



2024 Corporate Responsibility Report



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A Message from our President and CEO

At ABM, corporate responsibility remains central to how we operate and deliver for our stakeholders. It is embedded in our mission and values – guiding our decisions, shaping our solutions, and reinforcing our belief that long-term success is built on delivering with purpose and integrity.



Since our founding, enhancing the client experience has been at the heart of what we do as we continue to re-imagine what is possible, building on our legacy of providing industry leading facility solutions. We launched our new brand positioning, “Driving possibility, together,” which aspires to continue transforming spaces and places, championing people, advancing sustainability, and inspiring innovation.

This report highlights the progress we made in 2024, through smarter solutions, stronger communities, and a people-first approach in all we do. Over the past year, we deepened our impact, reflecting our multi-year transformation elevating the client and team member experience through innovative use of technology and data.

Building a culture of collaboration: Prioritizing safety and advancing careers

We continued to invest in our workforce—enhancing safety programs, expanding career pathways, and cultivating a culture that connects our people across roles and geographies. We remain committed to fostering an inclusive environment where everyone feels respected, supported, and empowered to contribute. Through apprenticeship

and internship programs to mentorship and team member-led groups, we’re building a workplace where everyone can thrive and contribute to shaping our future.

Promoting integrity: Instilling responsible business practices across our operations

Enhancing our ethics and compliance programs increases visibility into our supply chain practices and reinforces cyber security and data privacy protections. Across every part of our business, we remain focused on acting responsibly, maintaining trust, and building resilience.

Leveraging technology and innovation: Adopting cutting-edge solutions

Scaling our ABM Connect™ technology platform remains a priority, supporting more than 6,000 facilities and enhancing our energy and infrastructure capabilities to meet the rising demand for more resilient, cost-effective, and environmentally sustainable operations. Our investments in technology, including AI, also enabled new efficiencies, streamlined service delivery, and strengthened the client experience.

Supporting Communities: Making an impact beyond our day-to-day work

Our team members worked to make a difference for our communities and each other. Through ABM Cares, our team members volunteered thousands of hours, supported hundreds of non-profit organizations, and helped prepare for the launch of our Team Member Relief Fund—an effort designed to support colleagues facing unexpected hardships.

I am proud of what our team accomplished this year and inspired by how our values continue to guide our growth. This Corporate Responsibility Report reflects our ongoing commitment to service, innovation, and integrity. I invite you to explore how we are working together to drive possibility for our clients, team, and world around us.

A handwritten signature in black ink, appearing to read 'Scott Salmirs'.

Scott Salmirs
President and CEO

About ABM

Driving possibility, together.

Headquartered in New York City, ABM Industries Incorporated (NYSE: ABM) is one of the world's largest providers of integrated facility, engineering, and infrastructure solutions. Every day, our over 100,000+ team members deliver essential services that make spaces cleaner, safer, and efficient, enhancing the overall occupant experience.

ABM serves a wide range of market sectors including commercial real estate, aviation, education, mission critical, and manufacturing and distribution. With over \$8 billion in annual revenue and a blue-chip client base, ABM delivers innovative technologies and impact solutions that enhance facilities and empower clients to achieve their goals. Committed to creating smarter, more connected spaces, ABM is investing in the future to meet evolving challenges and build a healthier, thriving world.

For more information, visit **ABM.com**

INTERNATIONAL CAPABILITIES WITH A LOCAL PRESENCE

~35,000
Client sites serviced in
the US, UK, and Ireland

100,000+
Team members

350+
Offices in the US,
UK, and Ireland

110+
Years of experience in
building maintenance

About ABM

Living Our Mission and Values

Our mission and six core values are the heart of who we are and what we do. They form the backbone of our company, guide every action we take, and are lived out daily through our evolving brand as well as the dedication and hard work of our team members across all levels and regions.

OUR VALUES

Respect

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

Excellence

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

Integrity

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

Innovation

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

Trust

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

Collaboration

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

OUR MISSION

To make a difference, every person, every day.

OUR SHARED PURPOSE

ABM's brand is anchored in our core purpose of taking care of the people, spaces, and places that are important to you.

Transforming Spaces & Places

ABM is the trusted leader in the comfort, efficiency, and safety of shared environments across a range of essential industries.

Championing People

ABM is an essential workforce of 100,000+ diverse specialists caring for occupants, the communities we serve, and each other.

Advancing Sustainability

ABM is working to reduce environmental impact, improve energy efficiency, and help clients reach their goals.

Inspiring Innovation

ABM applies AI, machine learning, and living labs to prototype and test new technologies in real-world environments.



