consumption with the Organization

| Source         | MWh     |         |
|----------------|---------|---------|
|                | 2017    | 2016    |
| Electricity    | 14,885  | 14,800  |
| Motor Gasoline | 133,822 | 179,103 |
| Diesel         | 14,519  | 13,235  |
| Biogasoline    | 159     | 67      |
| Natural Gas    | 5,468   | 5,910   |
| CNG            |         | 3       |

**The Greenhouse Gas Protocol:** A Corporate Accounting and Reporting Standard (Revised Edition) and relevant tools were used in these calculations.

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

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

### 305-1 - Direct (Scope 1) GHG Emissions

ABM's direct Scope 1 GHG Emissions from 2017 and 2016 are listed in the below table:

| Emissions       |        | 2017   | 2016   |
|-----------------|--------|--------|--------|
| Scope 1 CO2 - e | Tonnes | 39,377 | 47,780 |

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

### 305-2 - Energy Indirect (Scope 2) GHG Emissions

ABM's indirect Scope 2 GHG Emissions from 2017 and 2016 are listed in the below table:

| Emissions       |        | 2017  | 2016  |
|-----------------|--------|-------|-------|
| Scope 2 CO2 - e | Tonnes | 8,295 | 7,896 |

**Scope 2** - Actual electricity data was gathered through our online survey when available. For offices that did not have readily available data or the electricity is included within CAM charges, estimations were made based upon similar sized offices of the same region or previous year data (if available). The Greenhouse Gas Protocol: A Corporate Accounting and Reporting Standard (Revised Edition) and relevant tools were used in these calculations.

### 305-3 - Other Indirect (Scope 3) GHG Emissions

ABM's indirect Scope 3 GHG Emissions from 2017 and 2016 are listed in the below table:

| Emissions       |        | 2017   | 2016   |
|-----------------|--------|--------|--------|
| Scope 3 CO2 - e | Tonnes | 36,795 | 33,910 |

**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 GHG Protocol Transport tool. The actual gallons used was not able to be tracked as client supplies the fuel at their own fuel stations. Mileage per gallon estimated via percentage of vehicle types.

### 305-4 - GHG Emissions Intensity

| Intensity figure = | Metric numerator (Gross global combined Scope 1 and 2) | Metric denominator                  | Metric denominator: Unit total | Scope 2 figure used | % change from previous year | Direction of change from previous year |
|--------------------|--|-------------------------------------|--------------------------------|---------------------|-----------------------------|--|
| .635               | metric tonnes CO2e                                     | full time equivalent (FTE) employee | 75035.34                       | Location-based      | 5.36                        | Decrease                               |
| .000305            | metric tonnes CO2e                                     | unit hour worked                    | 156073497.25                   | Location-based      | 6.27                        | Decrease                               |

### 305-5 - Reduction of GHG Emissions

ABM is seeking to reduce its 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.

| Scope                      | % of emissions in scope | % reduction from base year | Metric                                   | Base year | Normalized base year emissions covered by target | Target year |
|----------------------------|-------------------------|----------------------------|--|-----------|--|-------------|
| Scope 1+2 (location-based) | 100%                    | 15%                        | Metric tonnes CO2e per unit FTE employee | 2011      | 58120.15   | 2020        |

| % complete (time) | % complete (emissions or renewable energy) |
|-------------------|--|
| 66%               | 100%                                       |

### 307-1 - Non-Compliance with Environmental Laws and Regulations

Disclosure relating to regulatory environment and environmental compliance can be found in the company's Annual Report on Form 10-K for 2017 fiscal year ending October 31, 2017.

### 308-1 - New Suppliers Screened Using Environmental Criteria

As part of ABM's network of 42+ strategic supply partnerships, four were added in 2017 (Karcher, Heritage Bag, Essity/Tork, Spartan Chemical). ABM requires sustainability considerations in order to do business with ABM such as meeting US Green Building LEED, Green Seal, Forest Stewardship Council, Ecologo requirements (as applicable).

