



Making a Difference. Making an Impact.

2023 Corporate
Responsibility Report



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INTRODUCTION

At ABM, we're focused on developing innovative sustainability solutions for clients, minimizing our own environmental impact, supporting and empowering our team members at every stage of their careers, and adhering to responsible business practices.



A MESSAGE FROM OUR CEO

ABM is uniquely positioned to make a positive impact every day by caring for the people, places, and communities we serve.

GRI 2-22 Statement on sustainable development strategy

We are one of the world's largest providers of facility services and solutions, and our more than 100,000 team members are committed to our mission to take care of people and places in ways that are responsible, inclusive, and environmentally sustainable. With a legacy built for more than a century, we remain guided by our values, integrating responsible standards and practices for more than 20,000 clients across a wide range of industries to drive long-term success for our business and people.

Throughout our 2023 Corporate Responsibility Report, we proudly share highlights from across our business reflecting our shared commitment to deliver results for our clients and business in ways that support our team, community, and world around us.

Operating responsibly is integral to our success, as our customers increasingly expect sustainable and reliable products and services. Directly linked to our business strategy, ABM continues to elevate the client and team member experience through the use of industry-leading technologies and data, while working to reduce our environmental footprint and create a positive impact. As our clients adopt new technologies and evolve their operations, we ensure our services are a step ahead, anticipating and developing solutions for future challenges to support a seamless facility services experience. As part of this effort, in 2023, we launched a multi-year initiative to centralize our procurement operations and further advance our supply chain management to support our clients' sustainability priorities and demand for greater data-driven business solutions.

ABM's award-winning eMobility offerings are supporting the EV revolution. ABM's eMobility capabilities provide turnkey solutions for commercial clients across every industry. From auto dealerships to eCommerce fleets, offices, hotels, airports, and universities, ABM is delivering electric vehicle charging

infrastructure that can scale to meet clients' increasing requirements. ABM's eMobility solutions reflect our strategy by driving ABM's growth in ways that help our clients achieve a more sustainable future. Our new ABM Electrification Center will further align our energy services, bringing together our eMobility, microgrid, and electrical infrastructure services under one roof. The more than 114,000 square foot facility centralizes operations, while also creating new jobs in the growing technology corridor outside Atlanta.

Our team members remain our greatest asset, and we are committed to fostering a diverse and inclusive culture. We continue to advance a culture of belonging for our team members around the world. In 2023 we launched our second team member-led impact group, Veterans at ABM, reflecting our commitment to, and support for, our military-affiliated team members and their families. Our first impact group, Women at ABM, continues to grow its membership and expand its programming with the introduction of a mentorship pilot program that supports team members at all levels of our organization to pursue career advancement opportunities. We look forward to expanding these and additional team member-led initiatives throughout our company as part of our ongoing effort to foster an inclusive culture that empowers our team members to pursue their full potential.

As a trusted partner to some of the world's top companies, ABM is building towards a better tomorrow while living by our core mission to make a difference, every person, every day.



Scott Salmirs | President & CEO, ABM



2023 SUSTAINABILITY HIGHLIGHTS



We completed the installation of 4,000 commercial EV chargers in 2023, maintaining our position as a leading provider of EV charger solutions in the United States.



We launched a comprehensive EV technician training program, equipping our technicians with essential skills for managing and maintaining electrification systems.



We achieved a Carbon Disclosure Project Rating of B-, demonstrating our responsible approach to managing our environmental impacts.



We developed and will be submitting emissions reduction targets to the SBTi, aligned with the 1.5C scenario.



We have begun a multi-year plan to increase the procurement of renewable energy to offset our entire purchased electricity footprint by 2025 with a combination of renewable energy credits and switching to renewable sources directly where possible.



We piloted Team Connect, a workforce management tool for enhanced visibility into productivity levels across our portfolio that facilitates improved two-way communication with our teams.



We introduced a pilot one-on-one mentorship program with the Women at ABM Impact Group, allowing participating team members to connect with senior leadership and opening new potential pathways for career growth.



We began to transform our safety oversight model through an initiative to align with our evolving safety risk profile, transitioning toward a risk-based approach to safety ground support for client sites.



We initiated a multi-year program to centralize our procurement operations to enable data-driven insights to improve flexibility and efficiency and drive our green and diverse spend in support of our and our clients' sustainability priorities.



We launched ABM Performance Solutions offering a customizable suite of facilities services to optimize financial, operational, occupant satisfaction, safety, and sustainability performance.



We were awarded a multi-year contract with LaGuardia Gateway Partners to provide integrated facility services that enhance efficiency, sustainability, and diversity while creating a safe, seamless, and consistent travel experience for guests.



We supported 118 different microgrid projects across the country through RavenVolt, during RavenVolt's first full year as an ABM company.

ABOUT ABM

Elevating our client experience to make a difference every day.

GRI 2-1 Organizational details

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

Headquartered in New York City, ABM Industries Incorporated (NYSE: ABM) is a publicly traded company and one of the world's largest providers of facility services and solutions. A driving force for a cleaner, healthier, and more sustainable world, ABM provides essential services and technology-driven performance solutions that improve the spaces and places that matter most. From curbside to rooftop, ABM's comprehensive solutions include Facility, Engineering & Infrastructure, and Mobility Solutions. ABM serves a wide range of industries—from commercial office buildings to universities, airports, data centers, manufacturing plants, distribution centers, entertainment and sports venues, hospitals, and more. We maintain operations in the US, UK, Ireland, and Canada and also maintain franchises and joint venture partnerships in Qatar, United Arab Emirates, Mexico, Peru, the Bahamas, Grand Cayman, Jamaica, the Virgin Islands, Puerto Rico, Netherlands Antilles, Trinidad and Tobago, Portugal, Australia, and Norway.

For more information, visit [ABM.com](https://www.abm.com).

Our Purpose

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

Our Vision

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

Our Mission

To make a difference, every person, every day.



OUR CORE VALUES

Respect

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

Integrity

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

Collaboration

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

Innovation

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

Excellence

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

Trust

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

BUSINESS OVERVIEW

19+

industries served

20,000+

clients

6B+

square feet of buildings serviced each day

110+

years of experience in building maintenance

\$8B +

annual revenue

100,000+

team members

50%

of Fortune 500 companies rely on ABM

350+

offices in the US, UK, Republic of Ireland, and other international locations

Key Industries We Serve

With deep expertise across industries, ABM is helping customers develop modernized infrastructure to fully optimize their facilities.



Aerospace
Airlines
Airports



Automotive
Commercial Real Estate
Data Centers
Food & Beverage
Government



Healthcare
Higher Education
Hospitality
K-12 Schools



Life Sciences
Multi-Family
Power Generation
Retail



Semiconductor
Sports & Entertainment
Warehousing & Distribution

Memberships and Associations

GRI 2-28 Memberships and associations

EXTERNAL INITIATIVES



MEMBERSHIPS & CORPORATE PARTNERSHIPS



Adhering to strategic business priorities in a sustainable manner.

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

Our Stakeholder and Enterprise Risk Committee

The Board of Directors oversees ABM's sustainability risks and priorities with the assistance of its dedicated Stakeholder and Enterprise Risk (SER) Committee composed solely of independent directors.

As stipulated by its charter, the SER Committee is responsible for overseeing the Company's identification, evaluation and mitigation of strategic and operational risks, including risks related to social matters (including, but not limited to, diversity, culture, and inclusion; team member engagement; talent acquisition, development, and retention; and health and safety) and environmental issues (including, but not limited to, climate change, emissions tracking, and energy consumption).

The SER Committee meets quarterly, receives regular updates from the management team, and oversees management's preparation and publication of ABM's annual corporate responsibility report. As part of its mandate, the SER Committee also provides input with respect to management's identification and evaluation of the potential impacts of emerging sustainability risks and evolving regulatory requirements and discusses with management appropriate initiatives and mitigation strategies.

Implementation Oversight

To drive the development and implementation of ABM's sustainability strategy, we rely on the dedicated support of our Sustainability Team, comprised of a Corporate Sustainability Manager

who reports to our Chief Culture and Communications Officer. This team is responsible for the collaboration of a cross-functional group of leaders and for ensuring alignment with our UK and Ireland sustainability teams and their initiatives.

Our Sustainability Team is also directly responsible for driving and coordinating efforts related to ABM's sustainability initiatives, including setting targets, gathering data, and public reporting. The Sustainability Team collaborates with dedicated individuals across functions, below, to develop and implement specific initiatives such as procuring renewable energy, implementing environmental reporting systems, developing business opportunities around sustainable services, and publishing our annual corporate responsibility report:



Operations



Procurement



Audit/Financial Reporting



Human Resources



Legal



Environmental, Health and Safety



Investor Relations

Sustainability Strategy

ABM's three-part sustainability strategy guides our sustainability policies and initiatives in support of our mission to *make a difference, every person, every day.*



PLANET STEWARDSHIP

Driving Action on Climate Change

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



EMPOWERING PEOPLE

Building a People-Centered Culture

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



RESPONSIBLE BUSINESS PRACTICES





Leading with Honesty and Integrity

Since our founding more than a century ago, ABM has strived to implement business and compliance policies, practices, and reporting to ensure our business operates ethically and responsibly, and these values remain the foundation of our business.


ADVANCING UNITED NATIONS SUSTAINABILITY STANDARDS BY GOALS

We have continued to focus on several United Nations' Sustainable Development Goals (SDGs) that represent areas in which we believe we can make the greatest positive impact for our clients, suppliers, team members, and other stakeholders. The table below shows how the disclosures in this report align with the UN SDGs most material to our company. To complete this analysis and map our approach, we followed the Practical Guide for Integrating the SDGs into Corporate Reporting developed by the Global Reporting Initiative and the United Nations Global Compact.




ABM Relevant SDGs

SDG	SDG TARGET	ABM CONTRIBUTIONS
 <p>1. No Poverty End poverty in all its forms everywhere.</p>	1.2 By 2030, reduce at least by half the proportion of men, women, and children of all ages living in poverty in all its dimensions, according to national definitions.	ABM Cares program for philanthropic efforts.
 <p>3. Good Health & Well-Being Ensure healthy lives and promote well-being at all ages.</p>	3.9 By 2030, reduce the number of deaths and illnesses from hazardous chemicals and air.	Green cleaning program and environmental certifications for buildings. Sustainable procurement , specifically by decarbonizing our logistics to reduce harmful emissions and ensuring the products we bring to our client facilities meet the best environmental standards.
 <p>4. Quality Education Ensure inclusive, equitable, and quality education and promote lifelong opportunities for all.</p>	4.4 By 2030, substantially increase the number of youth and adults who have relevant skills, including technical and vocational skills for employment, decent jobs, and entrepreneurship.	Team member development initiatives. Provision of apprenticeships, graduate training schemes, and paid internships.
 <p>8. Decent Work & Economic Growth Promote sustained, inclusive, and sustainable economic growth, full and productive employment, and decent work for all.</p>	8.5 By 2030, achieve full and productive employment and decent work for all women and men.	Team member well-being initiatives.



SDG	SDG TARGET	ABM CONTRIBUTIONS
 10. Reduced Inequalities Reduce inequality within and among countries.	10.2 By 2030, empower and promote the social, economic, and political inclusion of all, irrespective of age, sex, disability, race, ethnicity, religion, or economic or other status.	Diversity, Equity & Inclusion initiatives.
 13. Climate Action Take urgent action to combat climate change and its impacts.	13.3 Improve capacity on climate change mitigation, adaptation, and impact reduction.	Science Based Targets Initiative commitment.

ABM Sustainable Solutions Portfolio

 7. Affordable & Clean Energy Ensure access to affordable, reliable, sustainable, and modern energy for all.	7.2: By 2030, increase substantially the share of renewable energy in the global renewable energy mix. 7.3: By 2030, double the global rate of improvement in energy efficiency.	Creating value for clients through our sustainable services .
 9. Industry, Innovation & Infrastructure Build resilient infrastructure, promote inclusive and sustainable industrialization, and foster innovation.	9.4 By 2030, upgrade the infrastructure and retrofit industries to make them sustainable with increased resource efficiency and greater adoption of clean, environmentally sound technologies and industrial processes.	Creating value for clients through our sustainable services .
 12. Responsible Consumption & Production Ensure sustainable consumption and production patterns.	12.5 By 2030, substantially reduce waste generation through prevention, reduction, recycling, and reuse. 12.6 Encourage companies, especially large and transnational companies, to adopt sustainable practices.	Creating value for clients through our sustainable services .

MATERIALITY ASSESSMENT

Identifying key sustainability priorities.

GRI 2-29	Approach to stakeholder engagement
GRI 2-3	Reporting period, frequency, and contact point
GRI 3-1	Process to determine material topics
GRI 3-2	List of material topics
GRI 2-2	Entities included in the organization's sustainability reporting
GRI 3-3	Management of material topics

We believe it is important to understand the priorities of our internal and external stakeholders to ensure our long-term value creation strategy reflects the sustainability topics, risks, and opportunities most relevant to our stakeholders. In 2023, we completed our 12th annual Materiality Assessment, which was conducted by a third party and tailored to the scope of our business, including US, UK and Ireland stakeholders, to identify these sustainability topics. We report on a yearly basis, using our fiscal year from

November 2022 to October 2023 as a base. All feedback, comments, and questions regarding sustainability plans and progress can be sent to the ABM Sustainability Team at sustainability@abm.com.

To create a comprehensive list of potential topics, the assessment developed and mapped a comprehensive list of issues utilizing the Global Reporting Initiative (GRI), Sustainability Accounting Standards Board (SASB) frameworks, and Task Force on Climate-Related Disclosures (TCFD) recommendations. In addition to these frameworks, the assessment considered inputs from our customers, vendors, investor-focused sustainability rating agencies, and peer benchmarks.

To further refine and prioritize the topics, external and internal ABM stakeholders from across different functions completed a survey to rank the long list of topics by rating their importance.

Stakeholder groups:

Senior ABM leaders and other team members	Members of ABM's Board of Directors	Customers	Suppliers/partners
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The sustainability topics that we ultimately determined to be most impactful to ABM's success are listed below (not in order of significance):



Planet Stewardship

- Energy Consumption Management and Carbon Footprint Reduction
- Environmental Management
- Sustainable Services and Innovation



Empowering People

- Diversity and Equal Opportunity
- Employee Health and Safety
- Employment Labor Relations
- Talent Attraction, Retention and Engagement
- Talent Planning and Development



Responsible Business Practices

- Data Privacy and Security
- Ethics and Compliance
- Human Rights
- Responsible Supply Chain
- Service Quality and Safety

Material topics inform our sustainability priorities and serve as a valuable guide for our strategy and reporting.



Driving action on climate change

MATERIAL ISSUE	MANAGEMENT APPROACH AND BOUNDARIES	GRI MATERIAL TOPIC	MORE INFORMATION
Energy Consumption Management & Carbon Footprint Reduction	Reduce our environmental footprint by setting science-based carbon-reduction targets and developing a carbon-emissions reduction roadmap that includes our efforts on fleet decarbonization and renewable electricity procurement.	GRI 302: Energy GRI 305: Emissions	Sustainable Portfolio Planet Stewardship
Environmental Management			
Sustainable Services & Innovation			



Building a people-centered culture

Diversity and Equal Opportunity	Foster a culture of belonging that allows us to develop diverse talent supported by our team member-led Culture and Inclusion Council, supplier diversity effort, diversity trainings, and diverse talent acquisition process.	GRI 405: Diversity and Equal Opportunity	Diversity, Equity & Inclusion
Employee Health & Safety	Ensure the protection of our team members' health and welfare with our comprehensive risk-management and safety program	GRI 403: Occupational Health and Safety	Health & Safety
Employment Labor Relations	Seek to implement best practices around employment and labor relations to ensure proper working conditions and relations between employers and workers.	GRI 401: Employment	Collective Bargaining Agreements
Talent Attraction, Retention & Engagement	Utilize a team member retention predictive model and a workforce management tool to inform retention and recruitment efforts and to engage employees through surveys and opportunities to engage one-on-one with senior leaders	GRI 401: Employment	Team Member Engagement Team Member Wellbeing Talent Acquisition
Talent Planning and Development	Foster an environment in which team members find development opportunities supported by our training programs and channels and mentorship opportunities.	GRI 404: Training and Education	Learning & Development



Leading with honesty and integrity

Data Privacy & Security	Positively impact our value chain with actions like the implementation of responsible procurement practices and promoting sustainable services that are transparent regarding their sustainable benefits.	GRI 418: Customer Privacy	Data protection (cyber security and data privacy)
Ethics & Compliance		GRI 205: Anti Corruption	Responsible Business
Human Rights		NON GRI	Human Rights
Responsible Supply Chain		GRI 204: Procurement Practices	Sustainable Procurement
Service Quality & Safety		GRI 416: Customer Health and Safety	Health & Safety

SUSTAINABILITY PERFORMANCE RATINGS & RECOGNITION

Recognized for our progress and sustainability impact.