MEMBERSHIPS & ASSOCIATIONS

- **IFMA** – International Facility Management Association
- **CCA** – Cleaning Coalition of America
- **IEMA** – Institute of Environmental Management and Assessment
- **AEE** – Association of Energy Engineers (regionally)
- **BOMA** – Building Owners and Managers Association (regionally)
- **EMA** – Energy Management Association (regionally)

SUSTAINABILITY RATINGS

- **MSCI** – Maintained “A” rating
- **ISS ESG Corporate Rating:** Maintained ISS ESG Prime Designation
- **EcoVadis:** Awarded EcoVadis Commitment Badge in recognition of sustainability achievements
- **Carbon Disclosure Project (CDP):** Obtained “C” rating
- **Sustainalytics:** Received “Low Risk” rating, with medium risk exposure and strong risk management

AWARDS & RECOGNITIONS

- **Newsweek’s America’s Most Responsible Companies,** Named for the third consecutive year
- **Barron’s 2024 100 Most Sustainable Companies,** Named for the third consecutive year
- **Green Apple Award,** Recognized for the fifth time
- **Selling Power,** Recognized for the fourth consecutive year

2024 BUSINESS PERFORMANCE HIGHLIGHTS

- Achieved a **3.2% increase in revenue, reaching \$8.4 billion**
- Reached **double-digit revenue growth** in ABM Technical Solutions (ATS)
- Adopted **new technologies** to advance as an innovative and tech-enabled solutions provider
- **Enhanced capabilities** in fast-growing mission-critical data center industry through recent acquisition of Quality Uptime Services, Inc, a leader in uninterrupted power supply system maintenance and battery maintenance
- Made further progress on **ELEVATE Strategy**, including the migration of our Education segment to a cloud-based Enterprise Resource Planning system and initiating transitions for Business & Industry and Manufacturing & Distribution segments
- Invested and utilized various **AI-empowered tools** to gain operating efficiencies, streamline request for proposal processes, and enhance client and team member experiences



CORPORATE RESPONSIBILITY STRATEGY

Our three-pronged business impact strategy guides our policies and initiatives in support of our mission to *make a difference, every person, every day*.

Environmental stewardship: being purposeful in our operations

Through our actions, policies, and partnerships, we are committed to actively reducing our environmental footprint and that of our more than 20,000 clients around the world. We are committed to integrating capabilities within our functions and client offerings that optimize buildings' efficiency, promote environmentally friendly cleaning practices, and reduce energy use, waste, and water consumption.

Our workforce: building a people-centered culture

Our team members are the cornerstone for the exceptional service we are known for. We work to build a culture in which our team members feel valued, empowered, and have the resources to grow and reach their career aspirations. In addition, we leverage our talent, resources, and reach to uplift 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 strives to implement business and compliance policies, practices, and reporting to ensure our business operates ethically and responsibly both with our internal operations and in our resilient supply chain. As we work to implement cutting-edge technology, we adopt best-in-class compliance measures to ensure we are evolving with the current market practices.



OVERSIGHT

To drive the development and implementation of ABM’s sustainability strategy and to mitigate risks to protect our business and operations, we rely on the below management oversight and implementation mechanisms.

Board and Board Committees

Our Board of Directors oversees ABM’s corporate responsibility-related risks and priorities with the assistance of its committees, each of which is comprised solely of independent directors. Our Board of Directors receives regular reports from meetings of its Governance Committee, which is responsible for oversight of the Company’s corporate governance and overall corporate responsibility-related framework, as well as from meetings of its Stakeholder and Enterprise Risk Committee, which is responsible for oversight of the Company’s programs, policies, and practices relating to social and environmental matters that may impact ABM’s business and key stakeholders. Our Board’s Stakeholder and Enterprise Risk Committee also assists the Board in its oversight of the Company’s Enterprise Risk Management program. The Stakeholder and Enterprise Risk Committee provides input on identified risks, such as significant changes and emerging threats, and engages with management on ABM’s mitigation strategies.

Sustainability Team

Our Sustainability Team is comprised of our Corporate Sustainability Manager who reports to our Head of Sustainability and Government Affairs, who then reports to the Head of Strategy, responsible for the implementation of the business impact strategy. Similarly, there is a sustainability team responsible for the UK and Ireland operations. The team identifies appropriate initiatives and risk mitigation strategies, such as setting targets, data collection, and public reporting. As part of our broader corporate responsibility strategies, our environmental sustainability efforts receive input from our cross functional teams across the enterprise. Our Sustainability Team presents to the Board of Directors’ Stakeholder and Enterprise Risk Committee at least annually on such topics.