## 401-1 - New Employee Hires and Employee Turnover

### ABM Hires/Re-Hires (11/1/2016 - 10/31/2017)

| Industry Group               | Total  | Full-Time | Part-Time | Male   | Female | Age < 30 | Age 30-50 | Age > 50 | Age Not Specified | MINORITY | WHITE  | NOT SPECIFIED |
|------------------------------|--------|-----------|-----------|--------|--------|----------|-----------|----------|-------------------|----------|--------|---------------|
| ABS - Technical Solutions US | 433    | 413       | 20        | 358    | 75     | 79       | 239       | 115      |                   | 144      | 289    | 0             |
| AVI - Aviation               | 18,783 | 18,044    | 739       | 8,284  | 10,499 | 10,441   | 5,879     | 2,463    |                   | 17,338   | 1,309  | 136           |
| B&I - Business & Industry    | 39,682 | 24,565    | 15,117    | 20,719 | 18,963 | 13,833   | 17,061    | 8,788    | 12                | 29,855   | 7,199  | 2,616         |
| COO - Commercial Ops HQ      | 5      | 5         | 0         | 3      | 2      | 0        | 2         | 3        |                   | 0        | 5      | 0             |
| CSA - Corporate              | 374    | 343       | 31        | 140    | 234    | 99       | 204       | 71       |                   | 243      | 125    | 6             |
| EDU - Education              | 21,575 | 16,774    | 4,801     | 8,314  | 13,261 | 6,820    | 8,443     | 6,312    |                   | 13,710   | 3,976  | 3,889         |
| HLC - Healthcare             | 3,921  | 2,400     | 1,521     | 1,881  | 2,040  | 1,586    | 1,455     | 880      |                   | 2,701    | 918    | 302           |
| TEC - High-Tech              | 7,753  | 6,865     | 888       | 3,661  | 4,092  | 2,875    | 3,155     | 1,723    |                   | 4,653    | 1,621  | 1,479         |
|                              | 92,526 | 69,409    | 23,117    | 43,360 | 49,166 | 35,733   | 36,438    | 20,355   | 12                | 68,644   | 15,442 | 8,428         |

| Industry Group               | Total  | Full-Time | Part-Time | Male | Female | Age < 30 | Age 30-50 | Age > 50 | Age Not Specified | MINORITY | WHITE | NOT SPECIFIED |
|------------------------------|--------|-----------|-----------|------|--------|----------|-----------|----------|-------------------|----------|-------|---------------|
| ABS - Technical Solutions US | 433    | 95%       | 5%        | 83%  | 17%    | 18%      | 55%       | 27%      | 0%                | 33%      | 67%   | 0%            |
| AVI - Aviation               | 18,783 | 96%       | 4%        | 44%  | 56%    | 56%      | 31%       | 13%      | 0%                | 92%      | 7%    | 1%            |
| B&I - Business & Industry    | 39,682 | 62%       | 38%       | 52%  | 48%    | 35%      | 43%       | 22%      | 0%                | 75%      | 18%   | 7%            |
| COO - Commercial Ops HQ      | 5      | 100%      | 0%        | 60%  | 40%    | 0%       | 40%       | 60%      | 0%                | 0%       | 100%  | 0%            |
| CSA - Corporate              | 374    | 92%       | 8%        | 37%  | 63%    | 26%      | 55%       | 19%      | 0%                | 65%      | 33%   | 2%            |
| EDU - Education              | 21,575 | 78%       | 22%       | 39%  | 61%    | 32%      | 39%       | 29%      | 0%                | 64%      | 18%   | 18%           |
| HLC - Healthcare             | 3,921  | 61%       | 39%       | 48%  | 52%    | 40%      | 37%       | 22%      | 0%                | 69%      | 23%   | 8%            |
| TEC - High-Tech              | 7,753  | 89%       | 11%       | 47%  | 53%    | 37%      | 41%       | 22%      | 0%                | 60%      | 21%   | 19%           |
|                              | 92,526 | 75%       | 25%       | 47%  | 53%    | 39%      | 39%       | 22%      | 0%                | 74%      | 17%   | 9%            |

## ABM Terminations/Separations (11/1/2016 - 10/31/2017)

| Industry Group                | Total  | Full-Time | Part-Time | Male   | Female | Age < 30 | Age 30-50 | Age > 50 | Age Not Specified | MINORITY | WHITE  | NOT SPECIFIED |
|-------------------------------|--------|-----------|-----------|--------|--------|----------|-----------|----------|-------------------|----------|--------|---------------|
| ABS - Technical Solutions US  | 311    | 290       | 21        | 278    | 33     | 37       | 183       | 91       |                   | 96       | 215    | 0             |
| AVI - Aviation                | 18,771 | 17,730    | 1,041     | 8,471  | 10,300 | 10,371   | 5,710     | 2,690    |                   | 17,257   | 1,364  | 150           |
| B&I - Business & Industry     | 42,540 | 25,210    | 17,330    | 22,538 | 20,002 | 13,315   | 18,287    | 10,938   | 4                 | 32,212   | 8,152  | 2,172         |
| COO - Commercial Ops HQ       | 1      | 1         | 0         | 0      | 1      | 0        | 0         | 1        |                   | 0        | 1      | 0             |
| CSA - Corporate               | 293    | 270       | 23        | 109    | 184    | 56       | 170       | 67       |                   | 184      | 102    | 7             |
| DIS - Discontinued Operations | 4      | 3         | 1         | 2      | 2      | 2        | 1         | 1        |                   | 2        | 2      | 0             |
| EDU - Education               | 19,848 | 15,391    | 4,457     | 8,070  | 11,778 | 6,324    | 7,926     | 5,598    |                   | 12,468   | 3,870  | 3,510         |
| HLC - Healthcare              | 4,267  | 2,494     | 1,773     | 2,236  | 2,031  | 1,767    | 1,541     | 959      |                   | 2,862    | 1,194  | 211           |
| TEC - High-Tech               | 8,108  | 6,980     | 1,128     | 4,023  | 4,085  | 2,715    | 3,368     | 2,025    |                   | 5,044    | 1,603  | 1,461         |
|                               | 94,143 | 68,369    | 25,774    | 45,727 | 48,416 | 34,587   | 37,186    | 22,370   | 4                 | 70,125   | 16,503 | 7,511         |

