



2018 CORPORATE SUSTAINABILITY REPORT



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COMPANY



SUSTAINABILITY



COMMUNITY



102-14 Statement from Senior Decision-Maker

■ ABM's Sustainability Journey

This is a special year for ABM as it marks 110 years since our founder, Morris Rosenberg, started this amazing company on the streets of San Francisco with nothing more than a mop and bucket. Today we are one of the largest facilities services companies in the United States with approximately 140,000 team members. As a company with more than 100 years of experience, we understand the need to implement sustainable business practices that provide value and longevity for the business, our shareholders, our clients and our team members. This ethos is core to our success and is articulated within our purpose as a company—to take care of the people, places and spaces that are important to you.

We are not alone in this thought process. The Business Roundtable, comprised of the CEOs of 193 of the largest U.S. companies, issued a new statement on the “purpose” of a corporation. The new statement emphasizes delivering value to shareholders, customers, investing in team members, protecting the environment, dealing fairly and ethically with suppliers, and supporting communities through sustainable practices.

Like many of these companies, ABM is in a unique position to impact communities where we work and live. I am excited to share with you some the sustainability progress we have made in 2018.

■ Our Progress

Related to environmental aspects, we continued to reduce our carbon footprint and, I am excited to say, we achieved our GHG reduction target to decrease our metric tons of CO₂e per FTE by 15%. ABM contributed to the environmental performance of our clients by expanding our sustainable portfolio of services, especially around our GreenCare cleaning program, and increased the installation of Electric Vehicle charging stations by 20%. Through ABMCares and our affiliated philanthropy programs, we donated more than \$2 million to charities in FY 2018, and our team members volunteer hours grew by 45%. I am very proud of our people who committed their time and resources to give back to their communities.

■ Ensuring Stakeholder Trust

ABM's strategy has evolved over the years to better support the evolution of environmental, social and governance growing requirements. Recently, we have established the three pillars of our sustainability strategy:



- Doing business in a responsible way – Ensuring ethical business practices are critical to sustainability and creating trust with our stakeholders.
- Improving our value chain continuously – Focusing on partnering with our clients on their sustainability's strategies and within our own value chain is at the heart of environmental sustainability.
- Impacting the ecosystem – Bringing to market services and offerings that have a sustainable or social impact can help positively evolve the entire landscape.

These pillars define our anchor points and, under this focus, we will seek to grow our program to ensure we are meeting our stakeholders' expectations. Our entire company is focused on strengthening our sustainability initiatives at our client's facilities, growing our energy savings and renewable energy offerings, measuring our sustainability performance in effort to track our progress, and implementing proper business policies.

I want to thank you for taking the time to read our Corporate Sustainability Report. We will continue to strengthen our sustainability efforts and make sure we embed sustainability criteria into our decision-making processes. I am proud of what we have achieved so far and ABM is committed to sustainability as a core business requirement.

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 solutions that enable our clients to deliver exceptional facilities experiences. We serve urban, suburban, and rural areas and properties of all sizes—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, 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.

Complete information is provided in the links below:



Aviation



Business & Industry



Education



Technology & Manufacturing



Technical Solutions

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.
Technology & Manufacturing	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 specialized mechanical and electrical services. These services can also be leveraged for cross-selling across all of our industry groups, both domestically and internationally.

Business & Industry (B&I)

ABM.com/Banking-Financial

ABM.com/Commercial-Building-Maintenance

ABM.com/Sports-Entertainment

ABM.com/Retail

ABM.com/Biopharma

Aviation

ABM.com/Aviation

Education

ABM.com/Education

Technical & Manufacturing (T&M)

ABM.com/Industrial-Manufacturing

ABM.com/Technology

Technical Solutions



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.com/GreenCare/GreenCare-Services

helps clients make improvements in four key areas: environmental and social

responsibility, team member 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.



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 that improves indoor environmental quality for building occupants. We also provide recycling, touch-free water conservation, and LEED certification assistance for clients. ABM.com/Services/GreenCare.
- Just as with our entire line of services, ABM is utilizing technology to upgrade our sustainable offerings. This technology 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.

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

Implemented at **1,000+ buildings**, totaling **460+ million square feet** across the United States

Reduced clients' energy use by **23+ percent** on average

Installed **10,000+ EV charging ports** across the United States with many more expected in 2019

Assisted **230+ million square feet** of client buildings to maintain certification through the LEED rating system

We service **450+ USGBC LEED-certified** and registered sites



Energy

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. [ABM.com/Energy](https://www.abm.com/energy).

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 10,000 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 client's rideshare programs 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. Approximately 65 smart controllers have been installed in 2018. 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.

Brands that are also part of the ABM family

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

Blackjack Promotions (based in the U.K., serves airport operators, retailers and other clients).