At ABM, our sustainability-related awards and recognitions grow each year, and we celebrate every accomplishment. In 2023, we received multiple recognitions, including:

ABM Awards and Recognitions

- **Newsweek's America's Most Responsible Companies:** Named for the second consecutive year, ranked #9 in the Professional Services category for 2023
- **Barron's 2023 100 Most Sustainable US Companies:** Named for the second consecutive year
- **DiversityInc's 2023 Top 50 Companies for Diversity:** Received an honorable mention
- **2023 SEAL Business Sustainability Award:** Earned the Sustainable Service Award for RavenVolt
- **2023 Empower Top 50 Advocates Role Models:** ABM President and CEO Scott Salmirs was named to the list recognizing leaders who create more diverse and inclusive business environments for ethnically diverse employees
- **Green Apple Award:** Recognized for the fourth time, most recently received the global bronze Green Apple Award, for work in collaboration with Victoria Leeds Shopping Centre
- **Silver Armed Forces Covenant Award:** Recognized for support of the veteran and active armed forces communities
- **Disability Confident Employer:** Achieved level 2 status as Disability Confident Employer, recognizing inclusive recruitment and employment practices

Ratings

- **MSCI:** Maintained "A" rating
- **ISS ESG Corporate Rating:** Maintained ISS ESG Prime designation
- **EcoVadis:** Awarded EcoVadis Commitment Badge in recognition of sustainability achievements
- **Sustainalytics:** Received "Low Risk" rating, with medium risk exposure and strong risk management
- **Carbon Disclosure Project (CDP):** Raised overall rating to "B-"

Transforming our services to enable a more sustainable future and respond to evolving client priorities.

SUSTAINABLE PORTFOLIO



Sustainable Services Innovation

Sustainable Solutions

In fiscal year 2023,
we helped our clients avoid:

94.7K+

TCO_{2e} emissions

and save:

115,963

MWh of electricity

258,983

MMBTU of natural gas

107,539

Gallons of water

At ABM, we strive to be at the forefront of innovating services to provide our clients modern, clean, and safe facilities. As environmental sustainability has become an increasing priority for a broad range of our stakeholders—from consumers to investors to governments to asset owners—we have evolved our offerings to serve diverse new needs for cleaner, greener infrastructure.

We offer a robust portfolio of facilities solutions for our clients that help them meet their environmental sustainability goals and comply with environmental regulations. Our offerings range from upgrading the efficiency of traditional facility infrastructure like HVAC and lighting systems to cutting-edge energy infrastructure upgrades such as on-site renewables and to electric fleet support.

Most of our services are offered on a fully customizable, end-to-end basis, meaning our teams can help with anything and everything from initial engineering design and financing support to installation and ongoing maintenance. Our solutions include:

- EV charging station and support technology
- Electric fleet support
- On-site renewable electricity generation and storage
- Turnkey microgrid solutions
- Energy-reducing facilities infrastructure upgrades
- Green cleaning supplies that meet green building certifications requirements
- Waste-to-landfill diversion and recycling programs

Turnkey Sustainable Infrastructure Solutions



EMOBILITY

Enabling clean transportation for all.

The transition to electric vehicles (EVs) is accelerating, driven by mandates at the federal and state levels, shifting cost incentives and evolving consumer preferences. In 2021, the US federal government called for half of new vehicle sales to be EVs by 2030, and California and 12 other states have mandated that 100% of their new vehicle sales be EVs by 2035. The UK government has announced similar goals, including its plan to phase out internal combustion engine cars and vans by 2030. As EV sales continue to increase, facilities of all types need to accommodate vehicle charging, and building these capabilities has quickly become a top priority among public infrastructure planners, facility owners, and fleet managers.

From helping transition and maintain EV fleets to designing and building the infrastructure enhancements to support them, ABM is an industry leader in EV services. As one of the largest installers of EV charging stations in the country, we believe we have a responsibility to elevate the automotive industry's evolution toward a more sustainable future. We take this responsibility seriously, and we are committed to continuous innovation in EV solutions, upgrading our support capabilities and setting new industry standards for efficiency and reliability.



ABM eMobility is a SEAL Awards 2023 Sustainable Service Award Winner for innovative eMobility services that set a new standard for environmental sustainability.

Our eMobility Customers

ABM is poised to serve a broad range of customers' EV charging needs. Our eMobility offerings are tailored to five main types of applications, all with specific needs, challenges, and opportunities:



Passenger Vehicles: As the number of passenger EVs on the roads continues to increase, our customers—offices, recreational facilities, and shopping centers, among others—are looking for solutions to support the growing consumer demand for charging infrastructure to support their tenant expectations.



Fleets: We serve a wide array of fleet operators, including rental car agencies, airports, car dealerships, and companies with distribution and transportation operations to help with transition to the EV charging solutions, including installation and maintenance services.



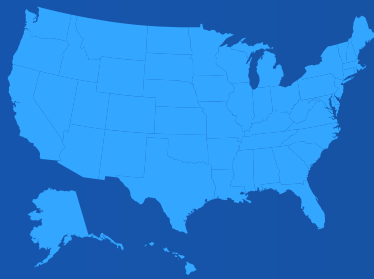
Parking: As the third largest operator of parking facilities in the US, we manage more than 2,000 locations and work with our customers to upgrade their parking and transportation programs to encompass and upgrade EV infrastructure.



Public Infrastructure: We are proud to partner with public transportation departments around the country and in the UK and Ireland to facilitate their transition to zero-emission fleets and to work with municipalities to introduce and upgrade EV charging infrastructure.



OEMs: We also have established partnerships with several EV manufacturers, including several major automakers, that encompass services like dealership electrification and fleet maintenance and enable us to test and engineer cutting-edge EV charging solutions—including hardware and software—working directly with the vehicle manufacturers.



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

EV Charging in the US

In 2023, we installed more than 4,000 commercial EV chargers in the US.

30,000+

EV charging stations installed to date

3,239,254

Sessions where vehicles have plugged into ABM-installed chargers

60,749,198

kWh

Energy dispensed into vehicles

45,602,672

kgs

Greenhouse gas emissions savings



CASE STUDY

In 2023, we continued to partner with the New York City's Metropolitan Transportation Authority (MTA) to support the electrification of their bus fleet. As a contractor for Phase 1 of the project, ABM helped design, permit, and install overhead electric charging infrastructure in four of New York City's five boroughs, which will be interoperable with buses from different manufacturers. The project will ultimately support the MTA's broader plan to transition all new fleet procurements to electric starting in 2028 and to have an all-electric 5,800-bus fleet by 2040.

EV Charging Solutions

We have developed a suite of turnkey solutions for EV charging infrastructure that supports our customers from start to finish on their EV infrastructure journey. These solutions are supported by a dedicated Rebate and Incentive team to identify subsidies and rebates at the federal, state, and local levels to make EV transition more cost-effective.

Consultation & Analysis > Financing & Incentives > Design & Installation > Service & Maintenance > Integrated Technology & Reporting

In 2023, we launched our proprietary EV charging network, supported by ABM-installed charging stations and our cloud-based ABM EV OS network that improves public EV charger uptime and supports efficient energy use by providing intelligent monitoring, remote operation management, comprehensive reporting, and automatic infrastructure diagnostics.

Our EV Charging Impact

Our work to elevate electric vehicles has led to meaningful sustainability gains for our clients and the world around us. Through the end of 2023, we have installed more than 30,000 EV charging stations globally, allowing EVs to drive over 189 million miles and saving over 45 million kilograms of greenhouse gases from entering the atmosphere—equivalent to removing more than 9,500 internal combustion vehicles from the road.



CASE STUDY

Graham Ford Dealership

In 2023, ABM began work with the Graham Ford automotive dealership in Mansfield, Ohio, to accelerate the region's adoption of EVs by installing fast and effective charging stations at its facility and by providing the necessary regular maintenance for the charging infrastructure. Beyond installation, ABM helped the Graham Ford team evaluate power and grid capacity, partnering to select the right technology for their current needs while providing the infrastructure to support future ability to scale up EV charging capacity. Our partnership reflects our own capabilities, Ford's overarching electric vehicle ambitions, and the increasing demand for EV infrastructure at the local level. ABM's partnership with automakers enables the efficient deployment of cutting-edge and comprehensive EV infrastructure across full dealer networks to ensure that the EV charger technology, installation, and maintenance are deployed consistently.



EV Charging in the UK

In 2020, ABM expanded our EV installation services to the UK. In the past three years, we've installed more than 1,100 chargers in the UK and Ireland with hardware and software designed to be OCPP (Open Charge Point Protocol) compliant. The software ABM provides for our clients can manage power usage and capacity, provides real time reports, and integrates with any other energy management systems our clients might have in place.





CASE STUDY

In 2023, we expanded our partnership with LaGuardia Gateway Partners, the developer and manager of LaGuardia Terminal B, to provide comprehensive integrated facility services and a best-in-class traveler experience. ABM has been selected to provide a “one team” approach for comprehensive facility operations and services, including energy efficiency and sustainability initiatives, across the 1.3 million-square-foot facility.



eMobility Aviation Services

We maintain a dedicated Aviation Services team to provide turnkey solutions for airports across the US and UK, including increasing integration of our sustainability services. Our sustainable aviation solutions cover virtually our entire suite of sustainability offerings, including:

- Installation of EV chargers and other electrical infrastructure upgrades, including customized offerings for level 2, DC Fast Chargers, and ABM control software
- Operating multiple zero-emissions shuttle services at airports in California, New York, and the UK
- HVAC upgrades to improve building energy efficiency
- Procurement of green cleaning supplies to clean planes and facilities with minimal impact on the environment

eMobility Fleet Solutions

Beyond technology and installation solutions, our eMobility services extend to helping our clients design, develop, and test integration of EVs into their fleets. In 2023, we drove multiple pilots and trial programs in partnership with our clients, including:

- An EV bus trial at London City Airport Airside Service, where we tested the technology and rotations required for charging.
- Small Battery Electric Vehicle (Smart Cars) trial for managers supporting airside operations at selected UK airports, also working with Transport For London (“TFL”) to install EV charging for ABM fleets working at TFL sites. This case study will support TFL in making decisions about solutions for their own TFL fleets.

ABM Electrification Center

We have experienced firsthand the challenges our customers face around adopting new EV technologies and sustainable power grid solutions, and we know we can play a role in solving them. That's why we're launching our new Electrification Center to help innovate solutions across the entire value chain of EV operations. We envisioned it as a first-of-its-kind 114,000-square-foot multi-use EV Ecosystem hub to centralize our eMobility, power resiliency and electrical infrastructure operations together with state-of-the-art EV training and commissioning facilities.

Our ABM Electrification Center is designed to include:

- **Technology hub** for our engineers to develop standard EV charging solutions to ensure maximum interoperability with support technology, microgrids and other energy infrastructure, and maintenance programs
- **On-site training and demonstration facility** for ABM and its partners to trial EVs and to receive on-site training on the maintenance of EV chargers and microgrids across all levels of expertise
- **Warehouse space** to increase the availability of EV, microgrid, and electrical infrastructure equipment and supplies for our customers, helping maximize uptime and ensure reliability

The Center's new EV Technician Training Center is designed to serve as the national hub for our new Certified EV Technical program, a first-in-industry training program for nationally based and fleet-customer technicians to obtain a rigorous three-level training and certification process.

In 2023, we piloted Tier 1 training to teach and certify new EV technicians to perform standard installation and maintenance on EV chargers. In 2024, we are expanding the program and piloting Tier 2 and Tier 3 certifications that will certify technicians to be site safety leads to manage safety during installation and maintenance and to train and certify new technicians.

The EV Technician Training Center enables our team members to gain highly in-demand skills and valuable technical expertise in-house and will also be available to our technical supplier network to ensure all our electrical services are provided at the highest standards of quality and safety.



POWER SOLUTIONS

Building the infrastructure of tomorrow.

Our energy market is in a state of transformation, as innovative and renewable new power sources are becoming available at the same time as increasingly unpredictable weather and an aging electrical grid are making the power supply less reliable. Our power solutions balance the three criteria for our customer applications to address the most pressing challenges:

- **Resilient:** Power that works when it's needed
- **Cost-Efficient:** Power that saves money when energy prices spike
- **Sustainable:** Power that won't run out and is good for the planet

Our power solutions fall into two categories: on-site generation—including renewables—that helps ensure an uninterrupted and cost-effective power supply and electrical infrastructure upgrades that future-proof our customers' systems. These power sources and infrastructure form partially self-contained systems called "microgrids," and we're pioneering the design, installation, and maintenance of these microgrids to support the transformation of our energy system to a lower-carbon future.

On-Site Power Generation

Our on-site power generation services include designing, procuring, installing, financing, and maintaining an array of renewable and traditional options. Our traditional offerings include natural gas, diesel, and fuel cells to ensure uninterrupted power supply under a range of

contingencies. Our main on-site renewable offering is solar panels which improve our clients' carbon footprints and can reduce their cost of electricity.

Solar Panels

We help our clients take advantage of the financial and environmental benefits of on-site solar power generation and support them through the entire installation journey, from assessment and design to installation and maintenance. Through our subsidiary RavenVolt, we piloted a number of cutting-edge solar projects in 2023, including:

- **Floating PV:** The next generation of solar power generation, which utilizes solar panels mounted on a structure that floats on a body of water, increasing the system's efficiency and energy generation capacity, with a 1MWac project completed in 2023.
- **Watertight carport canopy:** An upgrade to an existing design that seals off solar carport canopies funneling rainwater into gutters for potential recollection enhancing tenant experience.

Infrastructure Resiliency Upgrades

To support the resiliency of our clients' power infrastructure, we are pioneering several technologies that increase the capacity of electrical systems to handle greater demand for power inputs and outputs, preventing unexpected outages.

Key Pillars of ABM's Power Solutions





RavenVolt Microgrid Solutions

As part of our strategy to provide cutting-edge sustainability solutions, in 2022, we acquired RavenVolt to enhance our engineering, procurement, and construction (EPC) management abilities across our energy solutions. RavenVolt is an industry leader in turnkey microgrid solutions, allowing us to deliver a wider range of reliable and resilient energy infrastructure, including our leading-edge solar PV, utility-scale battery, and microgrid technologies.



Switchgear Solutions

Our engineers have designed switchgear technology that future-proofs our clients' power infrastructure to handle the electrical demands of a microgrid built-out. Our switchgear installations provide a solid foundation for years of potential sustainable energy additions, allowing systems to handle the demands of interconnected microgrids and significant EV charging. RavenVolt supplied switchgear to support 118 different microgrid and EV projects across the country in 2023.



Battery Storage

We are helping customers design, install, and maintain utility-scale Battery Energy Storage Systems (BESS) that play a crucial role in electrical grid stabilization, peak load management, integration of renewable energy, and grid resilience.



CASE STUDY

In 2023, RavenVolt built a microgrid for a multinational client's distribution center to support its sustainability goals. The grid included 1MW of on-site generation to enhance resiliency and proprietary switchgear technology to enable future integration of solar and/or utility-scale battery infrastructure.