| Industry Group                | Total  | Full-Time | Part-Time | Male | Female | Age < 30 | Age 30-50 | Age > 50 | Age Not Specified | MINORITY | WHITE | NOT SPECIFIED |
|-------------------------------|--------|-----------|-----------|------|--------|----------|-----------|----------|-------------------|----------|-------|---------------|
| ABS - Technical Solutions US  | 311    | 93%       | 7%        | 89%  | 11%    | 12%      | 59%       | 29%      | 0%                | 31%      | 69%   | 0%            |
| AVI - Aviation                | 18,771 | 94%       | 6%        | 45%  | 55%    | 55%      | 30%       | 14%      | 0%                | 92%      | 7%    | 1%            |
| B&I - Business & Industry     | 42,540 | 59%       | 41%       | 53%  | 47%    | 31%      | 43%       | 26%      | 0%                | 76%      | 19%   | 5%            |
| COO - Commercial Ops HQ       | 1      | 100%      | 0%        | 0%   | 100%   | 0%       | 0%        | 100%     | 0%                | 0%       | 100%  | 0%            |
| CSA - Corporate               | 293    | 92%       | 8%        | 37%  | 63%    | 19%      | 58%       | 23%      | 0%                | 63%      | 35%   | 2%            |
| DIS - Discontinued Operations | 4      | 75%       | 25%       | 50%  | 50%    | 50%      | 25%       | 25%      | 0%                | 50%      | 50%   | 0%            |
| EDU - Education               | 19,848 | 78%       | 22%       | 41%  | 59%    | 32%      | 40%       | 28%      | 0%                | 63%      | 19%   | 18%           |
| HLC - Healthcare              | 4,267  | 58%       | 42%       | 52%  | 48%    | 41%      | 36%       | 22%      | 0%                | 67%      | 28%   | 5%            |
| TEC - High-Tech               | 8,108  | 86%       | 14%       | 50%  | 50%    | 33%      | 42%       | 25%      | 0%                | 62%      | 20%   | 18%           |
|                               | 94,143 | 73%       | 27%       | 49%  | 51%    | 37%      | 39%       | 24%      | 0%                | 74%      | 18%   | 8%            |



## 401-2 - Benefits Provided to Full-Time Employees Not Provided to Temporary or Part-Time Employees

### 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 we continue to employ:

- Healthy Weight program
- Mynurseline-24 hour nurse line program
- Heahy Back program
- Wellness coaching
- Healthy Pregnancy program

- Care for diabetes
- Health classes
- Overcoming Insomnia class
- Overcoming depression
- Nourish-nutritional counseling
- Free will preparation if enrolled in life insurance

## 403-2 - Types of Injury and Rates of Injury, Occupational Diseases, Lost Days, and Absenteeism, and Number of Work-Related Fatalities

| Group Industry                       | Super Region             | Claimant Gender | Case Classification |                             |                        |       | Grand Total  |     |
|--------------------------------------|--------------------------|-----------------|---------------------|-----------------------------|------------------------|-------|--------------|-----|
|                                      |                          |                 | Days Away From Work | Job Transfer or Restriction | Other Recordable Cases | Death |              |     |
| Business & Industry                  | B&I - Central            | Female          | 54                  | 64                          | 62                     |       | 180          |     |
|                                      |                          | Male            | 56                  | 61                          | 38                     |       | 155          |     |
|                                      | B&I - Central Total      |                 |                     | 110                         | 125                    | 100   |              | 335 |
|                                      | B&I - GLNE               | Female          | 114                 | 36                          | 80                     |       | 230          |     |
|                                      |                          | Male            | 92                  | 19                          | 83                     |       | 194          |     |
|                                      | B&I - GLNE Total         |                 |                     | 206                         | 55                     | 163   |              | 424 |
|                                      | B&I - Sports & Ent       | Female          | 16                  | 11                          | 11                     |       | 38           |     |
|                                      |                          | Male            | 4                   | 5                           | 9                      |       | 18           |     |
|                                      | B&I - Sports & Ent Total |                 |                     | 20                          | 16                     | 20    |              | 56  |
|                                      | B&I - West               | Female          | 101                 | 125                         | 196                    |       | 422          |     |
|                                      |                          | Male            | 126                 | 87                          | 164                    |       | 377          |     |
|                                      | B&I - West Total         |                 |                     | 227                         | 212                    | 360   |              | 799 |
|                                      | B&I - Vehicle Services   | Female          |                     |                             | 29                     |       | 29           |     |
|                                      |                          | Male            |                     |                             | 46                     |       | 46           |     |
| B&I - Vehicle Services Total         |                          |                 |                     | 75                          |                        | 75    |              |     |
| <b>Business &amp; Industry Total</b> |                          |                 | <b>563</b>          | <b>408</b>                  | <b>718</b>             |       | <b>1,689</b> |     |