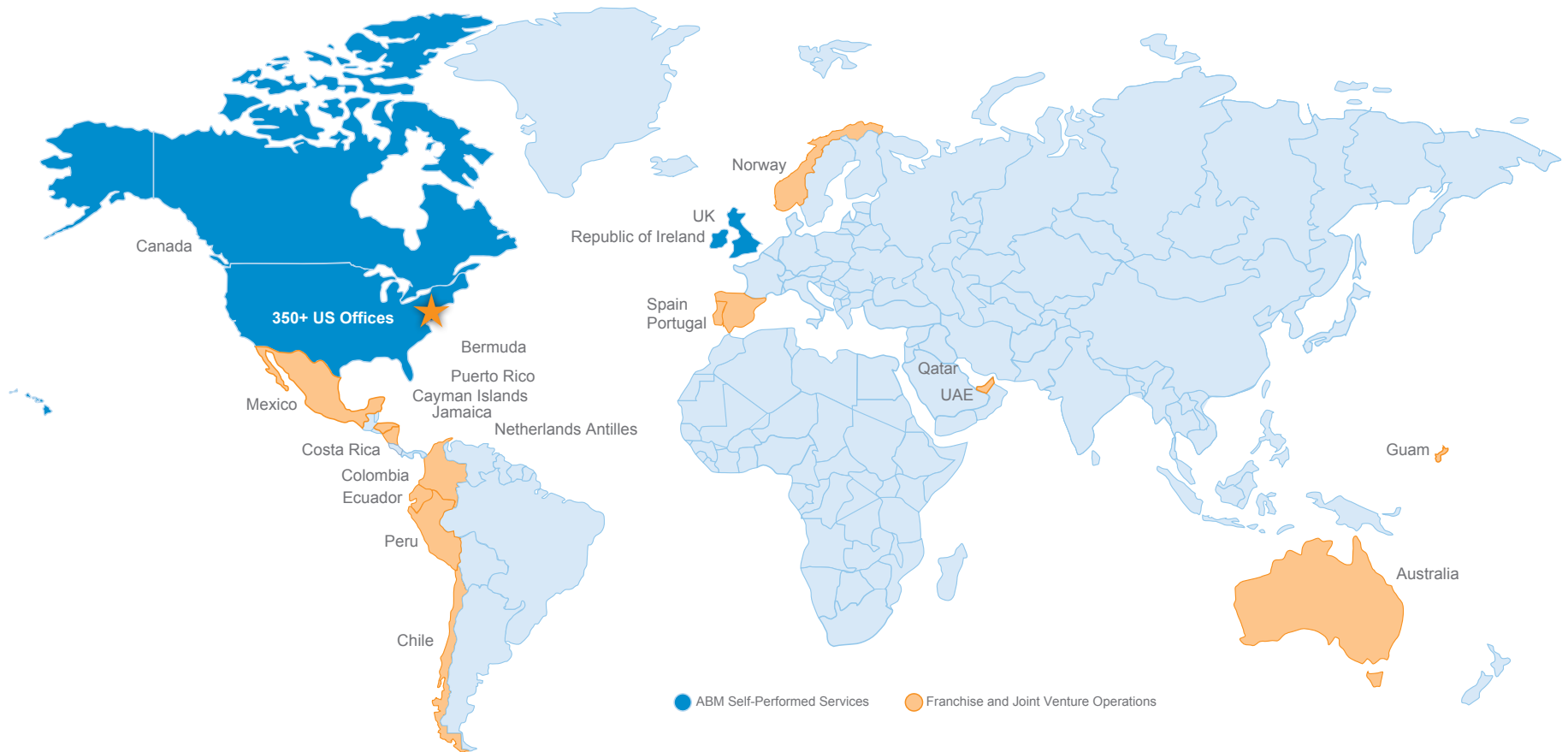


102-3 - Location of Headquarters

New York, NY

102-4 - Location of Operations

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



*Countries shown in green are franchise locations.



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, 2018 are set forth below. This disclosure is based on a review of Schedule 13G filings and Schedule 13D filings.

- BlackRock, Inc.
- The Vanguard Group, Inc
- State Street Corporation
- FMR LLC



102-6 Markets Served

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

- [Aviation](#)
- [Banking & Financial Services](#)
- [Biopharma](#)
- [Commercial Buildings](#)
- [Data Centers](#)
- [Education](#)
- [Government](#)
- [Healthcare](#)
- [Hospitality](#)
- [Industrial & Manufacturing](#)
- [Mission Critical](#)
- [Retail](#)
- [Sports & Entertainment](#)



102-7 - Scale of the Organization

Dollar amounts in millions, except per share amounts. Information relates to ABM's fiscal year ending October 31, 2018.

	2018	2017	2016
Number of Team members	136,766	135,912	114,658
Net revenues	\$6,442.2	\$5,453.6	\$4,897.8
Net income per share	\$1.47	\$0.07	\$1.33

102-8 - Information on Team members and Other Workers



	Total			Male			Female		
	2018	2017	2016	2018	2017	2016	2018	2017	2016
Board	12	10	9	67%	70%	66%	33%	30%	34%
Service	129,266	128,137	107,446	52%	52%	55%	48%	48%	45%
Staff & Management	7,496	7,765	7,212	60%	59%	61%	40%	41%	39%

	Age <30			Age 30-50			Age >50		
	2018	2017	2016	2018	2017	2016	2018	2017	2016
Board	0%	0%	0%	0%	0%	0%	100%	100%	100%
Service	20%	20%	19%	42%	42%	52%	38%	38%	39%
Staff & Management	8%	9%	23%	53%	52%	42%	39%	39%	35%

	Minority			White			Not Specified		
	2018	2017	2016	2018	2017	2016	2018	2017	2016
Board	33%	40%	-	67%	60%	-	0%	0%	-
Service	73%	73%	-	19%	17%	-	8%	10%	-
Staff & Management	47%	50%	-	51%	48%	-	2%	2%	-

	Full time			Part time			Union			Non-union		
	2018	2017	2016	2018	2017	2016	2018	2017	2016	2018	2017	2016
Board	-	-	-	-	-	-	-	-	-	-	-	-
Service	102,233	98,130	-	27,023	30,007	-	45,074	50,509	-	79,354	77,628	-
Staff & Management	7,433	7,720	-	63	45	-	34	0	-	6,987	7,765	-

102-9 - Supply Chain

ABM uses strategic supplier partnerships, providing a capable, modern supply chain allowing ABM team members 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, etc. 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

ABM is a leading provider of integrated facility solutions, customized by industry, with a mission to **make a difference, every person, every day.**

■ 2020 Vision

In September 2015, we announced a comprehensive transformation initiative (“**2020 Vision**”) intended to drive long-term, profitable growth through an industry-based go-to-market approach. In connection with our **2020 Vision**, we

have achieved savings through the realignment of our organization by industry group, divested businesses that were not at the core of our strategy, centralized key functional areas, strengthened our sales capabilities, initiated investments in service delivery tools and processes, improved our team member engagement programs, and added to our position as a leading integrated service provider through the acquisition of GCA. We continue focusing on several key initiatives across our organization to sustain our **2020 Vision** strategy and profitably deliver leading industry-based facility solutions.

■ Systems and Technology Transformation

Following the acquisition and integration of GCA, we began with significant investments in our information technology infrastructure. We have begun to upgrade several key platforms, including our human resources information systems, enterprise resource planning system, and labor management system. We are also utilizing technology to help improve processes company-wide, including account planning, labor management, payroll, and procurement. To further improve work order management, we have also launched a “Tag Pricer” tool that allows us to capture work orders more efficiently. We believe these improvements will help simplify our operating environment, drive productivity, and create consistency and efficiency across our organization.

■ Strategic Growth

We are focused on long-term, profitable growth related to both new and existing clients across and within our industry groups. We believe operational leverage from our strategic growth initiatives, combined with our continued focus on operational efficiency, will increase profitability.

■ Cost Optimization

We continue to centralize many of our back-office functions through our Enterprise Services Center in Sugar Land, Texas to help drive consistency in practice and support operating efficiency. In addition, by consolidating purchasing activities we have been able to leverage our scale, increase our purchasing power, and identify preferred suppliers, which has enabled cost saving opportunities in supplies and materials procurement.



102-11 - Precautionary Principle or Approach

ABM's management is responsible for day-to-day risk management activities. The ABM Board of Directors, acting directly and through its committees, is responsible for the oversight of ABM's risk management. Our management has implemented an enterprise risk management process designed to work across ABM to identify, assess, govern and manage risks and ABM's response to those risks. The ABM Board of Directors' Strategy and Enterprise Risk Committee assists the Board in its oversight of the overall enterprise risk management program, including risks relating to operations. The Enterprise Risk Management Committee identifies key enterprise risks. The Board of Directors' Strategy and Enterprise Risk Committee and the Board itself each receive regular ERM reports. 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, team member training and safety, and team member 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 some 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
- American Society of Mechanical Engineers (ASME)
- American Solar Energy Society (ASES)
- ASHRAE Technical Committee 6.7 Solar Energy Utilization
- 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
- APPA: Leadership in Educational Facilities
- 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)

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

Code of Business Conduct

For more than 100 years, we have been working to gain our stakeholder's trust. In our Code of Business Conduct we ensure that our principles of respect, integrity, collaboration, innovation, trust and excellence are applied through our operations, and that these values are aligned with our vision to lead the industry in the delivery of integrated facility service solutions.