Team Member and Sustainability Councils

Executing our business impact strategy is not performed in silos and is a collaborative effort across our operations, legal, procurement, health and safety, investor relations, and human resources functions. We worked towards the launch of our cross-functional Sustainability Committee, which will be focused on integrating our sustainability capabilities across our functions and client offerings. Additional Councils such as our Culture and Inclusion Council help ensure that our human capital and team member engagement strategies are aligned with our overall business impact strategy.

MATERIALITY ASSESSMENT

To understand the priorities of our external and internal stakeholders and to ensure our long-term value creation strategy reflects the sustainability topics, risks, and opportunities most relevant to them, we completed a materiality assessment in fiscal year 2023, conducted by a third party and tailored to the scope of our business including US, UK, and Ireland stakeholders. We intend to update it on a regular basis to inform our corporate responsibility strategy.

To complete the assessment, we leveraged topics from the Global Reporting Initiative (GRI), the Task Force on Climate-Related Disclosures (TCFD), the Sustainability Accounting Standards Board (SASB) standards as maintained by the International Sustainability Standards Board (ISSB) under the International Financial Reporting Standards (IFRS) Foundation - specifically the Professional and Commercial Services Industry Standard. The assessment also considered inputs from our clients, 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:

- Clients
- Investors
- Members of ABM’s Board of Directors
- Senior ABM leaders and other team members
- Suppliers / partners

Our ABM UK and Ireland team worked to develop a Corporate Responsibility (CR) strategy for fiscal year 2025, designed to reflect the evolving needs of our clients. This new strategic effort is driven by a cross-functional team of environmental, social impact, and corporate responsibility experts. The team also spearheads ABM’s energy efficiency strategy in the UK and Ireland, delivering transformative client solutions that are responsible, ethical, and environmentally resilient—strengthening ABM’s position as an industry leader in impactful and responsible business practices in the region.

ABM’S IDENTIFIED MATERIAL TOPICS:

	MATERIAL ISSUE	GRI MATERIAL TOPIC	MANAGEMENT APPROACH AND BOUNDARIES	MORE INFORMATION
Driving environmental stewardship	Energy Consumption Management and Carbon Footprint Reduction	GRI 302: Energy	Reduce our environmental footprint by setting science-based carbon-reduction targets, developing a carbon-emissions reduction roadmap that includes our efforts on fleet decarbonization and renewable electricity procurement.	Our Solutions Environmental Stewardship
	Environmental Management	GRI 305: Emissions		
	Sustainable Services and Innovation		Provide solutions that help our clients increase operational efficiencies and enhance carbon reduction of their facilities.	
Building a people-centered culture	Culture and Inclusion	GRI 405: Diversity and Equal Opportunity	Foster a culture of belonging that allows us to develop an inclusive workplace.	Team Member Engagement
	Employee Health and Safety	GRI 403: Occupational Health and Safety	Ensure the protection of our team members’ health and welfare with our comprehensive risk-management and safety program.	Health and Safety
	Employment and Labor Relations	GRI 401: Employment	Seek to implement best practices around employment and labor relations to ensure proper working conditions and relations between employers and workers.	Collective Bargaining Agreements
	Talent Attraction, Retention and Engagement	GRI 401: Employment	Utilize a team member retention predictive model and a workforce management tool to inform retention and recruitment efforts and to engage team members through surveys and opportunities to engage one-on-one with senior leaders.	Oversight Talent Acquisition Team Member Engagement Team Member Well-Being
	Talent Planning and Development	GRI 404: Training and Education	Foster an environment in which team members find development opportunities supported by our training programs and channels and mentorship opportunities.	Learning and Development
Leading with honesty and integrity	Data Privacy and Security	GRI 418: Customer Privacy	Positively impact our value chain with actions like the implementation of responsible procurement practices and promoting sustainable services that are transparent regarding their sustainable benefit.	Cybersecurity and Data privacy
	Ethics and Compliance	GRI 205: Anti-Corruption		Ethical Business Practices
	Human Rights	NON GRI	Protect the data of our clients and team members with data privacy and security.	Human Rights
	Resilient Supply Chain	GRI 204: Procurement Practices		Resilient Supply Chain
	Service Quality and Safety	GRI 416: Customer Health and Safety		Health and Safety

All feedback, comments and questions regarding sustainability plans and progress can be sent to the ABM Sustainability Team at sustainability@abm.com.