| Group Industry               | Super Region                  | Claimant Gender | Case Classification |                             |                        |            | Grand Total |
|------------------------------|-------------------------------|-----------------|---------------------|-----------------------------|------------------------|------------|-------------|
|                              |                               |                 | Days Away From Work | Job Transfer or Restriction | Other Recordable Cases | Death      |             |
| Aviation                     | AVI - Ops 1                   | Female          | 45                  | 95                          | 86                     |            | 226         |
|                              |                               | Male            | 41                  | 36                          | 69                     |            | 146         |
|                              | AVI - Ops 1 Total             |                 |                     | 86                          | 131                    | 155        | 372         |
|                              | AVI - Ops 2                   | Female          | 67                  | 119                         | 65                     |            | 251         |
|                              |                               | Male            | 56                  | 59                          | 44                     |            | 159         |
|                              | AVI - Ops 2 Total             |                 |                     | 123                         | 178                    | 109        | 410         |
| <b>Aviation Total</b>        |                               |                 | <b>209</b>          | <b>309</b>                  | <b>264</b>             | <b>782</b> |             |
| Education                    | EDU - Northeast/Midwest       | Female          | 25                  | 10                          | 73                     |            | 108         |
|                              |                               | Male            | 30                  | 7                           | 74                     |            | 111         |
|                              | EDU - Northeast/Midwest Total |                 |                     | 55                          | 17                     | 147        | 219         |
|                              | EDU - West                    | Female          | 24                  | 25                          | 96                     |            | 145         |
|                              |                               | Male            | 2                   | 8                           | 42                     |            | 52          |
|                              | EDU - West Total              |                 |                     | 26                          | 33                     | 138        | 197         |
|                              | EDU - Southeast               | Female          | 21                  | 15                          | 133                    |            | 169         |
|                              |                               | Male            | 18                  | 6                           | 89                     |            | 113         |
| <b>EDU - Southeast Total</b> |                               |                 | <b>39</b>           | <b>21</b>                   | <b>222</b>             | <b>282</b> |             |
| <b>Education Total</b>       |                               |                 | <b>120</b>          | <b>71</b>                   | <b>507</b>             | <b>698</b> |             |
| Healthcare                   | HLC - Non-Acute               | Female          | 25                  | 11                          | 31                     |            | 67          |
|                              |                               | Male            | 9                   | 1                           | 13                     |            | 23          |
|                              | HLC - Non-Acute Total         |                 |                     | 34                          | 12                     | 44         | 90          |
|                              | HLC - Patient Exp             | Female          | 15                  | 12                          | 21                     |            | 48          |
|                              |                               | Male            | 24                  | 17                          | 15                     |            | 56          |
|                              | HLC - Patient Exp Total       |                 |                     | 39                          | 29                     | 36         | 104         |
|                              | HLC - Tech Serv               | Male            |                     | 1                           | 3                      |            | 4           |
| HLC - Tech Serv Total        |                               |                 |                     | 1                           | 3                      | 4          |             |
| <b>Healthcare Total</b>      |                               |                 | <b>73</b>           | <b>42</b>                   | <b>83</b>              | <b>198</b> |             |

| Group Industry                              | Super Region                | Claimant Gender                  | Case Classification |                             |                        |            | Grand Total |
|---|-----------------------------|----------------------------------|---------------------|-----------------------------|------------------------|------------|-------------|
|   |                             |                                  | Days Away From Work | Job Transfer or Restriction | Other Recordable Cases | Death      |             |
| Technology & Manufacturing                  | TCM - Ind & Manu            | Female                           |                     |                             | 1                      |            | 1           |
|   |                             | Male                             | 1                   |                             | 1                      |            | 2           |
|   | TCM - Ind & Manu Total      |                                  |                     | 1                           |                        | 2          | 3           |
|   | TCM - Group OH              | Female                           |                     | 1                           | 1                      |            | 2           |
|   |                             | Male                             |                     | 3                           | 1                      |            | 4           |
|   | TCM - Group OH Total        |                                  |                     | 4                           | 2                      |            | 6           |
|   | TCM - West/PacNW            | Female                           | 13                  | 10                          | 52                     |            | 75          |
|   |                             | Male                             | 14                  | 2                           | 17                     |            | 33          |
|   | TCM - West/PacNW Total      |                                  |                     | 27                          | 12                     | 69         | 108         |
|   | TCM - Southeast & IFS       | Female                           | 29                  | 30                          | 42                     |            | 101         |
|   |                             | Male                             | 33                  | 34                          | 56                     |            | 123         |
|   | TCM - Southeast & IFS Total |                                  |                     | 62                          | 64                     | 98         | 224         |
|   | TCM - Central               | Female                           | 12                  | 11                          | 26                     |            | 49          |
|   |                             | Male                             | 7                   | 14                          | 12                     |            | 33          |
|   | TCM - Central Total         |                                  |                     | 19                          | 25                     | 38         | 82          |
| TCM - So West/MT & Nuclear                  | Female                      | 1                                | 13                  | 32                          |                        | 46         |             |
|   | Male                        | 3                                | 9                   | 30                          |                        | 42         |             |
| TCM - So West/MT & Nuclear Total            |                             |                                  | 4                   | 22                          | 62                     | 88         |             |
| TCM - Northeast                             | Female                      | 6                                | 1                   | 34                          |                        | 41         |             |
|   | Male                        | 4                                | 2                   | 25                          |                        | 31         |             |
| TCM - Northeast Total                       |                             |                                  | 10                  | 3                           | 59                     | 72         |             |
| <b>Technology &amp; Manufacturing Total</b> |                             |                                  | <b>123</b>          | <b>130</b>                  | <b>330</b>             | <b>583</b> |             |
| Technical Solutions US                      | ABS - Bldg Solutions (ABS)  | Male                             | 6                   | 3                           | 9                      |            | 18          |
|   |                             | ABS - Bldg Solutions (ABS) Total |                     |                             | 6                      | 3          | 9           |
|   | ABS - Elec Power Sol (APS)  | Male                             | 2                   | 1                           | 1                      | 1          | 5           |