ABM Vision & Core Values

We continue to be dedicated to the following:

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.



102-18 - Governance Structure

Governance

At ABM, our governance structure, along with our Code of Business Conduct, provide the framework for us to serve our clients, stakeholders and team members with integrity. ABM's Board of Directors is responsible for overseeing the business and strategy of the company. As of October 31, 2018, ABM had 12 directors: LeighAnne G. Baker, Linda Chavez, Donald F. Colleran, J. Philip Ferguson, Anthony G. Fernandes, Art A. Garcia, Thomas M. Gartland, Sudhakar Kesavan, Lauralee E. Martin, Filippo Passerini, Scott Salmirs, and Winifred M. Webb. All of our directors, other than our Chief Executive Officer, Scott Salmirs, are independent. One of our independent directors, Sudhakar Kesavan, serves as Chairman of the Board.

ABM's Audit Committee, comprised of Anthony G. Fernandes (Chair) J. Philip Ferguson, Art A. Garcia, Lauralee E. Martin, and Winifred M. Webb, 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 financial risk management and the company's major financial risk exposures.

ABM's Compensation Committee, comprised of Thomas M. Gartland (Chair), Linda Chavez, Lauralee E. Martin, and Filippo Passerini, 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, comprised of Linda Chavez (Chair), J. Philip Ferguson, Thomas M. Gartland, and Sudhakar Kesavan, 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, comprised of Filippo Passerini (Chair), Anthony G. Fernandes, Art A. Garcia, and Winifred M. Webb, is responsible for oversight with respect to strategy development and strategy implementation

and the Company's overall enterprise risk management program, including risks relating to operations.

More information about ABM's governance structure can be found in ABM's 2018 Proxy Statement, filed with the United States Securities and Exchange Commission on February 13, 2019. Additional information concerning our Board and governance can also be found at Investor.ABM.com.

ABM's Corporate Sustainability Manager oversees the company's sustainability strategy and ensures the embedding of sustainability aspects into the day to day operations of the business. The Corporate Sustainability Manager reports directly to the Chief Communications Officer. Bi-weekly meetings are held in order to ensure the implementation of the strategy, review the implementation of sustainability initiatives and track metrics evolution. Further, sustainability-related results are presented to top management during the quarterly business reviews.

102-40 - List of Stakeholder Groups

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

102-41 - Collective Bargaining Agreements

ABM is party to approximately 250 active collective bargaining agreements across the U.S, with approximately 34% of team members covered by collective bargaining agreements. 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.



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.

During 2018, ABM performed an update of its materiality analysis in order to ensure the alignment of the material topics with the transformation process coming from the 2020 vision and with the new acquisitions that the company made during the previous years.

Based on this, the company increased its reach of external and internal stakeholders including more team members from different service levels and top vendors and clients in order to ensure the alignment.

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 related initiatives (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 team members continue to be the driving force behind everything we do at ABM, and we seek to deliver value for all our stakeholders 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.

102-44 - Key Topics and Concerns Raised

ABM sought feedback from major stakeholders, including various team members, clients and vendor partners through a Materiality Survey, compiled by CSE. More than 95 different stakeholders were interviewed through surveys that aimed to rate the importance of the different material topics from low to high. This assessment allows ABM to understand which aspects of sustainability our key stakeholders feel we should be concentrating our efforts on.

Our executives and team members considered as highly important topics like client's health and safety, equal remuneration for men and women, diversity and equal opportunity and economic performance. Further, our clients considered as highly important customer privacy, employment practices, and environmental performance. Finally, our vendors considered as important our economic performance, anti-corruption practices and employment practices among others.

To ensure that ABM responds to the concerns of each stakeholder group, ABM has put in place procedures like anti-harassment and Code of Ethics trainings, increased its efforts to ensure the safety of our team members and clients, expanded training programs for team members, and is focused on meeting all the requirements to ensure that team members have safe and appropriate working conditions.

2018's revised materiality assessment included topics on security practices and materials. Other topics that are no longer considered as the most material ones are still included in the sustainability report.



Year	Economic	Environmental	Labor Practices and Decent Work	Human Rights	Society	Product Responsibility
2018	<ul style="list-style-type: none"> Economic Performance 	<ul style="list-style-type: none"> Compliance Materials 	<ul style="list-style-type: none"> Employment Occupational Health & Safety Trained and Education Diversity and Equal Opportunity Equal Remuneration for Women and Men 	<ul style="list-style-type: none"> Non discrimination Security practices 	<ul style="list-style-type: none"> Anti-corruption Compliance 	<ul style="list-style-type: none"> Customer Privacy Customer Health and Safety Compliance
2017	<ul style="list-style-type: none"> Economic Performance Procurement practices 	<ul style="list-style-type: none"> Compliance 	<ul style="list-style-type: none"> Employment Occupational Health & Safety Training and Education Diversity and Equal Opportunity Equal Remuneration for Women and Men 	<ul style="list-style-type: none"> Non-discrimination 	<ul style="list-style-type: none"> Anti-corruption Anti-Competitive Behavior Compliance 	<ul style="list-style-type: none"> Customer Privacy Customer Health and Safety Compliance

102-45 - Entities Included in the Consolidated Financial Statements

ABM annually discloses a list of all consolidated subsidiaries as of the fiscal year-end in Exhibit 21.1 to ABM's 2018 Annual Report on Form 10-K, which was filed with the SEC on December 21, 2018.

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 investors, clients, team members, 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. We welcome your insights on how we can meet our shared commitment to a sustainable world.

Report Parameters

This is ABM's ninth Sustainability Report and covers activities related to our 2018 fiscal year that ended October 31, 2018. 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. An index of the GRI indicators and metrics is provided on page 35, 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 www.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 the utmost integrity on behalf of our stakeholders. Critical to our sustainability platform are:

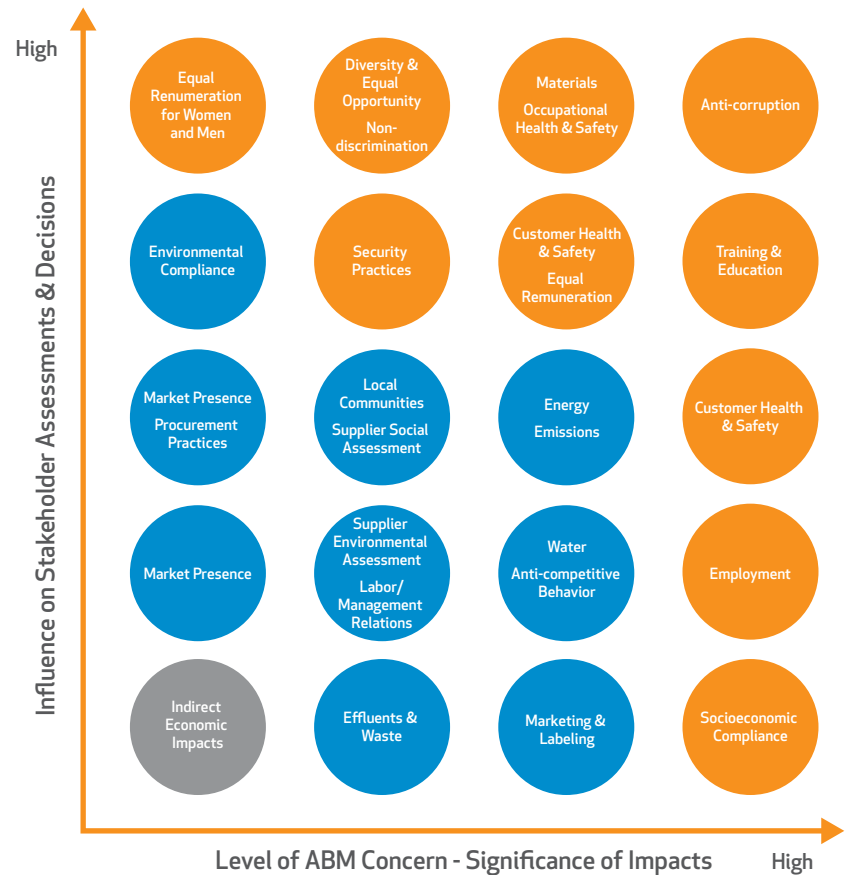


- Sustainability in ABM Operations
- Sustainability in ABM Services
- Our People
- Social Responsibility

Materials 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.	
Anti-corruption	ABM Industries Incorporated	Clients, team members, shareholders, local communities		
Materials	ABM Industries Incorporated	Clients, local communities		
Employment	ABM Industries Incorporated	Team members		
Occupational health and safety	ABM Industries Incorporated	Team members		
Training and education	ABM Industries Incorporate	Team members		
Diversity and equal opportunity (Equal Remuneration)	ABM Industries Incorporate	Team members		
Non-discrimination	ABM Industries Incorporate	Team members		
Security Practices	ABM Industries Incorporate	Team members		
Customer health and safety	ABM Industries Incorporate	Clients		
Customer privacy	ABM Industries Incorporate	Clients		
Socioeconomic Compliance	ABM Industries Incorporate	Clients, team members, shareholders, local communities		

102-47 - List of Material Topics

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



102-48 - Restatements of Information

None.



102-49 - Changes in Reporting

The U.S. Economic Labor Outlook continues to demonstrate positive underlying fundamentals, with expanding gross domestic product growth and improving employment conditions, which have led to historically low levels of both unemployment and underemployment across the country. These factors have contributed to the lower availability of qualified labor for our business and higher turnover in certain markets, as our team members have more job opportunities both inside and outside our industry. This in turn has caused, and may continue to cause, higher labor and related personnel costs. United States Tax Reform The Tax Cuts and Jobs Act (the "Tax Act"), which was enacted on December 22, 2017, represents the most significant overhaul of the U.S. tax code in more than 30 years. Among other provisions, the Tax Act provides for a reduction of the federal corporate income tax rate from 35% to 21% and a "transition tax" to be levied on the deemed repatriation of indefinitely reinvested earnings of international subsidiaries. Since we have an October 31 fiscal year end, the lower corporate income tax rate was phased in, resulting in a U.S. statutory federal rate of 23.3% for fiscal 2018 and 21% for subsequent fiscal years. Other provisions under the Tax Act become effective for us in fiscal 2019, including limitations on deductibility of interest and executive compensation, as well as a new minimum tax on Global Intangible Low-Taxed Income ("GILTI"). As a result, in 2019 we expect our effective tax rate to increase from the 2018 rate. The impact of the Tax Act, as summarized below for the year ended October 31, 2018, is further described in Note 17, "Income Taxes," in the Financial Statements. Year Ended (in millions) October 31, 2018 Remeasurement of U.S. deferred tax assets and liabilities \$ 27.7 Transition tax on non-U.S. subsidiaries' earnings (4.5) Total impact of the Tax Act on the benefit for income taxes \$ 23.2. Due to the complexities of implementing the provisions of the Tax Act, the staff of the U.S. Securities and Exchange Commission issued Staff Accounting Bulletin 118 ("SAB 118"), which provides guidance on accounting for tax effects of the Tax Act and permits a measurement period not to exceed one year from the enactment date for companies to complete the required analyses

and accounting. As permitted under SAB 118, the adjustments we recorded due to the Tax Act, including the remeasurement of deferred tax assets and liabilities and the transition tax, were based on reasonable estimates and were considered provisional during the year. As of October 31, 2018, the one-time impact of the change in tax rate on our deferred tax assets and liabilities is complete. Additionally, we have completed our assessment of GILTI and have established a policy to account for this tax on a period basis beginning in fiscal year 2019. We have also completed our analysis of the one-time transition tax and recorded the impact. Acquisition of GCA during 2017 On September 1, 2017 (the "Acquisition Date"), we acquired GCA, a provider of integrated facility services to educational institutions and commercial facilities, for approximately \$1.3 billion, consisting of \$837.5 million in cash (revised during the second quarter of 2018 to reflect a post-closing purchase price adjustment related to a net working capital settlement) and approximately 9.4 million shares of ABM common stock with a fair value of \$421.3 million at closing. Refer to Note 3, "Acquisitions," in the Financial Statements for more information on this transaction. Our consolidated statements of comprehensive income and statements of cash flows include GCA's results of operations in 2018, but exclude GCA's results of operations in the comparative years prior to the Acquisition Date. During the year ended October 31, 2018, we recognized total revenue from GCA of \$1.0 billion, including incremental revenues of \$855.7 million.

102-50 - Reporting Period

Unless otherwise indicated, this report covers our 2018 fiscal year which ended October 31, 2018.

102-51 - Date of Most Recent Report

Fiscal 2017 (November 1, 2016 through October 31, 2017)



102-52 - Reporting Cycle

Annual

102-53 - Contact Point for Questions Regarding the Report

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

102-54 - Claims of Reporting in Accordance with the GRI Standards

This report has been prepared in accordance with the GRI Standards: Core option.

102-56 - External Assurance

For the eighth 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 some 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 team member 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

ABM's Plan Liability is \$3,543,000 and Assets are \$1,204,000. We also have \$5.0M for Life Insurance plan, but it is covered annually by including those team members in our general Life Insurance program.

401(k) Eligibility

Eligible team members can participate in the plan on the first of the month following completion of 6 months of qualifying service. Eligible team members are regular, active and full time and part time team members who are not covered by a CBA that excludes them from participation.

A rehired team member who previously qualified for the ABM 401(k) Team member Savings Plan will qualify immediately upon rehire.

Company Match

ABM will match 100% of the first 3% and 50% of the next 2% of the eligible compensation that an team member contributes. To receive the maximum company, match of 4%, an team member must contribute 5% of her eligible compensation.

The number of participants varies during the year; the current number of participants represents 18% of the eligible population.

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 2018, ABM's local network of 40+ 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 location in excess of 500,000 square feet (manufacturing, industrial, etc.). In 2018 ~85% of ABM's significant locations budget was distributed locally.