In 2023, through its subsidiary RavenVolt, ABM installed a 10MW BESS in Texas, providing Energy Performance Contract (EPC) cost savings for nine sites in its first year of operation and strengthening the local grid through frequency response technology.



SUSTAINABLE FACILITIES SERVICES

Supporting our clients' progress on their sustainability journey.

Pressures to reduce the environmental impact of buildings and other facilities are on the rise from regulators and tenants alike. ABM's sustainable facilities services support clients in meeting their corporate sustainability goals, enhancing their operational resilience, and complying with requirements of local laws and Building Performance Standards focused on improving building efficiency.

Our services include:

- HVAC, central plants, lighting, and controls upgrades
- Energy monitoring
- Support for Leadership in Energy and Environmental Design ("LEED") certification
- Procurement of sustainable cleaning and paper supplies
- Waste management solutions, including recycling

Green Cleaning Program

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

Our janitorial team receives trainings on compliance with both ABM cleaning standards and our clients' cleaning policies, ensuring that our green cleaning program maintains indoor air quality and supports the health of building occupants, while remaining environmentally sustainable.



Environmentally Certified Products

We partner with our chemical, paper, and equipment suppliers to provide our clients with green-certified products that meet leading international sustainability standards. For our clients seeking to meet green building certification standards, we use only products that meet the strongest environmental certifications:



Cleaning Products

We also seek to choose cleaning solutions that minimize environmental impacts, such as the following solutions:

- **Accelerated Hydrogen Peroxide (AHP):** A globally patented cleaning solution that breaks down into oxygen and water without any harmful chemical residue as it sanitizes.
- **Odorbak Tec:** Our primary cleaning product in the UK, chosen for its negligible environmental impact. Odorbak is manufactured using renewable energy and is sold in refillable storage containers, and the company that makes it offsets its residual emissions.


Paper Products

In the US, our partner Georgia Pacific uses 100% recycled materials to produce natural paper towels to support healthier forests. In the UK, we're working to migrate all paper supplies to recycled paper or, wherever mandated to use nonrecycled materials, to ensure all paper products are FSC certified.

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

Waste Management

- **Waste Audits:** We conduct a comprehensive auditing process for our clients' facilities that establishes a baseline waste diversion rate and identifies material composition, facility hotspots, contamination concerns, and improvement opportunities to drive environmental improvement and financial savings.
- **Solid Waste Data Tracking & Monitoring:** Thanks to our solid waste reporting platform, we can provide our clients with customized monthly reports and interactive KPI dashboards to track the overall impact of their waste management practices, including facility trends, tenant waste streams, landfill reduction rates, and cost savings.
- **On-site Trash Sorting Program:** We have dedicated people on-site at our clients' facilities to pull out recyclable and compostable materials, diverting them from landfills and preventing facility recycle contamination.
- **Program Management & Tenant Agreement:** ABM provides customized program signage, implements waste reduction and recycling initiatives, and promotes best practices for waste disposal.
- **On-site Reverse Vending Machines:** Through our partnership with Recycle Track Systems, we're able to provide our customers with on-site reverse vending machines to offer an engaging recycling experience that supports the circular economy. This machine reports information on containers recycled, waste diversion, community engagement, and top recyclers.
- **AI-Powered Experiences:** Through our partnership with Recycle Track Systems, we offer the Pello Cutting-Edge Sensor, which monitors bin fill levels, tracks container locations, and views contamination to help our clients manage their waste more effectively.



Minimizing our
environmental
footprint.

PLANET STEWARDSHIP

RESPONDING TO CLIMATE CHANGE

Making a mark by reducing our impact.

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

As the world strives to limit the impact of the environmental, economic, and social disruptions associated with climate change, we know ABM has a role to play in these efforts through reducing the environmental impact of our operations. We are working to proactively mitigate and respond to potential damage from extreme weather resulting from climate change and to build out a roadmap and operational initiatives to decarbonize our operations.

In 2023, we focused on laying the foundation of our emissions-reduction efforts. We completed the development of preliminary science-based emissions reduction targets and made significant strides in formalizing the internal roles and groups responsible for leading our sustainability efforts. We will continue to build on this momentum in 2024, working on our long-term climate roadmap and continuing to transition our purchased electricity to more sustainable sources.



Our Climate Governance

Our Board's Stakeholder and Enterprise Risk Committee oversees our management's reviews and assessments of our goals, roadmaps, and progress with respect to environmental sustainability and climate change through regular reports from management at Stakeholder and Enterprise Risk Committee meetings.

We maintain a dedicated Sustainability Team composed of a US-based Sustainability Manager and our Chief Culture and Communications Officer, who work with a cross-functional group of leaders—including in Operations; Procurement; Legal; and Environmental, Health and Safety—to develop and implement specific sustainability initiatives designed to reduce our carbon footprint, coordinating among global offices to ensure alignment in implementing initiatives together with our senior management team. We also maintain dedicated sustainability managers in the UK and Ireland who drive local initiatives and collaborate with our US team to implement global initiatives. We continue to formalize our long-term environmental oversight structures and strategies, including our emissions reduction roadmap that includes procuring renewable energy and electrification efforts.

Our Climate Goals

We understand that we have a responsibility to reduce our climate impacts and know that the most effective foundation for action is to set forward-thinking, science-aligned emissions reduction targets. In 2022, ABM publicly committed to the Science Based Targets initiative (SBTi) and worked to define a transparent and accurate emissions baseline to support the development of long-term emissions reduction targets. In 2023, we developed preliminary emissions reductions targets that were aligned with the SBTi Below 2 Degrees-scenario, and in 2024, we will

be refining them to be aligned with a 1.5 Degrees-scenario and submit for SBTi approval. Our targets could evolve over time as we continue to develop our historical emissions inventory and receive feedback from SBTi on our submissions.

Our Energy Transition Roadmap

Reducing our emissions is a complex, multi-step, multi-year process that reaches across our organization. In 2023, we continued to work on developing our long-term action plan to meet our climate goals. Outlined below are some of the most critical initiatives we're undertaking to measure and reduce our emissions.

Strengthening Our Data Collection Processes

Our plans are only as good as the data that supports them. We have been collecting data and reporting on our organizational Scope 1 and 2 GHG emissions since 2013 and strive for continual process improvements to enhance data accuracy and data collection efficiency across our operations in the US, Ireland, and the UK. We stay abreast of regulatory updates, and we are proud to report no allegations of non-compliance with climate-related regulations in fiscal year 2023. We know our adherence to these measures not only positively affects our reputation and liabilities, but, more importantly, the communities in which we operate.

Fleet Electrification

With a fleet of more than 6,000 vehicles, reducing our vehicular emissions is an integral lever to reducing our direct Scope 1 emissions as part of our climate roadmap. In 2024, we expect to revise our ABM fleet program outlining a commitment to transitioning our service vehicles to hybrid and electric, whenever feasible, to support our goal to operate more sustainably on the roads.



In 2023, we continued to test the range and use cases of our existing EVs, developing and refining best practice protocols to ensure smooth and efficient operations, while identifying further use cases for EVs in our operations based on available market options. In the UK, at the end of 2023, 20% of our eligible fleet comprised battery-operated or plug-in hybrid EVs, 53 vehicles. We see this as just the beginning of our journey to decarbonize our fleet and drive more sustainable operations.

Procuring Renewable Electricity

Our electricity consumption for our operations constitutes 100% of our Scope 2 emissions, meaning that switching to greener sources of electricity is a critical component of our climate roadmap. We are in the process of developing plans to reach 100% renewable electricity across our global operations by 2025 through utility green power and verified renewable energy certificates/credits (RECs).

For our US operations, 2023 marked the first year we implemented contracts to procure RECs as part of our effort to reduce our Scope 2 emissions. In addition to RECs, shifting our purchased energy portfolio to include more renewable power is part of our long-term roadmap. We plan to lay the groundwork for such purchases in 2024 by evaluating renewable electricity suppliers and the feasibility of switching to renewable sources at different locations, while beginning to pilot renewable energy purchases where possible.

OUR EMISSIONS DATA

GHG Emissions — 2023

INDUSTRY GROUP	TOTAL (TCO ₂ E)	US	UK	IRELAND	2022
SCOPE 1 — DIRECT EMISSIONS	44,746	42,285	2,146	315	41,319
Stationary combustion	980	923	50	7	1,047
Mobile combustion	43,766	41,362	2,096	308	40,272
SCOPE 2 — INDIRECT EMISSIONS	2,475	2,397	43	35	2,498
Purchased electricity	2,475	2,397	43	35	2,498
SCOPE 3	4,032	3,857	175	0	4,208
Landlord electricity	2,617	2,596	21	0	2,546
Business travel	1,410	1,261	149	0	1,642
Fuel and energy-related activities	5	0	5	0	20

*Scope 3 is not currently being measured for ABM Ireland

The year-over-year change in Scope 1 emissions was driven by increased fuel usage of ABM's fleet given shifting client demands post-pandemic

ENERGY CONSUMPTION

ENERGY SOURCE	UNITS	TOTAL	US	UK	IRELAND	2022 (TOTAL)
Gas	MmBTu	5,448	5,243	205	0	6,855
	Therms	120,907	119,699	0	1,208	129,226
Electricity	MWh	15,115	14,557	389	169	14,396
Gasoline	MWh	166,001	165,643	257	101	154,548
Diesel	MWh	15,561	6,327	7,994	1,240	10,528
Biofuel	MWh	575	575	0	0	678

* 2022 Electricity consumption has been restated to align with updated methodology

Protecting Our Operations

As a major facilities service provider spread across the US and UK, our operations are not immune to the physical risks of climate change. From our office locations across all 50 US states and many international locations to the tens of thousands of team members who travel to client sites every day to support their facilities, extreme weather events pose risks to our safe and efficient provision of service.

To mitigate these risks, we have created contingency and business continuity plans, as well as crisis management and disaster recovery procedures, to navigate any adverse weather conditions brought on by climate change that could affect service delivery. ABM's Safety/Risk team and legal departments meet regarding major weather events and an update is provided to the legal team on any major events that could impact ABM operations.

Capturing Climate Opportunities

Climate change is transforming our world, not only posing risks to businesses, but also offering significant opportunities to companies who innovate solutions to mitigate the impacts of climate change. As climate change is evolving the needs of facilities, we're innovating technological solutions and services to meet our clients' demands to improve their resiliency and reduce their environmental footprints. Such innovations include our eMobility solutions for the growing utilization of electric vehicles, including fleets, power infrastructure upgrades like on-site renewables and microgrid solutions, direct facilities energy efficiency improvement projects, and green cleaning and waste removal services. Please refer to the Sustainable Portfolio section of this report for more information on how ABM is innovating new products and services that are at the forefront of climate-related demands.

ENVIRONMENTAL MANAGEMENT INITIATIVES

Keeping our communities clean.

In addition to mitigating our climate impacts through emissions reductions, we strive to protect the air, soil, and water of our clients' facilities and the broader communities in which we operate. As a provider of facilities services, our team members regularly deal with waste and potentially hazardous substances, and we maintain robust controls to ensure they're properly stored, handled, and disposed.

Our Environmental Management Program and Regulatory Compliance

Management of our environmental requirements, risks, and programs is jointly overseen by our Environmental, Health and Safety, Operations, Corporate Sustainability, and Legal functions.

We comply with all applicable federal, state, and local laws that seek to protect the environment through regulating how certain materials and substances are stored and disposed, such as waste disposal laws. We adhere to the environmental safety policies and practices established by our clients when we work at our client sites.

We conduct team member trainings tailored to specific requirements applicable to client sites and cover relevant sensitive substances and materials at the outset of their work on a site and as necessary thereafter. We also conduct environmental audits to ensure compliance with all applicable requirements and policies and support our clients' environmental site assessments or management reviews wherever needed.

Alignment with International Standards

Our UK locations maintained environmental ISO accreditations in 2023, including:

- ISO 14001: Accreditation for our Environmental Management System to manage environmental risks and ensure compliance with regulations, reporting, and communication to the business; and
- ISO 50001: Accreditation for Energy Management, which incorporates management of energy consumption, reporting, and communications and energy saving projects across our office estate and fleet emissions.



The key to our success.

EMPOWERING PEOPLE



OUR WORKFORCE

Supporting our people.

[GRI 2-7] Employees

[GRI 2-8] Workers who are not employees

[405-1] Diversity of governance bodies and employees

[SV-PS-330A.1] [SV-PS-330A.2] [SV-PS-000.A]

ABM's workforce is highly competent, expansive, and diverse. Today, ABM employs more than 100,000 dedicated team members who deliver exceptional facilities services to our clients. Our team members come from a broad range of backgrounds, ages, genders, and ethnicities and are united in their commitment to elevating every day for our clients to create a better tomorrow.

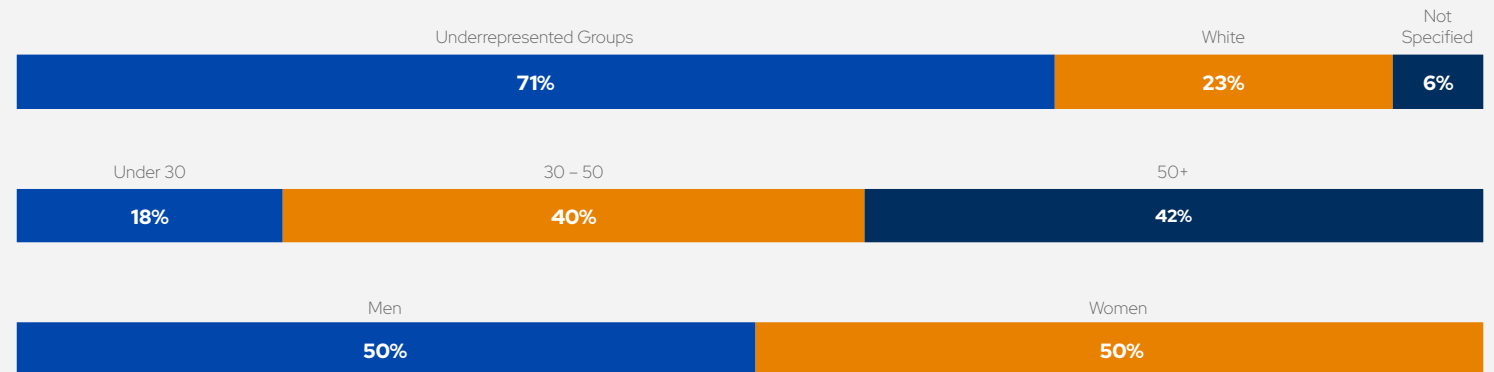
As a business dedicated to serving others, we know that people are what make our organization special. We are focused on supporting our own team members and the communities in which we work by developing a culture where all team members are valued and provided with ample opportunities for growth.