| Group Industry                      | Super Region                     | Claimant Gender | Case Classification             |                             |                        |          | Grand Total  |
|-------------------------------------|----------------------------------|-----------------|---------------------------------|-----------------------------|------------------------|----------|--------------|
|                                     |                                  |                 | Days Away From Work             | Job Transfer or Restriction | Other Recordable Cases | Death    |              |
|                                     | ABS - Elec Power Sol (APS) Total |                 | 2                               | 1                           | 1                      | 1        | 5            |
|                                     | ABS - Elec Sol (AESL)            | Male            | 1                               | 3                           |                        |          | 4            |
|                                     | ABS - Elec Sol (AESL) Total      |                 | 1                               | 3                           |                        |          | 4            |
| <b>Technical Solutions US Total</b> |                                  |                 | <b>9</b>                        | <b>7</b>                    | <b>10</b>              | <b>1</b> | <b>27</b>    |
| Corporate                           | CSA - CFO Summary                | Female          | 1                               | 1                           | 2                      |          | 4            |
|                                     |                                  | Male            | 3                               |                             |                        |          | 3            |
|                                     | CSA - CFO Summary Total          |                 | 4                               | 1                           | 2                      |          | 7            |
|                                     | CSA - Legal Summary              | Male            |                                 |                             | 2                      |          | 2            |
|                                     |                                  |                 | CSA - Legal Summary Total       |                             |                        |          | 2            |
|                                     | CSA - HR/ Benefits Summary       | Female          |                                 | 1                           | 1                      |          | 2            |
|                                     |                                  |                 | CSA - HR/Benefits Summary Total |                             |                        | 1        | 1            |
| <b>Corporate Total</b>              |                                  |                 | <b>4</b>                        | <b>2</b>                    | <b>5</b>               |          | <b>11</b>    |
| #N/A                                | #N/A                             | Female          |                                 |                             | 5                      |          | 5            |
|                                     |                                  | Male            |                                 |                             | 9                      |          | 9            |
|                                     | #N/A Total                       |                 |                                 |                             | 14                     |          | 14           |
|                                     | <b>#N/A Total</b>                |                 |                                 |                             | <b>14</b>              |          | <b>14</b>    |
| <b>Grand Total</b>                  |                                  |                 | <b>1,101</b>                    | <b>969</b>                  | <b>1,931</b>           | <b>1</b> | <b>4,002</b> |

For FY2017 our OSHA rates were as follows:

| TRC 2017 YTD | DAFW 2017 YTD | DART 2017 YTD |
|--------------|---------------|---------------|
| 3.52         | 0.72          | 1.74          |

#### 404-1 - Average Hours of Training Per Year Per Employee

Approximately 12 hours of training are devoted to 10% of ABM leadership and management level employees while 90% of ABM service level employees devote on average 35 hours on average to training annually. Employees are provided awareness training monthly in addition to regulatory related training as pertains to their job.

#### 404-2 - Programs for Upgrading Employee Skills and Transition Assistance Programs

Various learning and development programs at ABM include annual harassment prevention training, regional supervisor training, ethics training, and wage and hour training. Technical training for HVAC and electrical field employees range from an additional 16-24 hours annually.

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 the engagement of employees, customer satisfaction and driving results. In 2017, a manager development program rolled out, and ongoing training is available to all people leaders.

We provide provisional outplacement services to employees separated as part of a company reduction in force resulting from a reorganization.

#### 404-3 - Percentage of Employees Receiving Regular Performance and Career Development Reviews

ABM is committed to fostering an environment in which each employee and manager partnership build a trusting and respectful relationship in which feedback and coaching are candid and frequent; opportunities for development that align with the employee's goals, strengths, and career interests are provided; and outstanding performance, high potential and great leadership are rewarded.

Building this relationship is the essence of ABM's performance and development process, referred to as GPS – Grow. Perform. Succeed! At the center of

this relationship between employee and manager are minimally quarterly conversations – constructive, friendly and continuous two-way conversations about performance, development and career growth.