205-2 - Communication and Training About Anti-Corruption Policies and Procedures Anti-Corruption Policies and Procedures Generated and Distributed

ABM's annual [Code of Business Conduct](#) and Anti-Harassment Training are required for all staff and management team members – our Code of Business Conduct was updated in FY 2017 and published in November 2017. The Code of Business Conduct training tool also has been modified and updated to include questions specifically concerning anti-bribery and anti-corruption compliance, political contributions, personal relationships, information systems usage and the overall ethical environment at ABM.

COBC - US	7400 Complete
Anti-Harassment - US	7046 Complete
COBC - UK	595 Complete
Anti-Harassment - UK	Program Not Offered

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

A discussion of certain legal actions relating to fiscal year 2018 can be found in the company's Annual Report on Form 10-K for the fiscal year ended October 31, 2018.

301-3 - Reclaimed Products and Their Packaging Materials

From Nov. 2017 through Oct. 2018, ABM securely shredded and recycled 72.284 short (US) ton(s) (144,568.813 pounds) of paper in 2018, which resulted in the below estimated environmental benefits – ABM works with Iron Mountain to accumulate this data.

- **Carbon Footprint:** 104,667.232 lbs. of CO2 emissions avoided = 10.12 cars off the road per year
- **Landfill Space:** 361.420 Cubic Yards of landfill space conserved
- **Trees:** 1,212.926 trees preserved
- **Energy:** 163,361.840 kWh of electricity saved = 433.704 years of energy demand for a laptop
- **Water:** 1,981,376.724 Gallons of water saved = 216.852 pools full of water saved



302-1 - Energy Consumption with the Organization

Source	MWh		
	2018	2017	2016
Electricity (MWh)	12,267	14,885	14,800
Motor Gasoline	N/A	133,822	179,102
Diesel	N/A	14,519	13,235
Biogasoline	N/A	159	67
Natural Gas	5,488	5,468	5,910

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

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

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

305-1 - Direct (Scope 1) GHG Emissions

ABM's direct Scope 1 GHG Emissions from 2018 and 2017 are listed in the below table:

Emissions	Unit	2018	2017	2016
Scope 1 CO ₂ - e	Tonnes	45,833	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 2018 and 2017 are listed in the below table:

Emissions	Unit	2018	2017	2016
Scope 2 CO ₂ - e	Tonnes	6,536	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 2018, 2017 and 2016 are listed in the below table:

Emissions

Emissions	Unit	2018	2017	2016
Scope 3 CO ₂ -e	Tonnes	39,458	36,795	33,910

Scope 3 - Team member 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 emissions)	Metric denominator	Metric denominator: Unit total		Scope 2 figure used	% change from previous year		Direction of change from previous year
2018	2017			2018	2017		2018	2017	
0.55	0.625	metric tonnes CO ₂ e	full time equivalent (FTE) team member	95723.83	75035.34	Location based	13.39	5.36	Decrease
0.000264	0.000305	metric tonnes CO ₂ e	until hour worked	52689.3	15607397.3	Location based	13.44	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 CO ₂ e per unit FTE team member	2011	58,120.15	2020

% complete (time)		% complete (emissions or renewable energy)
2018	2017	100%
62%	66%	



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, 2018.

308-1 - New Suppliers Screened Using Environmental Criteria

As part of ABM's network of 40+ 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.





401-I - New Team member Hires and Team member Turnover

ABM Hires/Re-Hires (11/1/2017 - 10/31/2018)

Industry Group	Total		Full-Time		Part-Time		Male		Female		Age < 30		Age 30-50		Age > 50		Age Not Specified		MINORITY		WHITE		NOT SPECIFIED	
	2018	2017	2018	2017	2018	2017	2018	2017	2018	2017	2018	2017	2018	2017	2018	2017	2018	2017	2018	2017	2018	2017	2018	2017
ABS - Technical Solutions US	303	433	299	413	4	20	263	358	40	75	67	79	165	239	71	115	0	0	95	144	204	289	4	0
AVI - Aviation	16,332	18,783	15,761	18,044	571	739	7,416	8,284	8,916	10,499	8,942	10,441	5,158	5,879	2,232	2,463	0	0	14,726	17,338	1,302	1,309	304	136
BNI - Business & Industry	31,713	39,682	18,437	24,565	13,276	15,117	16,057	20,719	15,656	18,963	11,157	13,833	13,310	17,061	7,246	8,788	0	12	23,132	29,855	5,830	7,199	2,751	2,616
COO - Commercial OpsHQ	4	5	4	5	-	0	3	3	1	2	2	0	2	2	-	3	0	0	2	0	1	5	1	0
CSA - Corporate	215	374	198	343	17	31	88	140	127	234	69	99	115	204	31	71	0	0	121	243	76	125	18	6
EDU - Education	18,699	21,575	15,074	16,774	3,625	4,801	7,138	8,314	11,561	13,261	5,623	6,820	7,310	8,443	5,766	6,312	0	0	11,589	13,710	4,453	3,976	2,657	3,889
HLC - Healthcare	4,036	3,921	2,651	2,400	1,385	1,521	1,836	1,881	2,200	2,040	1,606	1,586	1,483	1,455	947	880	0	0	2,644	2,701	1,278	918	114	302
TCM - Technology & Manufacturing	16,104	7,753	13,658	6,865	2,446	888	7,928	3,661	8,176	4,092	5,974	2,875	6,881	3,155	3,249	1,723	0	0	9,740	4,653	4,210	1,621	2,154	1,479
	87,406	92,526	66,082	69,409	21,324	23,117	40,729	43,360	46,677	49,166	33,440	35,733	34,424	36,438	19,542	20,355	0	12	62,049	68,644	17,354	15,442	8,003	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	
	2018	2017	2018	2017	2018	2017	2018	2017	2018	2017	2018	2017	2018	2017	2018	2017	2018	2017	2018	2017	2018	2017	2018	2017
ABS - Technical Solutions US	303	433	99%	95%	1%	5%	87%	83%	13%	17%	22%	18%	54%	55%	23%	27%	0%	0%	31%	33%	67%	67%	1%	0%
AVI - Aviation	16,332	18,783	97%	96%	3%	4%	45%	44%	55%	56%	55%	56%	32%	31%	14%	13%	0%	0%	90%	92%	8%	7%	2%	1%
BNI - Business & Industry	31,713	39,682	58%	62%	42%	38%	51%	52%	49%	48%	35%	35%	42%	43%	23%	22%	0%	0%	73%	75%	18%	18%	9%	7%
COO - Commercial OpsHQ	4	5	100%	100%	0%	0%	75%	60%	25%	40%	50%	0%	50%	40%	0%	60%	0%	0%	50%	0%	25%	100%	25%	0%
CSA - Corporate	215	374	92%	92%	8%	8%	41%	37%	59%	63%	32%	26%	53%	55%	14%	19%	0%	0%	56%	65%	35%	33%	8%	2%
EDU - Education	18,699	21,575	81%	78%	19%	22%	38%	39%	62%	61%	30%	32%	39%	39%	31%	29%	0%	0%	62%	64%	24%	18%	14%	18%
HLC - Healthcare	4,036	3,921	66%	61%	34%	39%	45%	48%	55%	52%	40%	40%	37%	37%	23%	22%	0%	0%	66%	69%	32%	23%	3%	8%
TCM - Technology & Manufacturing	16,104	7,753	85%	89%	15%	11%	49%	47%	51%	53%	37%	37%	43%	41%	20%	22%	0%	0%	60%	60%	26%	21%	13%	19%
	87,406	92,526	76%	75%	24%	25%	47%	47%	53%	53%	38%	39%	39%	39%	22%	22%	0%	0%	71%	74%	20%	17%	9%	9%