*Diversity information regarding ABM's Board of Directors can be found in [ABM's 2024 Proxy Statement](#) on pages vi and 8

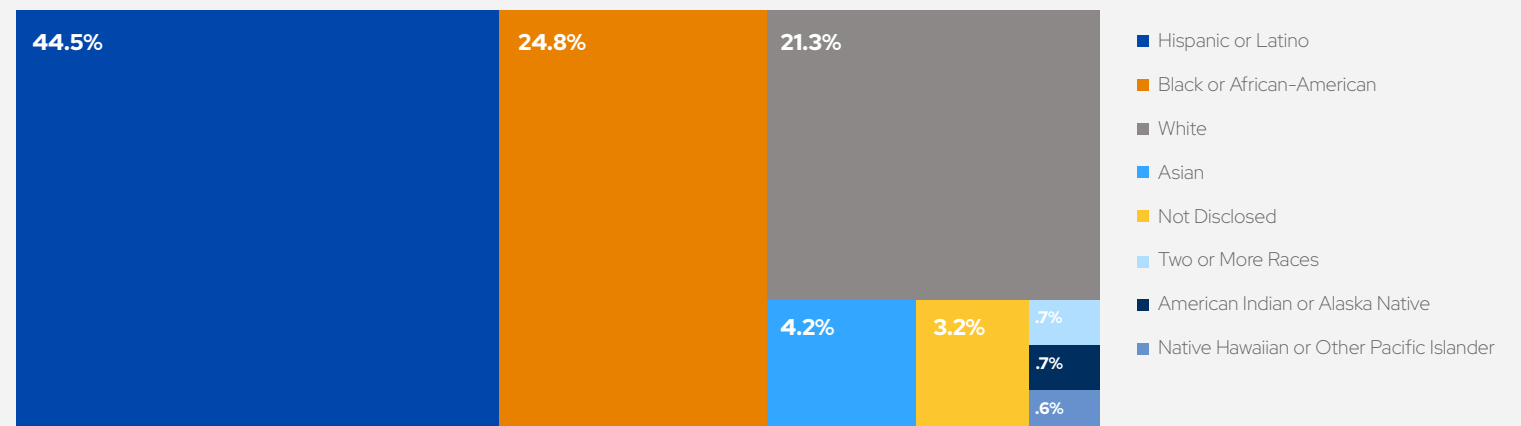
*For additional details on workforce diversity, please refer to the [Technical Information](#) section of this report

OUR WORKFORCE DATA

ABM Diversity Data



US 2023 Team Member Racial/Ethnic Diversity





ABM Hires/Re-Hires in 2023

GLOBAL — HIRES		Total		UK — HIRES		Total	
Total		69,257		Total		4,110	
US — HIRES	Total	Male	Female	Not Disclosed	Age < 30	Age 30-50	Age > 50
Total	65,147	33,073	32,074	—	27,068	26,674	11,405

Headcount for 2023 reflects initiatives to manage the continued alignment of our business to client demands post-pandemic, including the impact of cost management initiatives and softer demand within the commercial real estate market.

ABM Voluntary and Involuntary Separations in 2023

GLOBAL — TURNOVER		Total		UK — TURNOVER		Total	
Total		76,690		Total		4,933	
US — TURNOVER	Total	Male	Female	Not Disclosed	Age < 30	Age 30-50	Age > 50
Total	71,757	35,169	36,588	—	27,020	29,328	15,409

Our employee turnover encompasses both voluntary resignations, retirements, involuntary terminations and other separations from employment due to continuing education, personal needs and career changes. We are committed to providing our employees with an inclusive and welcoming work environment, as well as competitive total rewards and wellness offerings, and are pleased that our turnover rates have consistently remained significantly below averages for our industry.

TEAM MEMBER ENGAGEMENT

Building on our culture.

ABM Voice

Through our commitment to strategic listening, we strive to create a workplace where every team member feels heard, valued, and empowered. In 2020, we launched the ABM Voice engagement survey to better understand the needs of our workforce. The learnings from this survey inform our talent engagement priorities.

Through focus groups, we noted that team members ranked “mentorship” as their highest priority. As a result, we piloted mentoring in areas of our Operations function in 2022 and expanded our efforts in 2023 through the introduction of our Women of ABM Impact Group, further described below.

We plan to conduct a comprehensive team member engagement survey in 2024 to identify the strengths and opportunities in our culture, benefits, training/development, communication practices, and leadership behaviors across the organization.

ABM Team Connect

In 2023, ABM launched Team Connect, a workforce management tool that creates a digital connection to the front line, driving a higher level of engagement, improving the management team’s visibility across our portfolio, and delivering real-time updates to our clients that provide more transparency on services performed.

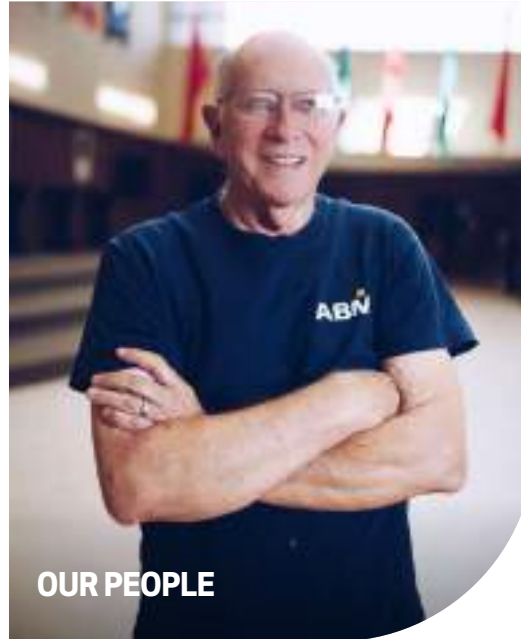
We work to continuously enhance our team members’ experience through active listening, inclusive platforms, celebration of achievements, and robust frameworks for rewarding career paths because we know that an engaged team is what makes the difference.

DIVERSITY, EQUITY, AND INCLUSION

We are committed to fostering a culture where every team member feels seen, heard, and valued.

ABM continues to execute against three strategic priorities, which were identified through our 2022 Organizational Culture Assessment. ▶

As an organization focused on serving people, we know that the diverse perspectives and backgrounds of our more than 100,000 team members contribute to our success. Our ongoing efforts to shape ABM as a welcoming and inclusive place to work, where our team members are provided ample opportunities to learn and grow, are paramount to the way we operate as a business.



OUR PEOPLE

Workforce Diversity & Equity

Fostering a diverse workforce with rewarding opportunities for all team members.



OUR CULTURE

Workplace Inclusion & Belonging

Cultivating a culture of inclusion so that every team member feels seen and heard.



OUR BUSINESS

Marketplace & Community

Increasing the positive impact of our Diversity and Equal Opportunity efforts for our clients, partners, and the communities we serve.

Culture & Inclusion Council

Guided by ABM's mission and values, inclusion at ABM is overseen by our team member-led Culture & Inclusion Council, which is responsible for developing organizational priorities that nurture an inclusive workplace. The Culture & Inclusion Council, comprised of the Executive Steering Committee and the Integration Task Force, is sponsored by our CEO, CHRO, and other members of our executive leadership team and stakeholder groups.

ABM's cross-functional Integration Task Force, consisting of team members across job levels, geographic locations, and industry groups, as well as varying backgrounds, develops the Company's strategic areas of focus related to our three strategic priorities: Our People, Our Culture, and Our Business. Each of these workstreams is led by members of the Culture & Inclusion Council.

Inclusive Team Member Training

We know that building an inclusive culture begins with providing the right educational resources to our team members. In 2023, we launched six Team Member courses as part of ABM's first dedicated, enterprise-wide Inclusive Team Member Training campaign.

Increasing Accessibility to Support Our Diverse Workforce

Supporting Linguistic Diversity

Understanding that effective communication is integral to a harmonious and inclusive workplace, ABM has taken the initiative to ensure that essential information is accessible to team members in multiple languages. This includes ABM's Team Connect platform, safety and compliance trainings, and benefits information, among other resources.

Supporting Individuals with Disabilities

ABM is committed to supporting individuals with disabilities. This extends beyond our team members to encompass our community members, customers, and partners.

ABM UK is a Disability Confident Employer as part of a government initiative designed to encourage employers to recruit and retain disabled people and people with health conditions. Additionally, as part of ABM UK's Disability Workplace Inclusion Program, ABM partnered with the Valuable 500, a global business partnership of 500 companies providing support to raise awareness and end disability inequality.

82%

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



ABM Impact Groups

To cultivate a sense of belonging, in 2023, we launched two team member-led Impact Groups to inspire a more inclusive workplace and allow team members to share their diverse perspectives and access mentorship resources.

Women at ABM (Launched March 2023)

Our Women at ABM Impact Group empowers women and their allies through a range of opportunities to connect, such as career speaker series, community engagement events, and mentorship opportunities. More than 10% of our staff and management team members participated in the Women at ABM Impact Group in its first year.

2023 Initiatives

Own Your Career Speaker Series: A seven-part speaker series in which female leaders shared inspiring career-related stories and insights, covering topics including professional development, managing your career, and community outreach. ABM team members attended virtual sessions, and watch parties were hosted across several ABM offices for additional in-person connection opportunities.

Topics

- Launch + Learn
- How to Power Your Career
- The Brand Called YOU
- The Power of Identity
- Managing Up and Across
- Preparing for Your Performance Review and Career Conversations
- Starting the Year Off Right — Goal Setting for 2024

Breast Cancer Awareness: Women at ABM Impact Group members in Atlanta, Denver, Houston, and New York participated in events, including breast cancer awareness walks, through the American Cancer Society to raise funds for

cancer research and support programs like Making Strides Against Breast Cancer and Relay for Life. Together, these events raised almost \$7,000 before ABM's matching donation, far exceeding the initial goal of \$2,000.

Mentorship: Women at ABM piloted a new mentorship program, designed to facilitate one-on-one learning between team members and their mentors to further support and encourage learning and career development opportunities across ABM.

Veterans at ABM (Launched July 2023):

Our Veterans at ABM Impact Group reflects our commitment and support of our military-affiliated team members, veterans, and military spouses.

2023 Initiatives

Wounded Warriors: Veterans at ABM team members based in Sugar Land, Texas, hosted a special ABM Cares fundraising event for the Wounded Warrior Project during our "90 Days to Make a Difference" charitable giving campaign. The event included a dunk tank to dunk leaders across IT, Legal, HR, Strategy, and Finance and raised more than \$11,000 for the cause.

Challenge Coins: In observance of Veterans Day and Remembrance Day, Veterans at ABM developed a special ABM-branded challenge coin, which signifies camaraderie, membership, and loyalty to a military unit. Team members across the organization distributed challenge coins to military service people on their teams to pay tribute to their service. 1,500 coins were ordered and distributed overall.

Looking Ahead

Our Impact Groups continue to grow as team members join to support local initiatives. In 2023, 11 new local impact groups were formed under the umbrellas of Women at ABM and Veterans at ABM Impact Groups. In 2024, we hope to further expand our Impact Group portfolio.



Supplier Diversity

We're proud to support minority-, women- and disabled veteran-owned enterprises (MWDVE) by providing direct access to subcontractor opportunities and procurement bids and through our mentoring program. We also established two premier supplier diversity relationships with the National Minority Supplier Development Council (NMSDC) and Women's Business Enterprise National Council (WBENC).

As part of our efforts to advance our supplier diversity program, we recently updated our procurement policy that outlines objectives for promoting diversity across our supply chain and provides clear guidelines for more effective monitoring of our procurement spending designed to drive positive impact within our supplier network.

Awards and Recognitions

- DiversityInc. (Fair 360) Top 50 Noteworthy Companies
- Latino Leaders Magazine Best Companies to Work for Latinos



HEALTH AND SAFETY

Fostering a culture of safety throughout every aspect of our operations.

[403-1]	Occupational health and safety management system
[403-2]	Hazard identification, risk assessment and incident investigation
[403-3]	Occupational health services
[403-4]	Worker participation, consultation and communication on occupational health and safety
[403-5]	Worker training on occupational health and safety
[403-6]	Promotion of worker health
[403-7]	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships
[403-9]	Work related injuries
[403-10]	Work related ill health
[416-2]	Incidents of non compliance concerning the health and safety impacts of products and services

We strive to maintain a world-class safety program that benefits our team members, clients, and communities. ABM's Safety Organization is composed of a dedicated group of trained Safety Managers embedded across our business who report to the Senior Vice President of Risk & Safety.

ABM's comprehensive Risk Management and Safety programs are designed to meet or exceed the compliance standards of the Occupational Safety & Health Administration (OSHA) and other regulatory bodies and to protect the health and welfare of our team members and our clients by ensuring our team members are trained in hazard identification, role-specific task safety, and incident response and reporting.



Our safety strategy is supported by three main pillars.

Our strong culture of safety continues to manifest in below-average incident rates and year-over-year improvements in our EMR safety risk rating. ▶

ABM ENTERPRISE WIDE

0.75

Experience Modification Rating (EMR)

↓ from 0.88 the prior year

2.87 OSHA Frequency Rate



SAFETY INFRASTRUCTURE

Strengthen our safety infrastructure by developing compliance- and data-driven programs and initiatives in conjunction with operations.



SAFETY CULTURE

Mature our safety culture through management commitment, awareness, and new ways to engage team members.



RETENTION & GROWTH

Ensure that the safety department continues to evolve with the needs of the organization and that we're developing a high-performance team that can help us move to increasingly higher levels of achievement.

Transforming Our Approach to Safety

To match the increasing diversification of our clients' site-risk profile, we are evolving our approach to safety oversight. Instead of treating all sites equally, in 2023, we developed a new multi-layer safety framework that categorizes our work sites based on the risk level and type to enable us to allocate our safety oversight resources where they matter most.

As part of this new multi-layer safety approach, we are advancing our non-negotiable culture of safety by proactive and ongoing hazard identification and assessment, review of safety training and standard operating procedures (SOP), regular reinforcement of safety through internal communications, safety-focused coaching and recognition for our team members, and timely incident investigation and management.

MEMBERSHIP IN LEADING SAFETY ORGANIZATIONS



National Safety Council: Alignment with America's leading nonprofit safety advocate, providing our leaders with access to webinars, safety talks, presentations, posters, safety videos, and other resources.



National Association for EH&S Management: Access to a wealth of resources, best practices, and benchmarks from the largest association of corporate EH&S leaders in the US.



National Irish Safety Organisation (NISO) & Northern Ireland Safety Group (NISG): Remaining up to date with legislative changes and best practices across each region in the Republic of Ireland and Northern Ireland through the leading networks for safety and health.



RoSPA (Royal Society for the Prevention of Accidents): Assistance recognizing and reducing risk of accidents on the road, at work, at home, and at leisure through this not-for-profit organization; in 2023, ABM UK was awarded RoSPA Gold for Safety Excellence for the fourth consecutive year.



British Safety Council: Protecting workers from accidents, hazards, and unsafe conditions through ABM UK's membership in one of the world's leading health, safety, wellbeing, and sustainability organizations. This organization plays a decisive role in the political process that has led to adoption of landmark safety legislation in the UK.

ALIGNMENT WITH INTERNATIONAL STANDARDS

ABM companies in the UK retain ISO standards for ISO 45001 Occupational Health & Safety, ISO 9001 Quality Management, ISO 14001 Environment Management, and ISO 50001 Energy Management. Audits performed during the 2023 fiscal year confirmed compliance with all requirements and seven best practices.

ABM Ireland successfully recertified and retained ISO standards for ISO 45001 Occupational Health & Safety, ISO 9001 Quality Management, and ISO 14001 Environment Management

Our US sites also began working toward ISO 45001 certification in 2023, with our first audits expected in fiscal year 2025.



Think Safe

Our Think Safe approach to safety includes establishing a safety mindset from day one of employment. This safety culture is continuously reinforced through daily moments for safety messaging, relevant monthly training topics, and unique programs and materials created for our team members.

One of the cornerstones of our Think Safe program is designed to help leaders identify workplace hazards and implement changes to prevent accidents or injury. In our frontline leader training, participants are guided in creating a culture of safety and provided guidance on practices to support our team members receiving the right care at the right time to expedite their recovery.

Health and Safety Policies

We maintain a comprehensive handbook of health and safety policies that cover SOPs for all standard hazards faced by our workforce and is available in seven languages to ensure accessibility to our diverse team members. Compiled policies provide detailed instructions on hazard identification and reporting, PPE, and incident response protocols.

We maintain numerous access points so our team members can access our health and safety protocols and resources whenever needed:

- **ABMWay Hub:** Our resource for specific work instructions and procedures to prevent workplace injuries.
- **Risk & Safety SharePoint:** Recently revamped to provide an improved user experience that enables leaders to quickly identify needed resources, systems, data, and contacts.
- **ABM Safety Hotline:** Where any team member can report work-related concerns. We have posted guidance on our safety hotline at all client sites, including who to contact about an immediate incident. We translated the posters in an additional twelve languages to ensure all team members are able to contact help whenever needed.
- **ABM University:** Hosts a repository of on-demand safety trainings.

Safety Trainings

Developing a strong culture of safety begins on our team members' first day on the job, with trainings on the importance of safety and what safe conduct looks like in their role.