Our Solutions

ABM is dedicated to creating smarter spaces, modernizing infrastructure, and transforming facilities to elevate the experience and serve the evolving needs of our clients. We are a solutions partner, working alongside our clients to bring facility, engineering, and infrastructure solutions to life across industries.

Through our turn-key and innovative solutions, we seek to advance our ELEVATE strategy, a multi-year strategic plan designed to strengthen our position as industry leaders by consistently delivering excellence and cutting-edge innovative solutions for our clients and across our service offerings.



We support a wide range of industries with solutions that impact our everyday lives:

Facility Solutions

 CLEANING & MAINTENANCE		 SUPPORT SERVICES	 PARKING & TRANSPORTATION
 Cleaning Services	 Cold Storage Services	 Passenger Services	 Parking Management
 Waste Management & Recycling	 Cleanroom Services	 Client Service Ambassadors	 Shuttle
 Specialty Services	 Sanitation Services	 Mail Room Services	 Valet
 Construction Services		 Landscape & Turf	 Curb Management

Engineering & Infrastructure Solutions

 OPERATIONS & MAINTENANCE	 ELECTRIFICATION	 HVAC & MECHANICAL
 Industrial Operations	 EV Charging	 Test & Balance
 Building Engineering	 Microgrids & Power Storage	 Maintenance & Installation
 Production Support Services	 UPS & Battery Maintenance	 Commissioning
 Electrical Services	 Electrical Engineering Services	
 Lighting		

Our Solutions

Facility Solutions

Our expertise in facility operations sets the industry standard in cleaning and building maintenance. We continuously drive improvements in health and safety, boost productivity, and enhance occupant experience and satisfaction, while focusing on each client's sustainability priorities.

Our facility solutions include:

- Green cleaning services and LEED certification support
- Waste management & recycling solutions
- Parking & transportation
- Construction cleaning

SMART FACILITY TECHNOLOGY

To modernize cleanliness and efficiency, we install smart technology in our client facilities:

- **IoT Sensor Technology:** We utilize Internet of Things (IoT) sensors in paper towel dispensers that can monitor usage alert for refills and optimize restocking to save labor and reduce waste. These sensors can track restroom patterns and can be linked to ABM Connect technology for optimal servicing and maintenance.
- **AI-Powered Experiences:** In partnership with Recycle Track Systems, we offer the Pello Cutting-Edge Sensor, which is an AI-driven solution that monitors bin fill levels, tracks container locations, and identifies contamination. This enables smarter, more efficient servicing and waste management, reduces costs, and improves diversion rates.
- **Robotic Cleaning:** We are piloting robotic vacuum systems in select facilities to enhance consistency and efficiency in routine cleaning. By automating repetitive tasks, our team members and janitorial staff can focus on deeper, more detailed cleaning, raising the overall cleanliness standard. We recognize the great potential of this initiative and are looking for ways to expand our pilot projects over the next years.

JFK Terminal 4

JFK Airport Terminal 4 (T4) became the first and only pre-existing air terminal to be awarded LEED Platinum distinction. ABM helped to achieve this milestone by integrating next-generation technology, such as IoT and tracking mechanisms, to maintain systems to maximize cleanliness and efficiency. The results have been far-reaching and widely recognized. When compared to similar buildings, Terminal 4 uses 21 percent less water, 2.25 percent less electricity, and has reduced greenhouse gas emissions by 2 percent.

At T4, ABM is continually piloting solutions across the IoT maintenance ecosystem to enhance scheduled cleaning. This "smart clean" package provides supervisors with detailed information about restrooms and cleaning staffing. As a result, every area, gate, and restroom "looks like new" when the next influx of passengers arrive.

ENVIRONMENTALLY FRIENDLY CLEANING SERVICES

With our customizable environmentally sustainable cleaning program, we help clients meet their facilities' sustainability goals, enhancing their operational resilience. Through products such as paper, equipment, and chemicals procured we are able to meet recognized environmental standards on behalf of our clients, including compliance with LEED requirements for green cleaning.



Aqueous Ozone

We offer a range of cleaning solutions tailored to the specific needs of each industry and business. For our aviation clients, we use Aqueous Ozone, a highly effective, chemical-free oxidizing agent for surface cleaning and sanitation. Compliant with health department standards, it can reduce chemical costs by up to **93%** and cut drying times by up to **60%**, all while eliminating chemical residue.

To enhance transparency and reporting capabilities, ABM is developing a comprehensive tracking system to classify and monitor spending on environmentally certified products. This includes those certified by third-party organizations such as Green Seal, ECOLOGO, Safer Choice, and USDA BioPreferred, among others. Clients can also access their green procurement data via their *ABM Connect* dashboard, offering a clear view on their sustainable purchasing performance and aiding in compliance with certification standards.