ABM Terminations/Separations (11/1/2017 - 10/31/2018)

Industry Group	Total		Full-Time		Part-Time		Male		Female		Age < 30		Age 30-50		Age > 50		Age Not Specified		MINORITY		WHITE		NOT SPECIFIED	
	2018	2017	2018	2017	2018	2017	2018	2017	2018	2017	2018	2017	2018	2017	2018	2017	2018	2017	2018	2017	2018	2017	2018	2017
ABS - Technical Solutions US	272	311	264	290	8	21	235	278	37	33	39	37	158	183	75	91	0		88	96	184	215	-	0
AVI - Aviation	17,120	18,771	16,447	17,730	673	1,041	7,753	8,471	9,367	10,300	9,048	10,371	5,457	5,710	2,615	2,690	0		15,432	17,257	1,496	1,364	192	150
BNI - Business & Industry	29,557	42,540	17,861	25,210	11,696	17,330	15,283	22,538	14,274	20,002	9,010	13,315	12,207	18,287	8,340	10,938	0	4	21,380	32,212	6,137	8,152	2,040	2,172
COO - Commercial OpsHQ	8	1	8	1	-	0	7	0	1	1	1	0	2	0	5	1	0		3	0	5	1	-	0
CSA - Corporate	259	293	240	270	19	23	100	109	159	184	51	56	136	170	72	67	0		141	184	86	102	32	7
EDU - Education	16,713	19,848	12,901	15,391	3,812	4,457	6,714	8,070	9,999	11,778	4,724	6,324	6,404	7,926	5,585	5,598	0		10,230	12,468	3,916	3,870	2,567	3,510
HLC - Healthcare	3,959	4,267	2,563	2,494	1,396	1,773	1,925	2,236	2,034	2,031	1,522	1,767	1,447	1,541	990	959	0		2,629	2,862	1,212	1,194	118	211
TCM - Technology & Manufacturing	14,735	8,108	12,330	6,980	2,405	1,128	7,432	4,023	7,303	4,085	5,189	2,715	6,198	3,368	3,348	2,025	0		8,921	5,044	3,857	1,603	1,957	1,461
	82,623	94,143	62,614	68,369	20,009	25,774	39,449	45,727	43,174	48,416	29,584	34,587	32,009	37,186	21,030	22,370	0	4	58,824	70,125	16,893	16,503	6,906	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	
	2018	2017	2018	2017	2018	2017	2018	2017	2018	2017	2018	2017	2018	2017	2018	2017	2018	2017	2018	2017	2018	2017	2018	2017
ABS - Technical Solutions US	272	311	97%	93%	3%	7%	86%	89%	14%	11%	14%	12%	58%	59%	28%	29%	0	0%	32%	31%	68%	69%	0%	0%
AVI - Aviation	17,120	18,771	96%	94%	4%	6%	45%	45%	55%	55%	53%	55%	32%	30%	15%	14%	0	0%	90%	92%	9%	7%	1%	1%
BNI - Business & Industry	29,557	42,540	60%	59%	40%	41%	52%	53%	48%	47%	30%	31%	41%	43%	28%	26%	0	0%	72%	76%	21%	19%	7%	5%
COO - Commercial OpsHQ	8	1	100%	100%	0%	0%	88%	0%	13%	100%	13%	0%	25%	0%	63%	100%	0	0%	38%	0%	63%	100%	0%	0%
CSA - Corporate	259	293	93%	92%	7%	8%	39%	37%	61%	63%	20%	19%	53%	58%	28%	23%	0	0%	54%	63%	33%	35%	12%	2%
EDU - Education	16,713	19,848	77%	78%	23%	22%	40%	41%	60%	59%	28%	32%	38%	40%	33%	28%	0	0%	61%	63%	23%	19%	15%	18%
HLC - Healthcare	3,959	4,267	65%	58%	35%	42%	49%	52%	51%	48%	38%	41%	37%	36%	25%	22%	0	0%	66%	67%	31%	28%	3%	5%
TCM - Technology & Manufacturing	14,735	8,108	84%	86%	16%	14%	50%	50%	50%	50%	35%	33%	42%	42%	23%	25%	0	0%	61%	62%	26%	20%	13%	18%
	82,623	94,143	76%	73%	24%	27%	48%	49%	52%	51%	36%	37%	39%	39%	25%	24%	0	0%	71%	74%	20%	18%	8%	8%



401-2 - Benefits Provided to Full-Time Team members Not Provided to Temporary or Part-Time Team members

ABM Team member Benefits

ABM offers a comprehensive benefits package to meet the diverse needs of our full-time team members. 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 team members 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:

- Mynurseline-24 hour nurse line program
- Maternity Support
- Wellness coaching
- Care for diabetes
- Legal preparation course for will assistance

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

Group	Super Region	Claimant Gender	Case Classification									
			Death		Days Away From Work		Job Transfer or Restriction		Other Recordable Cases		Grand Total	
			2018	2017	2018	2017	2018	2017	2018	2017	2018	2017
B & I	BNI - Central	Female	-	-	63	54	59	64	68	62	190	180
		Male	-	-	28	56	43	61	50	38	121	155
	BNI - Central Total		-	-	91	110	102	125	118	100	311	335
	BNI - GLNE	Female	-	-	113	114	33	36	49	80	195	230
		Male	-	-	93	92	24	19	44	83	161	194
	BNI - GLNE Total		-	-	206	206	57	55	93	163	356	424
	BNI - Sports & Ent	Female	-	-	6	16	13	11	10	11	29	38
		Male	-	-	6	4	10	5	5	9	21	18
	BNI - Sports & Ent Total		-	-	12	20	23	16	15	20	50	56
	BNI - West	Female	-	-	113	101	93	125	187	196	393	422
		Male	-	-	106	126	76	87	127	164	309	377
	BNI - West Total		-	-	219	227	169	212	314	360	702	799
	BNI - Vehicle Services	Female	-	-	9	-	29	-	23	29	61	29
		Male	-	-	24	-	14	-	22	46	60	46
	BNI - Vehicle Services		-	-	33	-	43	-	45	75	121	75
	BNI - Group OH	Female	-	-	-	-	-	-	1	-	1	-
Male		-	-	-	-	-	-	1	-	1	-	
BNI - Group OH Total		-	-	-	-	-	-	2	-	2	-	
Aviation	AVI - Ops1	Female	-	-	77	45	98	95	51	86	226	226
		Male	-	-	49	49	46	36	54	69	149	146
	AVI - Ops1 Total		-	-	126	86	144	131	105	155	375	372
	AVI - Ops2	Female	-	-	99	67	50	119	23	65	172	251
		Male	-	-	41	56	42	59	22	44	105	159
	AVI - Ops2 Total		-	-	140	123	92	178	45	109	277	410
	AVI - Ops3	Female	1	-	8	-	42	-	14	-	65	-
		Male	-	-	4	-	15	-	7	-	26	-
	AVI - Ops3 Total		1	-	12	-	57	-	21	-	91	-