#### 405-1 - Diversity of Governance Bodies and Employees

|              | Total   | Male | Female | Age < 30 | Age 30-50 | Age > 50 | Age Not Specified | Minority | White | Not Specified |
|--------------|---------|------|--------|----------|-----------|----------|-------------------|----------|-------|---------------|
| Board        | 10      | 70%  | 30%    | 0%       | 0%        | 100%     | 0%                | 30%      | 70%   | 0%            |
| Service      | 128,137 | 52%  | 48%    | 20%      | 42%       | 38%      | 0%                | 73%      | 17%   | 10%           |
| Staff & Mgmt | 7765    | 59%  | 41%    | 9%       | 52%       | 39%      | 0%                | 50%      | 48%   | 2%            |

#### 405-2 - Ratio of Basic Salary and Remuneration of Women to Men

ABM is an Equal Employment Opportunity/Affirmative Action employer operating in compliance with Executive Order 11246, as amended, Title VII of the Civil Rights Act, as amended, and The Equal Pay Act of 1963, as amended. Our Equal Employment Opportunity Policy, which states ABM's zero tolerance policy toward discrimination, is signed and supported by Chief Executive Officer Scott Salmirs and applies to "all employment practices, including recruitment, hiring, promotion, layoff or termination, compensation and training programs." We are committed to providing a workplace free of discrimination based on race, gender, religion, age, disability, sexual orientation, gender identity, and status as a protected veteran, among other characteristics.

ABM is fully committed to equality. However, circumstances prevent us from providing our report at this time. Specifically, ABM has just completed Phase I of a multi-phase reorganization that, given the size of our organization, is anticipated to take several years to complete. (We have approximately 135,000 employees and operations in all 50 states, Puerto Rico, and the District of Columbia, as well as in England and the Middle East.) Under our current structure, we have more than 20 "employee categories" and at least 460 "significant locations of operation." Much of this is in flux due to the reorganization.

#### 406-1 - Incidents of Discrimination and Corrective Actions Taken

Professional behavior is expected and required of all ABM employees. The company's intent is to provide all employees with a workplace environment consistent with ABM's core values of Respect, Integrity, Collaboration, Innovation and Excellence. Accordingly, ABM does not tolerate workplace discrimination or harassment based on age, ancestry, color, religious creed, request for / use of family and medical care leave, disability (mental or physical) including HIV and AIDS, marital status, medical, genetic information, military and veteran status, national origin, race, sex, gender, gender identity, gender expression, sexual orientation, or any other status protected by law. To ensure that all employees have a confidential channel for reporting incidents of misconduct and unlawful business practices, ABM provides a Compliance Hotline ("Hotline"), a reporting system that allows employees to report a variety of concerns, including but not limited to: harassment, discrimination, retaliation, wage and hour issues (such as not being paid properly for all hours worked, not being paid properly for overtime, paycheck problems, etc.), accounting irregularities, corporate abuse and fraud, theft, safety concerns, workers' compensation fraud, or other suspected violations of law or company policy, that they observe or encounter in the workplace. The Hotline is staffed by professional, trained specialists 24 hours a day, 7 days a week. Reports may be made in any language and callers may remain anonymous if they wish. All completed reports to the Hotline will be assigned to an investigator. ABM conducts a prompt, objective, thorough and confidential investigation of the reported concern. The investigation process will reach reasonable conclusions based on the evidence collected. If ABM determines that conduct violating its policies has occurred, it will take prompt and appropriate remedial action which can include termination of the individual who engaged in inappropriate conduct and/or other measures designed to prevent future discrimination or harassment. In order to encourage employees to utilize the Hotline and report concerns, ABM does not publicly disclose information about complaints, the status of the investigations related thereto, or the specific remedial measures taken.

### 413-1 - Operations with Local Community Engagement, Impact Assessments and Development Programs

Foremost, all ABM HR recruiting for site level employees starts in the local communities in which that site is located. We want our people who work at client locations to be members of that community, if at all possible.

## ABM in the Community

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

- Respect
- Integrity
- Collaboration
- Innovation
- Trust
- 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.

This year, more than 25,000 ABM employees were impacted by the devastating impact of natural disasters, including hurricanes, earthquakes and wild fires. During these times, our employees banded together to care for their communities, clients, and each other, even as they faced their own personal losses. This illustrated the strength and character of our organization and our ability to drive results through resilience.

### How We Give Back

We've launched our ABMCares program to ensure that every staff and management employee can take a day to do community work, if they choose. We have also formalized a charitable donation matching policy to help our

management and staff employees continue to give back to the communities in which they work, play, and live. An ABMCares web portal makes it simple for our employees to find charities, donate their time and resources, and electronically enable donations with company matching.

In 2017, employees in each of our industry groups and supporting business functions engaged in philanthropic projects in their own communities throughout the enterprise. [Click here](#) to read more about ABM's commitment to our local communities.

We also celebrate these activities on our [Facebook page](#) and other social media sites.

Individuals, ABM service teams, and clients have received international and local recognition for their contributions to sustainability, service excellence, and community.

[Click here](#) to read more about ABM's Awards and Recognitions.