A cornerstone of ABM's comprehensive risk management and safety program is safety awareness to confirm our team members are educated on how to complete tasks safely, trained in hazard identification, made aware of emergency response procedures to immediately address challenges, proficient in reporting accidents, and utilizing applicable procedures to confirm appropriate loss mitigation techniques are implemented should a loss occur.

As we work across client sites, the safety hazards our team members face are sometimes site-specific; our frontline team members receive full safety trainings on relevant hazards from ABM and often also undergo trainings on client sites to ensure proper preparation. We then continuously reinforce this safety culture throughout each team member's journey with routine safety messaging, relevant monthly training topics, and unique programs and materials.

Frontline Leader Safety Training

To support our safety culture and drive operational ownership, we established a dedicated safety training program that targets our frontline leaders—all managers of frontline team members. The basis of the training is an online playbook with an overview of available safety resources and the basics of performing

a job hazard analysis and submitting an incident claim, supplemented by live trainings and webinars on safety tips relevant for frontline team members.

In 2023, we began piloting an enhanced training program for our frontline operational leaders to align with our evolving safety risks. The Safety Qualified training program for frontline leaders encompasses an extensive online curriculum focused on understanding and preventing our most common hazards. We plan to roll out the expanded training to frontline leaders more broadly in the upcoming year.

Ongoing Safety Touchpoints

- **Moment for Safety:** A strong safety program depends on proactivity, and our Moment for Safety program provides daily safety reminders to our team members. These daily emails containing a safety message are sent to every team member with an ABM email address, and in 2023, we also began piloting pushing these daily reminders to our Team CONNECT App.
- **Monthly Safety Talks:** Each month, we host Safety Training Talks for all frontline team members, covering an array of safety content tailored to the risks face by business units. Topics range from reminders on safety basics like use of PPE, handling chemicals, and ladder safety to announcements on updated protocols to trainings on seasonal risks such as heat illnesses and driving defensively in winter weather. We provide this series in both English and Spanish.

SAFETY METRICS

2023 Safety Incident Metrics

	DAYS AWAY FROM WORK	JOB TRANSFER OR RESTRICTION	OTHER RECORDABLE CASES	GRAND TOTAL
Female	605	377	538	1,520
Male	449	236	391	1,076
Not Specified or Blank	7	0	28	35
Total	1,061	613	957	2,631
Total Hours Worked				179,797,677

DART 1.86 | **TRIR** 2.93

Safety Audits and Reviews

EH&S Audit Process

Our approach to safety audits is evolving along with our safety oversight model by prioritizing safety audits for higher-risk sites. We conduct Environmental Health & Safety (EH&S) audits following a significant safety event and at selected sites that have a designated high hazard profile under our new multi-layer safety approach. Audits are conducted by a team of EH&S Managers selected based on their areas of expertise and using a comprehensive checklist relevant to the types of safety risk. Any observations, findings, or corrective actions are stored and tracked within our enterprise Risk Information Management system, Origami.

Safe Work Observation Program (SWOP)

Our SWOP enables our safety managers to observe our team members performing tasks and provide real-time feedback on good safety behaviors and areas for improvement. The program is designed to directly engage team members in creating a safe work environment driven by two-way feedback between leaders and direct reports.

624,271

SWOPs performed in 2023

ABM UK and Ireland Highlights

Certified IOSH Safety Training Programme

In 2023, our ABM UK safety and L&D team members provided training to ABM UK & Ireland managers and frontline team members on topics across the safety and wellbeing spectrum. Trainings included mental health in the workplace, including support for team members in the event of a personal crisis (financial, family-related, medical, bereavement, etc.), and other health and safety topics:

Managing Safely Training

Managing Safely Refresher Training

Working Safely Training

IOSH-Certified Training

Other Focused Safety Training

Mental Health First Aiders Training

Mental Health Awareness Training

Health and Safety Weeks

During 2023, ABM dedicated two weeks to recognizing our UK and Ireland team members' efforts to elevate safety in their daily roles. During the 2023 ELEVATE Safety Weeks, we:

- Hosted a series of ELEVATE moments with our site teams.
- Shared bite-size virtual safety-training sessions that cover topics such as
 - Safe By Design — Values, Behaviours, and Performance.
 - Safe Systems of Work — Is It Rocket Science?
 - Near Miss Reporting — A Safer Tomorrow!
 - Incident, Accident Investigation — Don't Jump to Conclusions! The Just Culture Approach!
 - Your State of Mind and Safety Performance — Your Mental Health Matters!
- Made management team member safety and well-being engagement visits.
- Refreshed our ABM Team Member ThinkSafe! ActSafe! BeSafe! Expectations.
- Produced safety and well-being videos with our operational teams covering the following topics:
 - Vehicle Safety and Inspection
 - Safe Use of Chemicals and Near-Miss Reporting
 - Fire and Emergency Evacuation
 - Your Mental health Matters — It's Good to Talk.

Service Quality Program

Our team ensures public spaces and private operations are clean and safe for everyone to enjoy—and that’s no small undertaking. Ensuring systems are safe is in our roots. We take our role in ensuring safe, high-quality service extremely seriously.

Electrical and Mechanical

At ABM, we have a long history of leading the industry on safe electrical and mechanical systems. In 1972, we played an instrumental role in founding the International Electrical Testing Association (NETA), which is today the developing organization for the American National Standards Institute (ANSI), setting consensus standards on products, services, and systems. ABM proudly remains NETA accredited. Not only do we perform our installation and maintenance services to the highest quality standards, but we also offer our clients electrical hazard inspections and trainings as part of our infrastructure services, including NFPA 70E-compliance arc flash hazard analysis. In the UK and Ireland, our technical solutions teams hold NICEIC, Gas Safe, F-Gas, Constructionline and Safe Contractor and Avetta Accreditations.

Vehicles

When it comes to transportation, we know that a well-maintained vehicle is a safe vehicle. Though we don’t perform any technical maintenance on client vehicles, we view our drivers as the first line of defense in preventing serious maintenance problems, and all our commercial drivers are trained to spot developing issues before they reach the “breakdown” point. We take pride in partnering with our clients to ensure their fleet is always safe for operation.

Building Services

Our janitorial teams are fully equipped to clean our clients’ facilities to the highest quality standards, including the clients’ own SOPs when applicable, with products that are sustainable and safe for everyday use.



TEAM MEMBER WELLBEING

Prioritizing our people.

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

As a service industry leader, ABM provides a high-quality, competitive benefits program designed to address the wellness needs of our team members and their loved ones. We recognize the importance of providing benefits for all team members, and we take significant steps to ensure that our offerings cater to the diverse needs of our eligible full-time staff as well as for many part-time staff and management team members. In 2023, to enhance the accessibility of our benefits information within the diverse landscape of our organization, we expanded the number of languages in which benefits information is provided.



The following benefits, effective from fiscal year 2024, are applicable to all team members, including full-time, part-time, non-union employees and union employees if indicated in the applicable collective bargaining agreement:

<p>Medical, Dental, Vision, Life Insurance, Disability & Voluntary Benefits</p> <p>Choices to best meet individual and family needs</p>	<p>Chronic Conditions Management Program</p> <p>Assistance managing diabetes, asthma, congestive heart failure, coronary artery disease, and other ailments</p>	<p>Telehealth</p> <p>Access to virtual care (per specific plans and circumstances) that lets you see your doctor from your own home or office</p>	<p>Transplant Solutions</p> <p>Specialized networks and support for team members requiring transplant services</p>	<p>Health & Wellness Coaching</p> <p>Maternity, cancer, diabetes, and smoking cessation support</p>
<p>Pre-Tax Benefits</p> <p>Plans that let you use pre-tax dollars to pay for eligible health-care expenses</p>	<p>Commuter & Parking</p> <p>Plans that let you use pre-tax dollars to pay for eligible mass transit, public transportation, and parking expenses</p>	<p>Innovative Programs</p> <p>Pet insurance, legal assistance, and identity theft protection, at favorable group rates</p>	<p>Parental Leave</p> <p>Paid time away from work to care for and bond with a child through birth, adoption, or fostering (after six months of service)</p>	<p>Organ Donor Leave</p> <p>Paid time to recover/heal from an organ donation (after 30 days of continuous employment)</p>
<p>Employee Assistance Program (EAP) / Mental Health First Aider Network*</p> <p>Dedicated mental health support programs in the US and the UK</p>	<p>401(k)* with Company Match</p> <p>Eligible to make pre-tax and/or Roth contributions after 30 days of employment. Eligible for company match after six months of service. Match is 100% of the first 3% and 50% of the next 2% of your eligible contributions</p>	<p>Financial Planning Education</p> <p>Resources and materials (regardless of 401(k) participation)</p>	<p>Employee Stock Purchase Plan (ESPP)</p> <p>5% discount on the ABM stock price</p>	<p>Paid Time Off (PTO)</p> <p>Sick leave, vacation, company-observed holidays, and one floating culture holiday</p>
<p>Summer Work Hours</p> <p>Ending the workweek every Friday at 2 p.m. from the end of May through early September</p>	<p>Philanthropic Opportunities</p> <p>One day off to volunteer and up to \$1,000 in matching charitable contributions per year</p>	<p>Marketplace Mall</p> <p>Exclusive discounts on thousands of goods and services</p>	<p>Gympass</p> <p>Discounted gym memberships and access to online fitness events and classes</p>	<p>WeCare Programme*</p> <p>UK employee assistance, including peer-to-peer recognition, aligned with sustainability goals</p>

*ABM UK

*401(k) — regular part time employees are eligible to participate in the Plan and receive a match unless they are part of Union negotiated contract that opts out of the match.

*Benefits offered also to part time employees: Medical/dental/vision, Voluntary and Disability Commuter only, Innovative programs

LEARNING AND DEVELOPMENT

Enabling our team members to realize their full potential.

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

Our team members are our most important asset, and at ABM, we are firmly committed to empowering our team members through training and development opportunities. We invest in team member development, nurturing career paths and encouraging growth within the organization.

We provide our team members with the necessary tools and resources to support their career development aspirations. In 2023, frontline team members received an average of 6.7 hrs/yr of training (covering core DEI, safety and compliance trainings) and leadership, staff & management received an average of 4.8 hrs/yr of training.

ABM Career Framework: This is a platform that organizes roles clearly and consistently enterprise-wide while providing the foundation for more productive conversations with team members about career development and progression. It ensures consistency in ABM's job titles, clarifies responsibilities and skill requirements for roles, and provides greater transparency for career mobility and development.

Success Behaviors Framework: In 2023, we launched our new competency model, Success Behaviors, which offers a series of training modules and development tools that bring ABM's competencies to life to identify and align team member performance and career growth objectives.

ABM University: ABM team members have access to ABM University, an online learning management platform that offers training courses, videos, and reference materials to support team members in gaining new skills and growing with ABM.

- Client Service
- Communication Skills
- Employment Law & Supervisory Skills
- Leadership & Managerial Development
- Software Training

Other Management Training Courses Include:

- Regulatory-Related Training per Job Type
- Annual Harassment Prevention Training

Inclusive Team Member Training: A multi-part training series that lays the foundation for DE&I at ABM with topics that include Defining DE&I; The Impact of DE&I on Our Organization, Team Members, and Clients; Recognizing Biases; Diversity of Thought, Intersectionality & Diversity Dimensions; and Identifying Micro- and Macro-Aggressions.

Leadership Academy: ABM offers its Leadership Academy to director-level team members who want to build their capabilities. The Leadership Academy offers a tailored training program in a modular format and a capstone project. The program culminates in a presentation to the executive leadership team.

Leadership Foundations: We are committed to providing opportunities for frontline team members to accelerate their careers. Leadership Foundations is a program focused on teaching frontline team members the skills necessary to be a frontline leader.

Frontline Leader Essentials Program: In line with our commitment to frontline team member development, we offer the Frontline Leader Essentials Program for frontline supervisors. This training is designed to enhance the management and coaching skills of frontline supervisors to improve the team member experience, create an environment for career growth, and increase retention.

New in 2023

EV Charger Technician Training Program

ABM launched a first-of-its-kind comprehensive E-Mobility Training Program, designed to equip technicians with the skills needed to perform installation and maintenance on EV chargers. As ABM's EV strategy continues to evolve and EV capabilities become more in-demand, this approach allows us to build valuable expertise in-house.

Empowering Mentorship

Our newly launched Women at ABM Impact Group piloted our first ABM Mentorship initiative, which allows for one-on-one interaction between our team members and their mentors. Team members who choose to participate in the program complete a survey sharing their key strengths and the areas in which they wish to improve, and they are then partnered with a mentor with complementary skills. Mentor and mentee pairings are also based on diversity of experience, skill, and thought to create ties between team members in different departments. To further the impact of the effectiveness of this program, all mentors are required to be no less than three levels below the CEO, allowing team members to connect with senior members of the organization, work on their development, prepare for future roles, and network across the enterprise.



Through ABM University, in 2023, all our team members were:

Assigned a minimum of 5 required compliance courses.

Provided the opportunity to enroll in 115+ extracurricular courses in the areas of career and performance, DE&I, Leadership Development, and Safety.

Additionally, many of our frontline team members (role-dependent) are required to take a minimum of 24 safety/on-the-job trainings each year, in which they are automatically enrolled each month.

TALENT ACQUISITION

Building the workforce to drive ELEVATE vision.

Talent Acquisition, Retention, and Engagement

ABM's talent acquisition strategy is focused on recruiting a diverse set of team members who will support our clients and drive our innovative offerings in support of ABM's ELEVATE growth strategy. In 2023, we focused on enhancing a foundation for our talent acquisition strategy by fostering a closer collaboration with our business teams and integrating talent analytics for insights into current and future talent recruiting needs over time.

This year, we added three new roles to the recruitment team, each dedicated to leading recruitment for diverse, military/veteran, and trade school candidates to further our efforts to develop robust candidate pipelines. We also grew a regional recruiting structure to support our field frontline recruiting into two markets, comprising seven total regions, to reduce time to fill and deliver a higher-quality candidate experience, among many other benefits. These enhancements lay the groundwork for ABM's recruitment efforts going into 2024 and beyond.



Internships

In 2023, we expanded our summer internship program, which is now in its third year. Our intern class expanded by about 50% in 2023 compared to 2022, and our expected class for the summer of 2024 is almost double that of our 2022 class. Interns are offered opportunities in various fields such as engineering, cybersecurity, internal audit, marketing, sales, data analytics, legal, and more. We will continue to expand these offerings in line with ABM's strategic priorities to support strategic initiatives such as our EV strategy and energy transition, including rolling out an internship program in conjunction with our new electrification center in Atlanta. We continue to actively engage with universities to establish partnerships in order to further expand our campus recruitment program and reinforce our dedication to nurturing early career talent and building a diverse workforce for the future.

UK Graduate Training Scheme

Through this program, ABM employs recent university and college graduates and places them in roles that actively support the effort to reduce our GHG emissions.

UK Apprenticeship Training Program

ABM continued our internally managed Apprenticeship Training Program in collaboration with the London Progression Collaboration, which connects socioeconomically disadvantaged individuals with apprenticeship programs in line with the UK GreenSkills Agenda. Not only does this program widen ABM's talent pipeline, but it is also available to all internal team members who wish to further their career development.

Diversity Recruitment

In 2023, ABM continued to expand its multi-channel approach to recruitment to further improve the diversity of our candidate pipeline. This included expanding digital and written outreach and attending job fairs to engage trade school students, women, racial and ethnic minorities, military, military veterans and military spouses, persons with disabilities, and members of the LGBTQIA+ community.

Community Partnerships

As part of our overall recruitment initiatives, ABM strategically partners with community organizations and associations with diverse members. Not only do these collaborations strengthen our talent pipeline, but they also strengthen our brand reputation in the communities we serve. We carefully select Community Partners based on how the organization's mission aligns with ABM's purpose, values, and culture.