Group	Super Region	Claimant Gender	Case Classification									
			Death		Days Away From Work		Job Transfer or Restriction		Other Recordable Cases		Grand Total	
			2018	2017	2018	2017	2018	2017	2018	2017	2018	2017
Education	EDU - Northeast / Midwest	Female	-	-	48	25	64	10	37	73	149	108
		Male	-	-	49	30	42	7	31	74	122	111
	EDU - Northeast / Midwest Total		-	-	97	55	106	17	68	147	271	219
	EDU - West	Female	-	-	39	24	49	25	71	96	159	145
		Male	-	-	12	2	20	8	29	42	61	52
	EDU - West Total		-	-	51	26	69	33	100	138	220	197
	EDU - Southeast	Female	-	-	62	21	72	15	56	133	190	169
		Male	-	-	45	18	54	6	30	89	129	113
EDU - Southeast Total		-	-	107	39	126	21	86	222	319	282	
Healthcare	HLC - Non - Acute	Female	-	-	39	25	29	11	68	31	136	67
		Male	-	-	12	9	6	1	18	13	36	23
	HLC - Non - Acute Total		-	-	51	34	35	12	86	44	172	90
	HLC - Patient Exp	Female	-	-	10	15	27	12	13	21	50	48
		Male	-	-	25	24	21	17	15	15	61	56
	HLC - Patient Exp Total		-	-	35	39	48	29	28	36	111	104
	HLC - Tech Serv	Male	-	-	-	-	-	1	4	3	4	4
	HLC - Tech Serv Total		-	-	-	-	-	1	4	3	4	4
	HLC - Group OH	Male	-	-	-	-	-	-	1	-	1	-
	HLC - Group OH Total		-	-	-	-	-	-	1	-	1	-

Group	Super Region	Claimant Gender	Case Classification									
			Death		Days Away From Work		Job Transfer or Restriction		Other Recordable Cases		Grand Total	
			2018	2017	2018	2017	2018	2017	2018	2017	2018	2017
T & M	TCM - Group OH	Female	-	-	-	-	-	1	1	1	1	2
		Male	-	-	-	-	1	3	-	1	1	4
	TCM - Group OH Total		-	-	-	-	1	4	1	2	2	6
	TCM - West / PacNW	Female	-	-	16	13	28	10	38	52	82	75
		Male	-	-	15	14	21	2	15	17	51	33
	TCM - West / PacNW Total		-	-	31	27	49	12	53	69	133	108
	TCM - Southeast & IFS	Female	-	-	18	29	34	30	19	42	71	101
		Male	-	-	38	33	27	34	21	56	86	123
	TCM - Southeast & IFS Total		-	-	56	62	61	64	40	98	157	224
	TCM - Central	Female	-	-	24	12	16	11	13	26	53	49
		Male	-	-	17	7	17	14	13	12	47	33
	TCM - Central Total		-	-	41	19	33	25	26	38	100	82
TCM - So West / MT & Nuclear	Female	-	-	18	1	22	13	22	32	62	46	
	Male	-	-	19	3	3	9	30	30	52	42	
TCM - So West / MT & Nuclear Total		-	-	37	4	25	22	52	62	114	88	
TCM - Northeast	Female	-	-	18	6	14	1	9	34	41	41	
	Male	-	-	20	4	13	2	13	25	46	31	
TCM - Northeast Total		-	-	38	10	27	3	22	59	87	72	
Technical Solutions US	ABS - Bldg Solutions (ABS)	Female	-	-	-	-	-	1	-	1	-	
		Male	-	-	10	6	15	3	2	9	27	18
	ABS - Bldg Solutions (ABS) Total		-	-	10	6	15	3	3	9	28	18
	ABS - Elec Power Sol (APS)	Male	-	1	-	2	2	1	2	1	4	5
		ABS - Elec Power Sol (APS) Total		-	1	-	2	2	1	2	1	4
	ABS - Elec Sol (AESL)	Male	-	-	-	1	3	3	2	-	5	4
ABS - Elec Sol (AESL) Total		-	-	-	1	3	3	2	-	5	4	
Corp	CSA - Legal Summary	-	-	-	-	-	-	1	2	1	2	
	CSA - HR / Benefits Summary	-	-	-	-	-	1	2	1	2	2	
Grand Total			1	1	1,393	1,101	1,287	969	1,336	1,931	4,017	4,002



Our OSHA rates were as follows:

TRC		DAFW		DART	
2018	2017	2018	2017	2018	2017
3.3	3.52	0.63	0.72	1.28	1.74

404-1 - Average Hours of Training Per Year Per Team member

Approximately 15 hours of training are devoted to 10% of ABM leadership and management level team members while 90% of ABM service level team members devote 35 hours on average to training annually. Team members are provided awareness training monthly in addition to regulatory-related training as pertains to their job.

	Hours of Training			Scope per Team member		
	2018	2017	2016	2018	2017	2016
ABM Leadership and Management Level	15	12	10	10%	10%	25%
Service Level	35	35	25	90%	90%	80%

404-2 - Programs for Upgrading Team member 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 team members range from an additional 16-24 hours annually.

All ABM management level team members 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 team members, customer satisfaction and driving results. In 2017, a manager development program rolled out, and ongoing training is available to all people leaders. In 2018 additional blending learning opportunities became available for ABM in the areas of:

- Using coaching as a leadership style
- Customer service
- Communicating & listening
- Time management & delegation
- Human resource fundamentals

In 2018 over 8,000 courses in these areas were completed.

As a company overall, more than 165,000 training courses were completed in 2018 outside of on the job training/operational training.

404-3 - Percentage of Team members Receiving Regular Performance and Career Development Reviews

ABM is committed to fostering an environment in which each team member and manager partner to build a trusting and respectful relationship in which feedback and coaching are candid and frequent; opportunities for development that align with the team member'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 team member and manager are, at a minimum, quarterly conversations – constructive, friendly and continuous two-way conversations about performance, development and career growth.



405-1 - Diversity of Governance Bodies and Team members

	Total			Male			Female		
	2018	2017	2016	2018	2017	2016	2018	2017	2016
Board	12	10	9	67%	70%	66%	33%	30%	34%
Service	91,101	128,127	107,446	51%	52%	55%	49%	48%	45%
Staff & Management	5,897	7,765	7,212	58%	59%	61%	42%	41%	39%

	Age <30			Age 30-50			Age >50		
	2018	2017	2016	2018	2017	2016	2018	2017	2016
Board	0	0%	0	0	0%	0%	100%	100%	100%
Service	22%	20%	19%	42%	42%	52%	36%	38%	39%
Staff & Management	9%	9%	23%	52%	52%	42%	39%	39%	35%

	Minority			White			Not Specified		
	2018	2017	2016	2018	2017	2016	2018	2017	2016
Board	33%	40%	-	67%	60%	-	0%	0%	-
Service	79%	73%	-	18%	17%	-	3%	10%	-
Staff & Management	51%	50%	-	48%	48%	-	1%	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 President and 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 100,000 team members 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 "team member 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 team members. The company's intent is to provide all team members with a workplace environment consistent with ABM's core values of Respect, Integrity, Collaboration, Innovation, Trust 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 team members have a confidential channel for reporting incidents of misconduct and unlawful business practices, ABM provides a Compliance Hotline, a reporting system that allows team members 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 team members 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.