### 416-2 - Incidents of Non-Compliance Concerning the Health and Safety Impacts of Products and Services

For FY 2017, ABM was issued 4 OSHA Citations of Serious (1 of which is currently on appeal) and 9 of Other than Serious/General/Regulatory. ABM's continued attention to safety and aggressive claim management has sustained our Experience Mod Rating (EMR) of .86.

### 418-1 - Substantiated Complaints Concerning Breaches of Customer Privacy and Losses of Customer Data

In 2017, ABM did not identify any leaks, thefts or loss of customer data.

### 419-1 - Non-Compliance with Laws and Regulations in the Social and Economic Area

ABM has not received any significant fines or non-monetary sanctions in 2017.

# GRI INDEX

The Centre for Sustainability and Excellence (CSE), assessed ABM Sustainability Report in accordance with the instructions of the GRI STANDARDS and confirms that they are in compliance level "In Accordance - Core".

| Disclosure  | Description  | Reference (page) | External Assurance |
|---|--|------------------|--------------------|
| <b>GENERAL DISCLOSURES – ORGANIZATIONAL PROFILE</b> |  |                  |                    |
| 102-1   | Name of the Organization                                     | 5                | ✓                  |
| 102-2   | Activities, brands, products and services                    | 5-7              | ✓                  |
| 102-3   | Location of headquarters                                     | 7                | ✓                  |
| 102-4   | Location of operations                                       | 8                | ✓                  |
| 102-5   | Ownership and legal form                                     | 8                | ✓                  |
| 102-6   | Markets served   | 9                | ✓                  |
| 102-7   | Scale of the organization                                    | 9                | ✓                  |
| 102-8   | Information on employees and other workers                   | 9                | ✓                  |
| 102-9   | Supply chain   | 9-10             | ✓                  |
| 102-10  | Significant changes to the organization and its supply chain | 10-11            | ✓                  |
| 102-11  | Precautionary principle or approach                          | 11               | ✓                  |
| 102-12  | External initiatives   | 11               | ✓                  |
| 102-13  | Membership of associations                                   | 12-13            | ✓                  |
| <b>GENERAL DISCLOSURES – STRATEGY</b>               |  |                  |                    |
| 102-14  | Statement from senior decision-maker                         | 4                | ✓                  |
| <b>GENERAL DISCLOSURES – ETHICS AND INTEGRITY</b>   |  |                  |                    |
| 102-16  | Values, principles, standards, and norms of behavior         | 13               | ✓                  |
| <b>GENERAL DISCLOSURES – GOVERNANCE</b>             |  |                  |                    |
| 102-18  | Governance structure   | 13-14            | ✓                  |
| <b>GENERAL DISCLOSURES – STAKEHODLER ENGAGEMENT</b> |  |                  |                    |
| 102-40  | List of stakeholder groups                                   | 14               | ✓                  |
| 102-41  | Collective bargaining agreements                             | 14               | ✓                  |
| 102-42  | Identifying and selecting stakeholders                       | 14               | ✓                  |
| 102-43  | Approach to stakeholder engagement                           | 14               | ✓                  |
| 102-44  | Key topics and concerns raised                               | 15               | ✓                  |
| <b>GENERAL DISCLOSURE – REPORTING PRACTICE</b>      |  |                  |                    |
| 102-45  | Entities included in the consolidated financial statements   | 15               | ✓                  |
| 102-46  | Defining report content and topic boundaries                 | 15-17            | ✓                  |

|   |   |           |   |
|---|---|-----------|---|
| 102-47  | List of material topics   | 17        | ✓ |
| 102-48  | Restatements of information   | 17        | ✓ |
| 102-49  | Changes in reporting  | 17        | ✓ |
| 102-50  | Reporting period  | 17        | ✓ |
| 102-51  | Date of most recent report  | 17        | ✓ |
| 102-52  | Reporting cycle   | 17        | ✓ |
| 102-53  | Contact point for questions regarding the report                                | 17        | ✓ |
| 102-54  | Claims of reporting in accordance with the GRI Standards                        | 18        | ✓ |
| 102-55  | GRI Content Index   | 18        | ✓ |
|   |   | GRI Index |   |
| 102-56  | External Assurance  | 18        | ✓ |
| <b>SPECIFIC DISCLOSURES – ECONOMIC PERFORMANCE (201)</b>      |   |           |   |
| 103   | Management Approach   | 18-20     | ✓ |
| 201-1   | Direct economic value generated and distributed                                 | 18        | ✓ |
| 201-2   | Financial implications and other risks and opportunities due to climate change  | 18-19     | ✓ |
| 201-3   | Defined benefit plan obligations and other retirement plans                     | 20        | ✓ |
| 201-4   | Financial assistance received from government                                   | 20        | ✓ |
| <b>SPECIFIC DISCLOSURES – PROCUREMENT PRACTICES (204)</b>     |   |           |   |
| 103   | Management Approach   | 20        | ✓ |
| 204-1   | Proportion of spending on local suppliers                                       | 20        | ✓ |
| <b>SPECIFIC DISCLOSURES – ANTI-CORRUPTION (205)</b>           |   |           |   |
| 103   | Management Approach   | 20        | ✓ |
| 205-2   | Communication and training about anti-corruption policies and procedures        | 20        | ✓ |
| <b>SPECIFIC DISCLOSURES – ANTI-COMPETITIVE BEHAVIOR (206)</b> |   |           |   |
| 103   | Management Approach   | 13, 20    | ✓ |
| 206-1   | Legal actions for anti-competitive behavior, anti-trust, and monopoly practices | 20        | ✓ |
| <b>SPECIFIC DISCLOSURES – MATERIALS (301)</b>                 |   |           |   |
| 103   | Management Approach   | 21        | ✓ |
| 301-3   | Reclaimed products and their packaging materials                                | 21        | ✓ |
| <b>SPECIFIC DISCLOSURES – ENERGY (302)</b>                    |   |           |   |
| 103   | Management Approach   | 21        | ✓ |
| 302-1   | Energy consumption within the organization                                      | 21        | ✓ |
| <b>SPECIFIC DISCLOSURES – EMISSIONS (305)</b>                 |   |           |   |
| 103   | Management Approach   | 21-22     | ✓ |
| 305-1   | Direct (Scope 1) GHG emissions  | 21        | ✓ |