Military Veteran Recruitment

ABM proudly employs thousands of men and women who have served in the US military, in service, staff, and management positions alike. ABM participates in a number of service-specific programs through which our company has connected with hundreds of members of the military community, generated dozens of leads, and successfully hired transitioning military service persons and veterans. These include:

- Military Spouse Employment Program (MSEP)
- Department of Defense SkillBridge Program
- Army Partnership for Youth Success (PAYS)
- Employer Support of the Guard & Reserve (ESGR)
- Hiring our Heroes (HOH)
- Army Civilian Acquired Skills Program (ACASP)

Refugee Recruitment

ABM is also proud to participate in the National Immigration Forum Corporate Roundtable, which convenes the nation's leading businesses to advance strategies that integrate new Americans into the US labor market and improve their opportunities to thrive. Our company partners with more than 200 refugee organizations throughout the country to assist in the recruitment, employment, and resettlement of refugees.

In 2023, we partnered with the New York City Department of Labor Refugee and Asylum Seeker Initiative. Through this program, our team attended various job fairs in connection with this initiative, which were tailored to assist work authorized asylum seekers in finding employment. Advertising for these events is conducted through local career centers, and translators are available at the event to assist potential candidates as needed.

COLLECTIVE BARGAINING AGREEMENTS

Fair working conditions for everyone.

[GRI 2-30] Collective bargaining agreements

ABM is one of the largest unionized employers in our sector. Approximately 37% of our team members in the US are represented by more than 250 active collective bargaining agreements.

We respect our team members' right to associate freely and are committed to comply with all labor and employment laws applicable to our workforce. We also require our subcontractors to comply with these same laws.

Our collective bargaining agreements are periodically renegotiated through bargaining with labor representatives. These collective agreements set wages, benefits, and other terms and conditions of employment for covered employees. Single-site collective bargaining agreements are negotiated bilaterally between ABM and the applicable labor union. For area-wide agreements, ABM often bargains with groups of local employers who are covered by the same agreement. In the UK, we have collective bargaining agreements with three unions across the range of our services.

ABM is committed to addressing the distinct needs of both unionized and non-unionized employees. ABM complies with federal, state, and local minimum wage requirements, with most, if not all, collective bargaining agreements providing for wages in excess of applicable minimums.



Leading with honesty
and integrity.

RESPONSIBLE BUSINESS PRACTICES

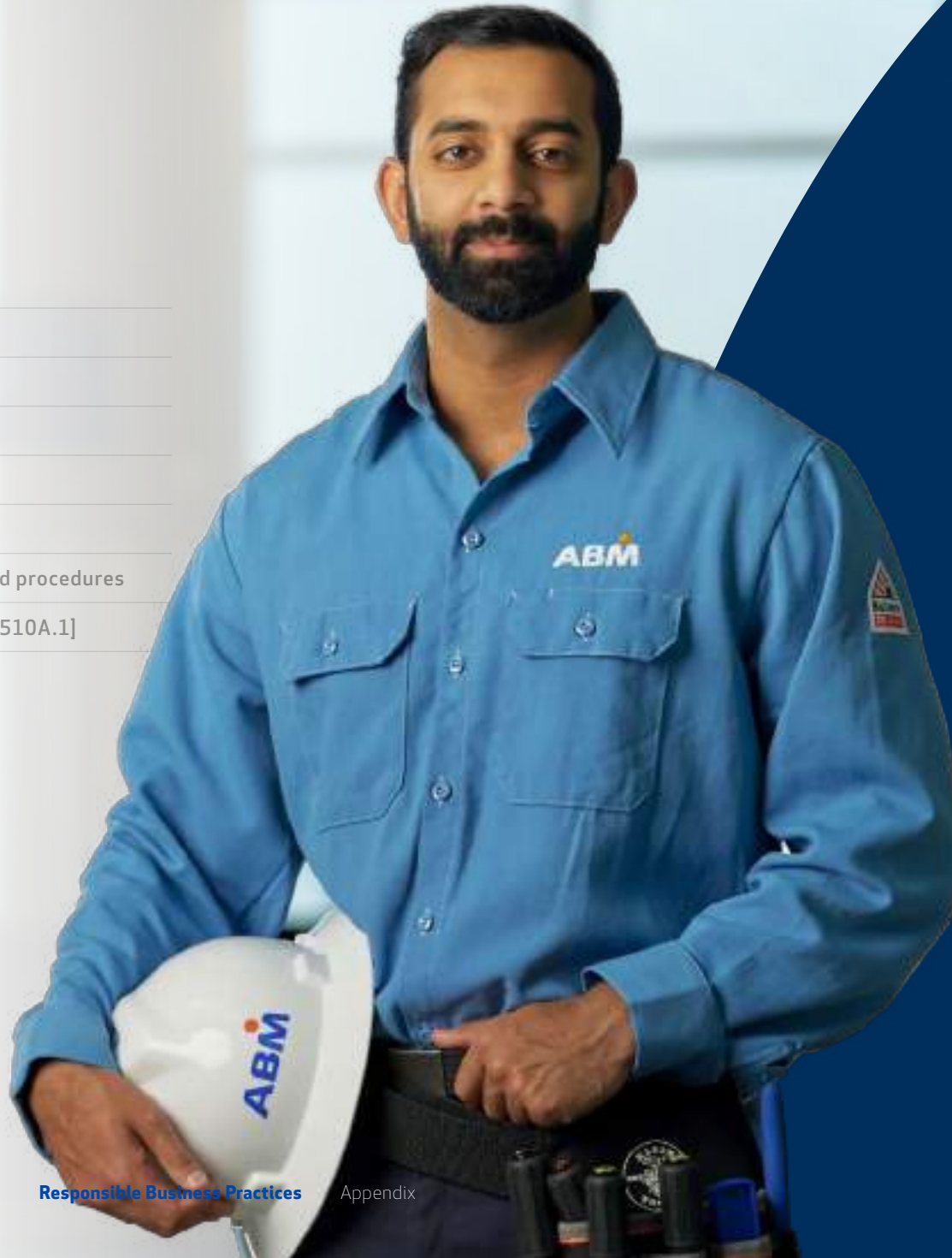


RESPONSIBLE BUSINESS PRACTICES

Leading with honesty and integrity.

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

Operating with strong ethics and compliance is critical to everything we do at ABM. We understand that the strength of our commitment to ethical business practices directly reflects our ability to protect our clients, team members, and the communities in which we operate. We comply with all applicable laws and regulations and conduct our business activities in an honest and ethical manner, while also holding our team members, partners, and suppliers to the same high standards.



OUR COMMITMENT

Our Code of Business Conduct and other policies and procedures act as ethical frameworks for achieving our goals and are important tools for preserving and nurturing our culture of respect, integrity, and accountability. When we are all able to recognize, report, and address unethical and unlawful conduct, our workplace is better for everyone.

ETHICAL BUSINESS PRACTICES

Fostering ethical business practices.

The Audit Committee of the Board of Directors, in conjunction with the Chief Compliance Officer, oversees the successful implementation and development of initiatives related to ethics and compliance. In 2023, there were no legal actions against ABM for anticompetitive behavior, anti-trust, or monopoly practices.

Our Code of Business Conduct

The ABM Code of Business Conduct (COBC) guides how we do business as a lawful, fair, and ethical organization and a responsible corporate citizen, while ensuring our commitment to our six core values of Respect, Integrity, Collaboration, Innovation, Trust, and Excellence. Topics covered include conflicts of interest, duty of loyalty, gifts and gratuities, bribery and corruption, modern slavery, harassment, and discrimination.

To ensure the COBC evolves with our growth, members of our legal team perform an annual review and update of the COBC and related training modules to ensure continuous progress toward excellence in our ethical behavior standards.

All ABM full-time and part-time staff and management team members, Board members, as well as contractors, must complete an annual training and recertification of the COBC, which includes mandatory disclosure of any violations or areas of concern. The COBC training fully complies with and exceeds all federal and state law requirements and includes examples of acceptable behavior, forms of harassment, and treating peers with respect.

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

94%

Code of Business
Conduct team member
training completion rate
enterprise-wide in 2023

Confidential Compliance Hotline and Reporting Process

ABM is committed to ensuring all team members feel safe and understand individual responsibility to report any violations of the COBC or applicable law. ABM's Compliance Hotline is accessible by phone or website, is administered by a third party, and is always available; it is also one of several options team members have for reporting violations or concerns.

The hotline can take a report in any language, and as a part of our commitment to confidentiality and respect, accepts reports anonymously. In accordance with our COBC, ABM has zero tolerance for unlawful retaliation against whistleblowers.

All hotline reports are taken by an unbiased third party and are forwarded in a secure and confidential manner to an appropriate Human Resources professional for prompt investigation, with further immediate escalation, if appropriate, to ABM's Legal and Internal Audit teams.

In addition to our Compliance Hotline, team members are also provided contact information for various subject matter experts, so that all team members feel empowered to find contacts and resources for questions they have on various aspects of the Company's operations, including general compliance.

Additionally, ABM provides all newly hired team members with an information card containing the ABM Compliance Hotline phone number and website, as well as a reminder about ABM's prohibitions against harassment, discrimination, and retaliation.

Should an ABM team member be subject to or witness criminal activity at work, ABM's Human Resources representatives are trained to immediately report the matter to local law enforcement and fully cooperate with law enforcement in their investigation into the matter.

Anti-Bribery and Anti-Corruption

ABM maintains a formal anti-bribery and anti-corruption policy, which aligns with all applicable anti-bribery and anti-corruption laws across all geographies in which we operate.

ABM performs periodic risk assessments to identify potential corruption or bribery risks and performs an annual internal audit on anti-bribery and anti-corruption practices. The results of this audit are reported to the Board of Directors.

We require a mandatory biennial Anti-Bribery & Anti-Corruption (ABAC) training for select team members. The online ABAC course explains how to recognize and mitigate associated risks and disclose potential violations. The audience selection aligns with the US Foreign Corrupt Practices Act (FCPA) and UK Bribery Act requirements. In addition, ABM's annual COBC training includes reference to anti-corruption requirements for all team members.

Our sales organization and client-facing operators additionally complete an interactive custom gift and entertainment training as a part of their onboarding.

To further combat corruption and bribery by third parties, including sales agents and lobbyists, ABM's diligence process also includes high-level risk assessment and external and internal feedback, including a red flag report through a diligence vendor, and a required questionnaire, to be completed and signed by the potential third party.

In 2023, no allegation had been made against ABM about corruption, and no confirmed incidents under any applicable corruption laws had been reported.

96%

team member completion rate enterprise wide of Anti-Bribery & Anti-Corruption training, including members across the sales, legal, audit, and finance teams



Human Rights

ABM follows all international labor and immigration laws that apply to us and does not tolerate the use of child labor, any acts of modern slavery, human trafficking, or other illegal, abusive, or forced labor practices. This includes compliance with internationally recognized laws and regulations in all locations where we operate, regardless of local business customs.

In 2023, we adopted an enterprise-wide Modern Slavery Policy and also issued an updated policy statement on The Modern Slavery Act, which now covers both our UK and Ireland business team members. The Company considers its team members critical to its success and is committed to operating free from forced labor, slavery, and human trafficking. All management team members in the UK and Ireland are required to complete the ABM-hosted Modern Slavery Training, including all new team members during onboarding. We expect all ABM subcontractors and vendors to comply with this policy.

Safe Working Environment

ABM does not tolerate any form of unlawful workplace discrimination, harassment, retaliation, bullying, threatening behavior, or violence. The safety of our more than 100,000 team members, servicing over six billion square feet of space daily, is our top priority. We are devoted to providing a safe work environment for all team members and follow a comprehensive approach to proactively prevent and correct unlawful discrimination and harassment.

Equal Opportunity Employment

ABM is an equal opportunity employer. We prohibit discrimination or harassment against any applicant or team member based on

race, color, religion, sex, sexual orientation, gender reassignment, gender identity, pregnancy, age, national origin or ancestry, citizenship status, disability, veteran status, or any other legally recognized basis.

ABM's anti-discrimination and anti-harassment policies apply to all persons involved in our operations, regardless of their position, and prohibit discriminatory or harassing conduct by our team members or third parties such as clients or vendors.

Generative AI Policy

In alignment with our commitment to best-in-class ethics and compliance, we seek to promote innovative and simplified ways to enable our team members to continuously improve their standard of excellence in their roles. In line with this, in 2023, we adopted a new Generative AI policy that directly addresses the opportunities and risks presented by the evolving technology. The policy establishes our commitment to responsible innovation in our operations that protects the confidential and personal information of our company, clients, customers, and team members. The policy serves as a foundation for responsible use of Generative AI in our innovation efforts and internal processes, and we expect to revisit and update it regularly as the new technological capabilities evolve.

Non-Retaliation and Investigation Policy

We prohibit retaliation against any ABM team member for raising concerns about discrimination or harassment or participating in an investigation.

ABM maintains several protocols and policies to quickly address, escalate, and resolve workplace incidents to ensure our team

members are supported throughout the process, while preventing unlawful discrimination and harassment.

Workplace Policies: ABM has written policies prohibiting discrimination, harassment, and retaliation in the workplace, which are included in the National Team Member Handbook, our Code of Business Conduct, and our new-hire package.

Comprehensive Training Programs: ABM maintains robust internal training programs on multiple topics that are tailored to the needs of our team members. At the time of hire and throughout employment, all ABM team members receive training that meets and exceeds all federal and state requirements.

Reporting Mechanisms: ABM team members have multiple options for reporting concerns about discrimination, harassment, retaliation, or other workplace misconduct. In addition to the Compliance Hotline, the Human Resources (HR) team is well-equipped as a resource to team members. Members of the HR team receive training that covers topics and related ABM policies like bullying, harassment, discrimination, sexual harassment, and violence in the workplace.

Investigations Policy and Process: ABM is committed to conducting internal investigations in a prompt, objective, thorough, consistent, and timely manner. Our written Workplace Investigations Policy clearly outlines that only trained Human Resources professionals who have completed ABM's extensive investigations training or private investigators or employment attorneys engaged by ABM's Legal Department may conduct investigations into complaints involving allegations of unlawful discrimination, harassment, or retaliation. We've also developed a written Workplace Investigations Manual to set forth our expectations and the process ABM's Human Resources Investigators should follow in conducting investigations into these types of complaints.

CORPORATE GOVERNANCE

Committed to high governance standards.

At ABM, we view corporate governance as a cornerstone of our corporate responsibility and accountability to our many stakeholders, including, but not limited to, our clients, team members, stockholders, and the communities in which we operate. Our Board of Directors adheres to our Corporate Governance Principles, which reflect our commitment to sound corporate governance and our responsibility to build long-term stockholder value in line with our business goals.

Our 2023 annual report on Form 10-K and our 2024 Proxy Statement, filed with the United States Securities and Exchange Commission on December 18, 2023, and February 15, 2024, respectively, include information about our governance structure, including our Board of Directors' composition, membership criteria, evaluation of candidates, and general oversight responsibilities. Additional information concerning our Board and governance can also be found at abm.com/investors, and the charters for our respective committees are available on the corporate governance section of this website. The following focuses on our Board's evolving governance role on sustainability matters relevant to our business and our stakeholders.



Board Highlights

ABM's Board of Directors is composed of 10 highly qualified directors who bring diverse perspectives and experiences to our board in alignment with our strategic priorities. The Board and its four standing committees, each composed solely of independent directors, provide oversight of our sustainability-related practices and disclosures as follows:

Audit Committee Oversees guidelines and policies with respect to the Company's major financial risk exposures and mitigation efforts, as well as the Company's compliance with legal and regulatory requirements

Compensation Committee Reviews and assesses annually risks arising from the Company's compensation policies and ensures that executive incentive compensation programs are aligned with the priorities of the Company's ELEVATE strategy

Governance Committee Reviews and assesses risks associated with board structure and other corporate governance policies and practices and assesses whether any such risks are reasonably likely to have a material adverse effect on the Company

Stakeholder and Enterprise Risk Committee Assists the Board in fulfilling its oversight responsibilities relating to the Company's identification, evaluation, and mitigation of strategic and operational risks, including certain social, environmental, and cybersecurity risks, as well as relating to the Company's Enterprise Risk Management program

90% Directors are independent

~7 years average tenure

30% Directors are women

Mandatory retirement policy

30% Directors are ethnically or racially diverse

Led by Independent Board Chair

The Board and each standing committee conduct annual self-evaluations of their respective performances of all their duties, including oversight of sustainability matters

As management continues to develop and operationalize our sustainability priorities, the Board will continue to review and evolve its oversight between and among the standing committees.