410-1 - Percentage of security personnel who have received formal training

Security practices were highlighted as highly important by our stakeholders during our materiality review. However, due to the changes of our business nature, ABM no longer provides security services. Therefore, security-related information is not part of our material topics.

413-1 - The reporting organization shall report the following information

Foremost, all ABM HR recruiting for site level team members 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 that impact stakeholders and the environment.

This year, more than 25,000 ABM team members were impacted by the devastating impact of natural disasters, including hurricanes, earthquakes and wild fires. During these times, our team members 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.



RESPECT



INTEGRITY



COLLABORATION



INNOVATION



EXCELLENCE



TRUST





How We Give Back

We've launched our ABMCares program to ensure that every staff and management team member 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 team members continue to give back to the communities in which they work, play, and live. An ABMCares web portal makes it simple for our team members to find charities, donate their time and resources, and electronically enable donations with company matching.

In 2018, team members in each of our industry groups and supporting business functions engaged in philanthropic projects in their own communities throughout the enterprise. As a result, thanks to the ABMCares program and the company's philanthropic contributions more than \$2 million dollars were donated to charities.

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.

ABM.com/Awards-Recognitions



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

For FY 2018, ABM was issued 4 OSHA Citations of Serious and 3 of Other than Serious/General/Regulatory. ABM's continued attention to safety and aggressive claim management has sustained our Experience Mod Rating (EMR) of .87.

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

In 2018, 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 significant fines or non-monetary sanctions in 2018.

102-55 The reporting organization shall report the following information

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
ORGANIZATIONAL PROFILE			
102-1	Name of the Organization	4	√
102-2	Activities, brands, products and services	4-6	√
102-3	Location of headquarters	7	√
102-4	Location of operations	7	√
102-5	Ownership and legal form	8	√
102-6	Markets served	8	√
102-7	Scale of the organization	9	√
102-8	Information on employees and other workers	9	√
102-9	Supply chain	10	√
102-10	Significant changes to the organization and its supply chain	10	√
102-11	Precautionary principle or approach	11	√
102-12	External initiatives	11	√
102-13	Membership of associations	12	√
STRATEGY			
102-14	Statement from senior decision-maker	3	√
ETHICS AND INTEGRITY			
102-16	Values, principles, standards, and norms of behavior	13	√
GOVERNANCE			
102-18	Governance structure	14	√
STAKEHODLER ENGAGEMENT			
102-40	List of stakeholder groups	14	√
102-41	Collective bargaining agreements	14-15	√
102-42	Identifying and selecting stakeholders	15	√
102-43	Approach to stakeholder engagement	15	√
102-44	Key topics and concerns raised	15-16	√
REPORTING PRACTICE			
102-45	Entities included in the consolidated financial statements	16	√
102-46	Defining report content and topic boundaries	16-17	√
102-47	List of material topics	18	√
102-48	Restatements of information	18	√
102-49	Changes in reporting	18-19	√
102-50	Reporting period	19	√
102-51	Date of most recent report	19	√
102-52	Reporting cycle	20	√

Disclosure	Description	Reference (page)	External Assurance
102-53	Contact point for questions regarding the report	20	√
102-54	Claims of reporting in accordance with the GRI Standards	20	√
102-55	GRI Content Index	34-...	√
102-56	External Assurance	20	√
ECONOMIC PERFORMANCE (201)			
103	Management Approach	20-22	√
201-1	Direct economic value generated and distributed	20	√
201-2	Financial implications and other risks and opportunities due to climate change	20-21	√
201-3	Defined benefit plan obligations and other retirement plans	22	√
201-4	Financial assistance received from government	22	√
PROCUREMENT PRACTICES (204)			
103	Management Approach	22	√
204-1	Proportion of spending on local suppliers	22	√
ANTI-CORRUPTION (205)			
103	Management Approach	22	√
205-2	Communication and training about anti-corruption policies and procedures	22	√
ANTI-COMPETITIVE BEHAVIOR (206)			
103	Management Approach	22	√
206-1	Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	22	√
MATERIALS (301)			
103	Management Approach	23	√
301-3	Reclaimed products and their packaging materials	23	√
ENERGY (302)			
103	Management Approach	23-24	√
302-1	Energy consumption within the organization	23-24	√
EMISSIONS (305)			
103	Management Approach	24-25	√
305-1	Direct (Scope 1) GHG emissions	24	√
305-2	Energy indirect (Scope 2) GHG emissions	24	√
305-3	Other indirect (Scope 3) GHG emissions	24-25	√
305-4	GHG emissions intensity	25	√
305-5	Reduction of GHG emissions	25	√
ENVIRONMENTAL COMPLIANCE (307)			
103	Management Approach	25	√
307-1	Non-compliance with environmental laws and regulations	25	√
SUPPLIER ENVIRONMENTAL ASSESSMENT (308)			
103	Management Approach	25	√
308-1	New suppliers that were screened using environmental criteria	25	√

Disclosure	Description	Reference (page)	External Assurance
EMPLOYMENT (401)			
103	Management Approach	26-28	√
401-1	New employee hires and employee turnover	26-27	√
401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	28	√
OCCUPATIONAL HEALTH AND SAFETY (403)			
103	Management Approach	28-30	√
403-2	Types of injury and rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities	28-30	√
TRAINING AND EDUCATION (404)			
103	Management Approach	30	√
404-1	Average hours of training per year per employee	30	√
404-2	Programs for updating employee skills and transition assistance programs	30	√
404-3	Percentage of employees receiving regular performance and career development reviews	30	√
DIVERSITY AND EQUAL OPPORTUNITY (405)			
103	Management Approach	31	√
405-1	Diversity of governance bodies and employees	31	√
405-2	Ratio of basic salary and remuneration of women to men	31	√
NON-DISCRIMINATION (406)			
103	Management Approach	31-32	√
406-1	Incidents of discrimination and corrective actions taken	31-32	√
SECURITY PRACTICES (410)			
103	Management Approach	32	√
410-1	Percentage of security personnel who have received formal training	32	√
LOCAL COMMUNITIES (413)			
103	Management Approach	32-34	√
413-1	Operations with local community engagement, impact assessments, and development programs	32-34	√
CUSTOMER HEALTH AND SAFETY (416)			
103	Management Approach	34	√
416-2	Incidents of non-compliance concerning the health and safety impacts of products and services	34	√
CUSTOMER PRIVACY (418)			
103	Management Approach	34	√
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	34	√
SOCIOECONOMIC COMPLIANCE (419)			
103	Management Approach	34	√
419-1	Non-compliance with laws and regulations in the social and economic area	34	√