|   |   |        |   |
|---|---|--------|---|
| 305-2   | Energy indirect (Scope 2) GHG emissions   | 21-22  | ✓ |
| 305-3   | Other indirect (Scope 3) GHG emissions  | 22     | ✓ |
| 305-4   | GHG emissions intensity   | 22     | ✓ |
| 305-5   | Reduction of GHG emissions  | 22     | ✓ |
| <b>SPECIFIC DISCLOSURES – ENVIRONMENTAL COMPLIANCE (307)</b>          |   |        |   |
| 103   | Management Approach   | 13, 22 | ✓ |
| 307-1   | Non-compliance with environmental laws and regulations  | 22     | ✓ |
| <b>SPECIFIC DISCLOSURES – SUPPLIER ENVIRONMENTAL ASSESSMENT (308)</b> |   |        |   |
| 103   | Management Approach   | 22     | ✓ |
| 308-1   | New suppliers that were screened using environmental criteria   | 22     | ✓ |
| <b>SPECIFIC DISCLOSURES – EMPLOYMENT (401)</b>                        |   |        |   |
| 103   | Management Approach   | 23-25  | ✓ |
| 401-1   | New employee hires and employee turnover  | 23-24  | ✓ |
| 401-2   | Benefits provided to full-time employees that are not provided to temporary or part-time employees                            | 25     | ✓ |
| <b>SPECIFIC DISCLOSURES – OCCUPATIONAL HEALTH AND SAFETY (403)</b>    |   |        |   |
| 103   | Management Approach   | 25-27  | ✓ |
| 403-2   | Types of injury and rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities | 25-27  | ✓ |
| <b>SPECIFIC DISCLOSURES – TRAINING AND EDUCATION (404)</b>            |   |        |   |
| 103   | Management Approach   | 27-28  | ✓ |
| 404-1   | Average hours of training per year per employee   | 27     | ✓ |
| 404-2   | Programs for updating employee skills and transition assistance programs  | 27     | ✓ |
| 404-3   | Percentage of employees receiving regular performance and career development reviews  | 27-28  | ✓ |
| <b>SPECIFIC DISCLOSURES – DIVERSITY AND EQUAL OPPORTUNITY (405)</b>   |   |        |   |
| 103   | Management Approach   | 28     | ✓ |
| 405-1   | Diversity of governance bodies and employees  | 28     | ✓ |
| 405-2   | Ratio of basic salary and remuneration of women to men  | 28     | ✓ |
| <b>SPECIFIC DISCLOSURES – NON-DISCRIMINATION (406)</b>                |   |        |   |
| 103   | Management Approach   | 13, 28 | ✓ |
| 406-1   | Incidents of discrimination and corrective actions taken  | 28     | ✓ |
| <b>SPECIFIC DISCLOSURES – LOCAL COMMUNITIES (413)</b>                 |   |        |   |



|  |   |        |   |
|--|---|--------|---|
| 103  | Management Approach   | 29     | ✓ |
| 413-1  | Operations with local community engagement, impact assessments, and development programs      | 29     | ✓ |
| <b>SPECIFIC DISCLOSURES – CUSTOMER HEALTH AND SAFETY (416)</b> |   |        |   |
| 103  | Management Approach   | 13, 29 | ✓ |
| 416-2  | Incidents of non-compliance concerning the health and safety impacts of products and services | 29     | ✓ |
| <b>SPECIFIC DISCLOSURES – CUSTOMER PRIVACY (418)</b>           |   |        |   |
| 103  | Management Approach   | 13, 29 | ✓ |
| 418-1  | Substantiated complaints concerning breaches of customer privacy and losses of customer data  | 29     | ✓ |
| <b>SPECIFIC DISCLOSURES – SOCIOECONOMIC COMPLIANCE (419)</b>   |   |        |   |
| 103  | Management Approach   | 13, 29 | ✓ |
| 419-1  | Non-compliance with laws and regulations in the social and economic area                      | 29     | ✓ |