Enterprise Risk Management Program (ERM)

Climate change has been identified and addressed in ABM's Enterprise Risk Management (ERM) roadmap, through which ABM's management strives to manage risks associated with our business strategy and objectives. ABM's ERM roadmap, updated at least annually, identifies, assesses, quantifies, and responds to risks, new threats, and opportunities that could impact the achievement of our strategic objectives. Our ERM team oversees efforts to mitigate the effects of compliance, financial, operational, reputational, and strategic-related risks and regularly reports to the Board's Stakeholder and Enterprise Risk Committee. Through the ERM process, ABM's management evaluates the organization to optimize the balance between retaining, transferring, reducing, and mitigating hazards.

SUSTAINABLE PROCUREMENT

Making an impact with our purchasing power.

[GRI 2-23] Policy commitments

Our Reach

As a facilities service provider, we procure a wide array of materials and services on behalf of our clients and for our own operations, engaging with more than 39,000 suppliers and spending over \$1.2 billion on goods and services in 2023.

As part of our sustainability effort, we strive to align ourselves with a diverse supplier base, including first-generation businesses and underrepresented owners, and constantly look for new opportunities to procure sustainable products for ourselves and our clients.

Innovating Our Approach

In 2023, our efforts were focused on establishing a new, innovative, multi-year initiative to centralize our procurement operations and related data collection that will enable us to further advance our supplier diversity and sustainable products priorities, while enhancing the flexibility and agility of our procurement process. Once complete, this powerful, transformed procurement foundation will enable us to incorporate data-driven insights into every step of our procurement process, including bidding, supplier selection and continued engagement, product selection, and providing data to our clients as part of the evolving supply chain expectations.

This past year, we also implemented the next phase of our efforts to integrate environmental and human capital considerations into our supplier bidding and screening processes, which will further support our efforts to make a positive impact across our communities and support sustainability priorities of our clients.



Supplier Code of Conduct

We've established the ABM Supplier Code of Conduct to make sure our suppliers and their subcontractors that provide services directly to ABM clients are aligned with our values. The code includes our principles for compliance with all applicable local laws, respect for human rights, environmental conservation, and the safety of all the products and services we provide. We ask our suppliers to commit to treating all their workers with dignity and respect, including temporary, migrant, student, contract, direct team members, and any other types of workers. We also ask our new contractors to have Safe Contractor accreditation or agree to apply for and achieve accreditation within three months of becoming an approved ABM supplier.

Our suppliers must maintain all required environmental permits and safety data sheets, as well as records of the solid waste, wastewater, and air emissions generated by their operations. At the same time, we ask that they strive to reduce all types of waste generation as an overall strategy to implement environmentally sustainable business practices. In addition, ABM suppliers must strictly prohibit any form of corruption, adhere to fair business-practice standards, and comply with any applicable anti-corruption laws. All suppliers and direct subcontractors must attest to the Supplier Code of Conduct before engaging with us and re-attest upon contract renewal, ensuring broad awareness of our mandates.

Supplier Screening

We continue to build on our processes for sourcing, selecting, and screening potential suppliers and direct subcontractors, which are subject to the multi-year initiative to centralize our procurement operations; we aim to screen all suppliers through our standard, centralized process by 2025. In 2023, we continued our work to integrate our values into our initial

evaluations of potential suppliers. In 2023, we added questions on supplier diversity, sustainability, and human capital policies to select RFPs, and in 2024, we plan to pilot the addition of questions on environmental and human capital policies to sub-contractor screening questionnaires. Gathering this data is a foundational step in our journey to integrate environmental and human capital considerations into our supplier selection.

Our Supplier Diversity Program

More than a century ago, ABM began as a small, family-owned business with just one employee. Through our Supplier Diversity program, in place for over a decade, we honor our roots by seeking to create opportunity for the next generation of underrepresented business owners while strengthening our operations. At ABM, we believe that building a supplier base that reflects the diversity of our stakeholders helps deliver on our mission to make a difference.

Supplier Diversity Program Mission Statement

ABM is committed to partnering with diverse and underrepresented businesses in our supply chain and subcontracting network, including minority, disabled, women, veterans, LGBTQ+, and small and underrepresented business enterprises (included for the UK and EU Social Enterprises and Volunteering and Charity Organizations). We believe a robust, diverse supplier base helps deliver the best results for our clients and increases ABM's competitiveness in the marketplace, while also fueling economic vitality in the communities we operate in.

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





\$250.5M

Supplier Diversity Spend
(Classified & Certified)

65% Certified Spend

35% Classified Spend

Program Objectives

We're focused on executing the following key objectives:

- Expand our network of potential diverse suppliers to reach out to for RFQs and to support client operations.
- Provide clients access to diverse supplier spend opportunities when working with ABM.
- Include diverse suppliers in RFQs when reaching out through our procurement channels.
- Build collaborative relationships with leading diverse supplier organizations, such as the National Minority Supplier Development Council (NMSDC) and Women's Business Enterprise National Council (WBENC).

Green Spend

In 2023, as our clients increasingly asked for data on the sustainability of the supplies we use to support them, we expanded our efforts to provide them the data they need to measure and improve their supply chain sustainability. We undertook an initiative to tag supplies used to support clients—including chemicals, paper, and equipment—as sustainable in compliance a range of environmental certifications, such as LEED, WELL, Greenguard, Ecologo, US EPA Safer Choice, Green Seal, Cradle to Cradle Certified, and Carbon Neutral Products, among others.

We partner with Kimberly-Clark to procure environmentally certified paper products, which accounts for 98% of our paper product spend with them.

In FY 2023, we completed tagging all client products purchased through [P2P], more than 30,000 unique products. This multi-year transformation of our procurement function will allow us to tag all goods and supplies ABM procures annually.

As we built out our internal systems, we also began piloting the integrating of green spend data analytics into select client dashboards, including overall monthly green spend and green spend by product category. Aligning with the transformation of our procurement function, we aim to eventually provide this information to all clients, providing them the platform to manage and report on the sustainability of products and services purchased through ABM.

Reusing Equipment

We're currently planning an update to our practices around reuse and recycling internal technology equipment, developing formal guidelines around what equipment may be refurbished and repurposed and what will need to be recycled or otherwise disposed of. Our goal is to ensure we reduce the impact of our procurement practices on the environment.

CYBERSECURITY AND DATA PRIVACY

Enhancing resilience against emerging risks.

[418-1]

Substantiated complaints concerning breaches of customer privacy and losses of customer data

[SV-PS-2301A.2][SV-PS-230A.2] [SV-PS-230A.3]

At ABM, we take safeguarding sensitive data seriously. To keep this information secure and ensure the privacy of our stakeholders, we have developed a cybersecurity program which we believe is in line with industry best practices. This program utilizes a defense in depth strategy, with controls at each layer to protect and defend ABM's computing environment. During 2023, ABM did not have any material data breaches.

Oversight

ABM's Chief Information Security Officer (CISO), reporting to the Chief Information Officer (CIO), is responsible for leading the development of our information security policies, practices, and technology, which aim to detect, prevent, and respond to cybersecurity risks.

Our Board provides oversight of our cybersecurity risks, reviewing our cybersecurity programs and evaluating whether related risks are being appropriately addressed. The CISO and CIO provide the Board with quarterly reports covering a range of updates on our cybersecurity posture and the evolving risk landscape, maturity road-mapping, and external third-party risks, including our NIST framework alignment and trends in the evolving cybersecurity threat landscape.





External Frameworks and Compliance

ABM aligns our program to the National Institute of Standards and Technology (NIST) Cybersecurity Framework, an internationally recognized set of cybersecurity standards, guidelines, and best practices, and conducts annual independent third-party assessments of our alignment with this framework.

We also review evolving data privacy and security regulations and assess our compliance with applicable regulations, most notably the General Data Protection Regulation (GDPR), California Consumer Privacy Act (CCPA), and California Privacy Rights Act (CPRA) amendments that came into effect in January 2023.

Cybersecurity Policies

We maintain the ABM Acceptable Use Policy that applies to ABM employees and contractors. We maintain recovery, business

continuity, and incident response plans to govern our response to any potential cybersecurity incidents, ensuring we react swiftly to minimize potential data loss. We do tabletop exercises of our incident response plan with our Cyber Incident Response Team and periodically have third-party contractors facilitate tabletop exercises with our full Executive Leadership Team to ensure all team members are fully aware of their responsibilities during and after a cyber incident. To protect our financial position and stockholder value in the case of a costly incident, we also maintain cyber incident insurance policies.

Cybersecurity Training

As our team and technology evolve, the CISO Office has worked to increase user engagement and regularly conducts training with our team members on their vital role in keeping ABM cyber secure. As a best practice, we provide annual mandatory cybersecurity

training for all our team members with system access—including contractors—covering the basics principles of data security, password management, and phishing awareness. To ensure team members understand and are able to implement these best practices, we conduct monthly phishing simulation testing and provide follow-up training where necessary.

Cybersecurity Audits

ABM conducts regular security tests to ensure the security of our environment, including penetration testing run by an independent third-party and regular vulnerability scans. Any identified vulnerabilities are prioritized by risk level and remediated in a timely manner.

ABM CARES

Amplifying our impact to contribute to our communities.

Giving back is fundamental to who we are, and we strive to positively impact the communities where we live, work and play. Through our ABM Cares program, we encourage and support our team members to volunteer and donate to causes that are meaningful to them.

\$383.7K+

Total Giving

\$220.8K

Team member giving

+

\$162.9K

ABM matching

420+

Charities supported through team member donations and volunteer hours

2,700+

Team member volunteer hours



ABM Cares Ambassador Network

ABM Cares Ambassadors are the heart of our ABM Cares program. These team members volunteer their time based on a passion for serving their communities and as an opportunity to exercise their leadership skills outside of their day-to-day. They promote ABM Cares' enterprise-wide events, organize local charitable activities and drive team member engagement.

We recognize ambassadors who demonstrate high and sustained engagement throughout the year, including through "Ambassador of the Month" and "Ambassador of the Year" awards, which are recognized across the organization and rewarded with a charitable contribution made in the ambassadors' honor to charities of their choice. We look forward to continuing this practice in 2024, growing participation in our ABM Cares Ambassador Network and, in turn, increasing the positive impact we have on our communities.

2023 ABM Cares Ambassador of the Year



Shamelie Rafick

Human Resources Partner,
Aviation Landside East
Jamaica, NY

"Being named ABM Cares Ambassador of the Year for 2023 is truly humbling. I appreciate all our team members who came together to make a difference and carry the spirit and values of ABM to contribute to our broader community."

Empowering Our Workforce to Champion Their Causes

Through our ABM Cares website, we help all staff and management team members support the causes and initiatives that are meaningful to them. The website simplifies the giving process by acting as a one-stop shop where team members can identify and donate to charities that align with their interests, create and donate to online fundraisers, sign up for volunteer events, request matching funds for their donations, and track their personal donation and volunteer activities.

The ABM Cares program itself offers benefits, including:

- A matching program for charitable donations up to \$1,000 per person per year.
- A paid day off to volunteer.
- A \$100 donation to a charity of their choice for every 10 hours volunteered and logged to the ABM Cares website, up to \$200 per person, per year.



ABM Cares–Driven Charitable Events

In addition to encouraging team members to support their own causes, ABM, with the help of the ABM Cares Ambassador Network, hosts several enterprise-wide giving activities throughout the year.

Individual Contributions

- **Making History in Support of Charity**

This year, ABM UK nightshift cleaning operative William Cannon raised money for DEBRA, Accord Hospice, and Paisley by breaking a world record. Mr. Cannon cycled on a stationary bicycle—while carrying 22 pounds on his back—for 36 hours without stopping, beating the previous world record of 24 hours.

- **Bringing Smiles Through Partnership**

In Tulsa, Oklahoma, team member Linda Thompson took the opportunity to make a difference by organizing a comfort drive in support of the Children’s Abuse Network Crisis Center, a local charity that provides services to child abuse victims. The comfort drive aimed to collect stuffed animals and blankets that would provide emotional relief to children in need.

- **Spreading Love Through Community Service**

The Internal Audit Team recently lent a helping hand to Meals on Wheels, a community-based program that addresses senior isolation and hunger. The team participated in volunteer events in both New York and Houston. The Houston team dedicated their time to packaging meals for delivery to furry friends as part of “aniMeals,” while the New York team focused on packaging meals for humans in the East Harlem neighborhood through Union Settlement.

- **Serving Up Sweet Success**

The Aviation Landside teams at JFK, including Parking, Taxi, and Shuttle, organized, built, and decorated a lemonade stand, selling unique beverages and homemade delights, such as Sorrel and Paradise Punch and a range of lemon-themed merchandise. The team successfully raised more than \$1,000 for Alex’s Lemonade Stand Foundation, dedicated to fighting childhood cancer.

Enterprise-Wide Activities

90 Days to Make a Difference

During ABM's annual "90 Days to Make a Difference," we empower team members to volunteer and donate by hosting enterprise-wide philanthropic activities and providing additional incentives to boost local philanthropic efforts, like a double-matching period and a raffle for a chance to win \$5,000 USD to donate to a charity of their choice.

Gleaner's Community Food Bank

To kick off ABM Cares' 90 Days to Make a Difference, B&I team members in Michigan joined efforts with Gleaner's Community Food Bank to provide meals and personal supplies to Detroit families. From assembling toiletries, meat, and produce packages to distributing them to the procession of cars waiting for supplies, the team enthusiastically gave back.

Team Makes a "Pawsitive" Impact

As part of ABM Cares' 90 Days to Make a Difference, the Cyber & Information Security team spent time volunteering at the Houston Humane Society, a nonprofit that helps bring comfort and care to abused, neglected, and abandoned animals. Participating team members filled water stations, bagged pet food, compiled goody bags, organized supplies, made toys, and donated supplies from the organization's wish list.

Toys for Tots

This year, ABM joined forces with the US Marines' Toys for Tots Foundation to distribute Christmas toys to less fortunate children in our communities to help them experience the joy of Christmas. Eleven ABM offices across the US collected hundreds of toys, and an ABM Cares fundraiser raised an additional \$1,000 to purchase more toys for the program.

Red Nose Day

For two consecutive years, ABM participated in Comic Relief US's Red Nose Day, an annual campaign to support children experiencing food insecurity, unsafe environments, and poverty. ABM team members who donated to the cause were given a red nose to wear around the office to raise awareness for the event. Together, we raised over \$1,000, which was used to provide medical care, food, shelter, education, and more to children in the US and around the world.

JEEP

ABM Junior Engineering Engagement Program (JEEP), an ABM Cares initiative in the UK since 2017, engages students ages 11-12 in disadvantaged communities with STEM activities and aims to spark their interest in facilities management careers. JEEP centers on the idea that everyone has a place in the science community.

To date, nearly 700 students have graduated from JEEP with an understanding of the world of work, motivating them to study and encourage them to pursue apprenticeships and further education programs.



DONATIONS

Top Causes: Literacy, support for veterans and people with disabilities, and Hawaii wildfire disaster relief

210 Charities

\$94,213 USD

VOLUNTEERISM

Top Causes: Youth programs, Prison Fellowship, and animal foster care

90 Charities

955 Hours

Technical Information

APPENDIX



ABOUT THIS REPORT

Calculation Methods and Sources of Information

[2-4] Restatements of information

Human Resources Metrics

- Information corresponds to calendar year 2023
- Human resources metrics from ABM Ireland have been excluded from all workforce totals given the current structure of our HR management system.
- Employment status metrics: ABM's CEO has been included among the staff and management category.
- Employment metrics: Due to the structure of our HR management system, we do not track by permanent and temporary categories for the UK. Though data on unionization is not available for UK and Ireland, the total number of employees covered by collective bargaining agreements includes the US, UK and Ireland.
- Termination and hiring metrics: Our UK organization does not track turnover and hire metrics by demographic group.

Business Ethics Metrics: (AV-PS-000.B)

- Communication and training on anti-corruption: all staff and management team members are requested to complete the Code of Business Conduct training. The metric excludes team members reclassified, terminated, on leave or furloughed.
- Material legal proceedings: disclosed in Note 13, "Commitments and Contingencies" on page 75 of our 2023 Annual Report on Form 10-K available on: <https://abm.gcs-web.com/static-files/c9609c2e-76ac-40af-b9b9-e59f44331241>
- Board of director metrics: reflect the Board composition as of April 1, 2024.
- Data breach is defined as the unauthorized movement or disclosure of sensitive information to a party, usually outside the organization, that is not authorized to have or see the information. This definition is derived from the US National Initiative for Cybersecurity Careers and Studies (NICCS) glossary.

Give-Back Approach Metrics

- Disclosed information from our ABM Cares program has been directly captured from our ABM Cares platform in March 2024. This platform is managed by a third-party vendor who processes all donations, matching and volunteered hours logged by ABM's team members.

Sustainable Services Metrics

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

Sustainable Procurement Metrics

- Local spend: We considered all ABM locations as significant locations of operation and classified the spend incurred with vendors registered in the United States as local.
- Supplier diversity spend: The spend corresponds to all registered spend by certified diverse suppliers incurred through the Supplier.io platform.

Safety Metrics [SV-PS-000.B]

- Number and rate of fatalities as a result of work related-injury: 0
- Metrics correspond to ABM US team members.
- ABM follows the OSHA requirements set by statutes, standards and regulations. Recordable injuries are defined as any work-related fatality and any work-related injury or illness that results in loss of consciousness; days away from work, or transfer to another job; and any work-related injury or illness requiring medical treatment beyond first aid. Main types of work-related injuries are considered as overexertion and slip/trip/ fall. Incidence rate of injuries and illnesses are computed from the following formula: (number of OSHA recordable injuries and illnesses x 200,000)/employee direct hours worked = incidence rate. The 200,000 figure in the formula represents the number of hours of 100 employees working 40 hours per week, 50 weeks per year, and provides the standard base for calculating incidence rate for an entire year. ABM does not track high-consequence work-related injuries.
 - Total recordable incident rates (TRIR): There were 2,631 recordable work-related injuries (2.93 rate).
 - Main types of work-related injuries: strains, sprains, falls, injuries caused by lifting, collision with objects and minor burns.
 - Number of hours worked: 179,797,677 (Based on internal records of actual hours worked. No workers have been excluded; if the employee had an OSHA-recordable injury it is counted).
 - Days away, restricted or transferred (DART) rates: There were 1,674 DART recordable incidents (1.86 rate)

Environmental Metrics

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

– Scope 3:

For landlord electricity emissions, we estimated electricity consumption based on the real estate survey from the international energy agency that provides average energy consumption from our types or offices that are warehouses and offices. Based on this we estimated their energy consumption and input the information in the calculator tool provided by the GHG protocol using the latest version of EPA emission factors to convert into carbon emissions.

- **Fuel consumption:** Fleet data of fuel used by vehicle and by model were gathered by the fleet team. Fuel purchases not directly assigned to a specific vehicle were calculated as a light-duty vehicle (small truck/van) as that is our primary vehicle type within the ABM fleet. To convert fuel consumption into carbon emissions we used the GHG protocol transportation calculator and classified vehicles by type of vehicle, model year and type of fuel. 2022 data on fuel use has been updated to include estimated energy consumption.

- **Business travel:** Business travel emissions come directly from travel management suppliers. No estimates were made. 2022 business travel data for the US has been updated to reflect unit conversion corrections.
- **UK Emissions:** We report our UK energy consumption and emissions, for each UK corporate entity, in accordance with the requirements of Streamlined Energy and Carbon Reporting. We report using the “UK Government Greenhouse Gas Conversion Factors for Company Reporting” published annually by the Department for Energy Security and Net Zero and the Department for Business, Energy and Industrial Strategy.

- **Emission factors used for setting Science Based Targets and verified by the Center of Sustainability and Excellence:**

- GRI 403 Occupational health and safety — Workers covered by an occupational health and safety management system: ABM is working on consolidating the reporting system.
- Due to our Human Resources reporting structure, we are not able to provide detailed workforce information by region and turnover (breakdown voluntary and involuntary) metrics.
- Team members engagement rate: During the 2023 fiscal year, ABM did not perform the ABMVoice survey.
- GRI 204-1 local spend — ABM sources the majority of goods nationally, with limited international spend. However, ABM does not track whether supplier companies produce goods internationally.

Omissions and Exclusions

This report covers the corporate activities and services provided by ABM through North America, Ireland and the UK. ABM has reported in accordance with the GRI Standards and with the Sustainability Accounting Standards Board information requirements for professional and commercial services for the period of November 2022 – October 2023. Additional information about the Company can be found at www.abm.com, as well as in our filings with the SEC, which can be accessed in the investor section of our website.

- Due to our Human Resources reporting structure, we are not able to provide detailed workforce information by region and turnover (breakdown voluntary and involuntary) metrics.
- Team members engagement rate: During the 2023 fiscal year, ABM did not perform the ABMVoice survey.
- GRI 204-1 local spend — ABM sources nationwide and there is not considerable international spend but cannot verify if companies produce internationally as we track purchases back to parent companies.

Significant Changes from Previous Year Report

None.

Our Workforce Data

GLOBAL — DIVERSITY	Total	Male	Female	Age < 30	Age 30-50	Age > 50	Minority	White	Not spec	Full time	Part time
Service	98,509	48,996	49,513	18,762	38,356	41,391	71,232	20,963	6,314	81,142	17,367
Staff & Management	8,792	5,163	3,629	695	4,258	3,839	4,736	3,756	300	8,730	62
Total	107,301	54,159	53,142	19,457	42,614	45,230	75,968	24,719	6,614	89,872	17,429

US — DIVERSITY	Total	Male	Female	Age < 30	Age 30-50	Age > 50	Minority	White	Not Spec	Full time	Part time	Union	Non Union	Permanent	Temporary	Non-Guaranteed Hours
Service	89,739	43,582	46,157	16,803	34,758	38,178	69,323	17,471	2,945	75,142	14,597	30,346	59,393	87,847	1,892	2,156
Staff & Management	8,165	4,811	3,354	631	3,903	3,631	4,652	3,370	143	8,132	33	417	7,748	8,137	28	13
Total	97,904	48,393	49,511	17,434	38,661	41,809	73,975	20,841	3,088	83,274	14,630	30,763	67,141	95,984	1,920	2,169

UK — DIVERSITY	Total	Male	Female	Age < 30	Age 30-50	Age > 50	Minority	White	Not spec	Full time	Part time	Workers Who Are Not Employees
Service	8,770	5,414	3,356	1,959	3,598	3,213	1,909	3,492	3,369	6,000	2,770	1,180
Staff & Management	627	352	275	64	355	208	84	386	157	598	29	0
Total	9,397	5,766	3,631	2,023	3,953	3,421	1,993	3,878	3,526	6,598	2,799	1,180

STATEMENT OF USE

GRI 1 Used

GRI 1: Foundation 2021

ABM Industries Inc. has reported in accordance with the GRI Standards for the period November 2022 - October 2023

	DISCLOSURE	LOCATION	OMISSIONS			GRI SECTOR STANDARD REF. NO.
			REQUIREMENTS OMITTED	REASON	EXPLANATION	
GENERAL DISCLOSURES						
GRI 2: General Disclosures 2021	2-1 Organizational details	About ABM, p. 6	A gray cell indicates that reasons for omission are not permitted for the disclosure or that a GRI Sector Standard reference number is not available.			
	2-2 Entities included in the organization's sustainability reporting	Materiality Assessment, p. 14				
	2-3 Reporting period, frequency and contact point	Materiality Assessment, p. 14				
	2-4 Restatements of information	About This Report, p. 72				
	2-5 External assurance	Assurance letter available on website				
	2-6 Activities, value chain and other business relationships	About ABM, p. 6				
	2-7 Employees	Our Workforce, p.35				
	2-8 Workers who are not employees	Our Workforce, p.35				
	2-9 Governance structure and composition	2024 Proxy Statement, p. 8-10				
	2-10 Nomination and selection of the highest governance body	2024 Proxy Statement, p. 8				
	2-11 Chair of the highest governance body	2024 Proxy Statement, p. 8				
	2-12 Role of the highest governance body in overseeing the management of impacts	2024 Proxy Statement, p. 10-11				
	2-13 Delegation of responsibility for managing impacts	2024 Proxy Statement, p. 10-11				
	2-14 Role of the highest governance body in sustainability reporting	Corporate Responsibility Oversight and Strategy, p. 10				
	2-15 Conflicts of interest	Code of Business Conduct available online p.3				
	2-16 Communication of critical concerns	Code of Business Conduct available online p.11				

	DISCLOSURE	LOCATION	OMISSIONS			GRI SECTOR STANDARD REF. NO.
			REQUIREMENTS OMITTED	REASON	EXPLANATION	
GRI 2: General Disclosures 2021	2-17 Collective knowledge of the highest governance body	2024 Proxy Statement, p. v				
	2-18 Evaluation of the performance of the highest governance body	2024 Proxy Statement, p. 25-27				
	2-19 Remuneration policies	2024 Proxy Statement, p. 25-27				
	2-20 Process to determine remuneration	2024 Proxy Statement, p. 25-27				
	2-21 Annual total compensation ratio	2024 Proxy Statement, p. 42				
	2-22 Statement on sustainable development strategy	A Message From Our CEO, p. 4				
	2-23 Policy commitments	Responsible Business Practices, p. 57				
	2-24 Embedding policy commitments	Responsible Business Practices, p. 57				
	2-25 Processes to remediate negative impacts	Responsible Business Practices, p. 57				
	2-26 Mechanisms for seeking advice and raising concerns	Responsible Business Practices, p. 57				
	2-27 Compliance with laws and regulations	Responsible Business Practices, p. 57				
	2-28 Membership associations	Memberships and Associations, p.9				
	2-29 Approach to stakeholder engagement	Materiality Assessment, p. 14				
2-30 Collective bargaining agreements	Collective Bargaining Agreements, p. 55					
MATERIAL TOPICS						
GRI 3: Material Topics 2021	3-1 Process to determine material topics	Materiality Assessment, p. 14				
	3-2 List of material topics	Materiality Assessment, p. 14				
Procurement practices						
GRI 3: Material Topics 2021	3-3 Management of material topics	Material Issues, p. 15				
GRI 204: Procurement Practices 2016	204-1 Proportion of spending on local suppliers	Sustainable Procurement, p. 63			ABM sources products nationwide, and while international spending is minimal, ABM does not currently require its suppliers to disclose whether their products are produced internationally.	
Anti-corruption						
GRI 3: Material Topics 2021	3-3 Management of material topics	Material Issues, p. 15				

	DISCLOSURE	LOCATION	OMISSIONS			GRI SECTOR STANDARD REF. NO.
			REQUIREMENTS OMITTED	REASON	EXPLANATION	
GRI 205: Anti-corruption 2016	205-2 Communication and training about anti-corruption policies and procedures	Responsible Business Practices, p. 57				
	205-3 Confirmed incidents of corruption and actions taken	Responsible Business Practices, p. 57				
Energy						
GRI 3: Material Topics 2021	3-3 Management of material topics	Material Issues, p. 15				
GRI 302: Energy 2016	302-1 Energy consumption within the organization	Responding to Climate Change, p. 29				
Emissions						
GRI 3: Material Topics 2021	3-3 Management of material topics	Material Issues, p. 15				
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	Responding to Climate Change, p. 29				
	305-2 Energy indirect (Scope 2) GHG emissions	Responding to Climate Change, p. 29				
	305-3 Other indirect (Scope 3) GHG emissions	Responding to Climate Change, p. 29				
	305-5 Reduction of GHG emissions	Responding to Climate Change, p. 29				
Employment						
GRI 3: Material Topics 2021	3-3 Management of material topics	Material Issues, p. 15				
GRI 401: Employment 2016	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	Team Member Wellbeing, p. 49				
Occupational health and safety						
GRI 3: Material Topics 2021	3-3 Management of material topics	Material Issues, p. 15				
GRI 403: Occupational Health and Safety 2018	403-1 Occupational health and safety management system	Health and Safety, p. 42				
	403-2 Hazard identification, risk assessment, and incident investigation	Health and Safety, p. 42				
	403-3 Occupational health services	Health and Safety, p. 42				
	403-4 Worker participation, consultation, and communication on occupational health and safety	Health and Safety, p. 42				
	403-5 Worker training on occupational health and safety	Health and Safety, p. 42				

*Reasons for omission are not permitted for the disclosure or that a GRI Sector Standard reference number is not available.

	DISCLOSURE	LOCATION	OMISSIONS			GRI SECTOR STANDARD REF. NO.
			REQUIREMENTS OMITTED	REASON	EXPLANATION	
	403-6 Promotion of worker health	Health and Safety, p. 42				
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	Health and Safety, p. 42				
	403-9 Work-related injuries	Health and Safety, p. 42				
	403-10 Work-related ill health	Health and Safety, p. 42				
Training and education						
GRI 3: Material Topics 2021	3-3 Management of material topics					
GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee	Learning and Development , p. 51				
Diversity and equal opportunity						
GRI 3: Material Topics 2021	3-3 Management of material topics					
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	Our Workforce, p. 35				
Customer health and safety						
GRI 3: Material Topics 2021	3-3 Management of material topics					
GRI 416: Customer Health and Safety 2016	416-2 Incidents of non-compliance concerning the health and safety impacts of products and services	Health and Safety, p. 42				
Customer privacy						
GRI 3: Material Topics 2021	3-3 Management of material topics					
GRI 418: Customer Privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	Cybersecurity and Data Privacy, p. 66				
SASB — STANDARD FOR PROFESSIONAL AND COMMERCIAL SERVICES INDEX TABLE						
Material Topic: Professional Integrity						
SV-PS-510A.1	Description of approach to ensuring professional integrity	Responsible Business Practices, p. 57				

	DISCLOSURE	LOCATION	OMISSIONS			GRI SECTOR STANDARD REF. NO.
			REQUIREMENTS OMITTED	REASON	EXPLANATION	
SV-PS-510a.2	Total amount of monetary losses as a result of legal proceedings associated with professional integrity	OMISSION (Material legal proceedings: disclosed in Note 13, "Commitments and Contingencies" on page 76 of our 2023 Annual Report on Form 10-K available on: https://abm.gcs-web.com/static-files/cb1d4a14-0cb8-4fa8-be60-4dcd69c1617f)				
Material Topic: Data Security						
SV-PS-230A.1	Description of approach to identifying and addressing data security risks	Cybersecurity and Data Privacy, p. 66				
SV-PS-230a.2	Description of policies and practices relating to collection, usage, and retention of customer information	Cybersecurity and Data Privacy, p. 66				
SV-PS-230a.3	Number of data breaches	Cybersecurity and Data Privacy, p. 66				
Material Topic: Workforce Diversity and Engagement						
SV-PS-330A.1	Percentage of gender and racial/ethnic group representation for (1) executive management and (2) all other employees	Our Workforce, p. 35				
SV-PS-330a.2	1) Voluntary and (2) involuntary turnover rate for employees	Our Workforce, p. 35				
SV-PS-330a.3	Employee engagement as a percentage	Omission: ABM did not perform an engagement survey during the 2023 fiscal year				
Activity Metrics						
SV-PS-000.A	Number of employees by: (1) full-time and part-time, (2) temporary, and (3) contract	Our Workforce, p. 35				
SV-PS-000.B	Employee hours worked, percentage billable	Safety Metrics, p. 73				
OTHER MATERIAL TOPICS						
	Talent Attraction, Retention And Engagement	Team Member Wellbeing, p. 49				
	Human Rights	Human Rights, p. 60				
	Sustainable Solutions	Sustainable Portfolio, p. 17				



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