We utilize and offer innovative chemical solutions that have minimal environmental impact:

- **Electrolyzed Water (EO):** We utilize EO, a non-toxic cleaning and sanitizing solution, as an alternative to chemical detergents and biocides. It remains effective for several weeks and can be concentrated to transport to multiple locations. EO can also be formulated to meet the EPA disinfectant standards.
- **OdorBac Tec:** Our primary cleaning product in the UK has been selected for its minimal environmental impact. OdorBac is produced using renewable energy, packaged in refillable containers, and manufactured by a company that offsets its residual emissions. Each container has the capability to be reused multiple times.

ABM also ensures that the equipment and materials we use maximize efficiency and minimize environmental impact. A cornerstone of our GreenCare Program™ is the use of microfiber technology, which absorbs up to seven times its weight in water and attracts dirt and dust through its electrostatic charge and ultra-fine fiber structure. Unlike traditional materials like cotton, which typically last far fewer wash cycles, microfiber products can endure 250–500 washes, significantly reducing waste. With proper care, microfiber cloths are highly durable and far outlast their cotton counterparts. We have implemented systems to manage the effective reuse of microfiber cloths, dust sleeves, and flat mops, helping us reduce landfill waste and improve cleaning performance.

We prioritize eliminating disposable products whenever possible and collaborate with partners to utilize recyclable brushes, improving cost efficiencies and reducing environmental footprint. For paper products, we source recycled natural paper towels in the US. In the UK, we are transitioning all paper supplies to recycled or FSC-certified materials.

WASTE MANAGEMENT

Like our green product sourcing and sustainable cleaning solutions, ABM helps clients divert waste from landfills, lower operating costs, and earn certification credits for programs like LEED certification and True Zero Waste.

Beyond daily waste management support, we provide clients with customized monthly reports. We also provide waste audits, which consist of a detailed evaluation that establishes baseline waste diversion rates and identifies material composition, facility hotspots, contamination concerns, and improvement opportunities to drive environmental and cost efficiencies.



Our Solutions

Engineering & Infrastructure Solutions

By integrating our engineering and infrastructure solutions, facilities can operate more reliably, support greater power demands, and minimize the risk of unexpected outages.

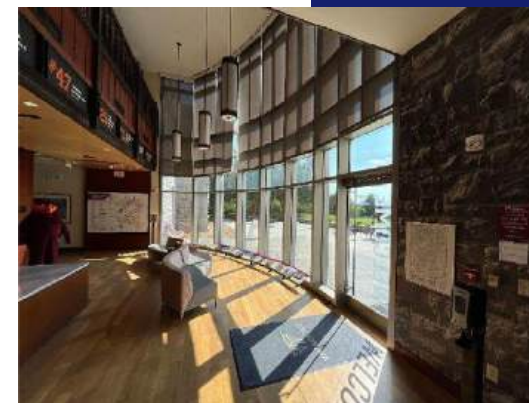
Our engineering facility solutions include:

- Operations & Maintenance
- HVAC & Mechanical
- Electrification
- Infrastructure

We provide energy utilization monitoring and comprehensive facility energy audits to identify opportunities for improving energy efficiency and sustainability performance.

We also provide thermal heat mapping, using infrared thermography to detect areas of energy loss and inefficiencies in large facilities, which enables clients to optimize energy use and reduce costs. ABM has worked with clients to insulate critical valves, pumps, tanks, and even window films to protect spaces and critical operational processes from energy losses.

In the UK we offer account-level carbon assessments based on ABM activities, yielding a carbon emissions figure based on operational data presented in PowerBI. We then interpret this data to give a 12-month strategy on how to reduce the specific emissions, aligning to the client's strategic aims.



Georgia Institute of Technology

With ABM's energy conservation projects, we partnered with the Georgia Institute of Technology to find opportunities for reducing campus energy consumption. Prior to the project, the Biomedical Engineering and the Environmental Science & Technology buildings, while occupying only 5% of the campus footprint, were responsible for nearly 30% of total energy use.

ABM implemented strategic upgrades to the buildings' STEM labs ventilation systems and fume hood controls. The project reduced energy use by nearly 74% for the Biomedical Engineering building and 53% for the Environmental Science & Technology building. These improvements exceeded projected energy savings and are expected to deliver energy and operational cost savings of \$11.7 million.

Through our energy conservation services we helped our clients to achieve greater energy and resource efficiencies, while saving:

144.4^{M+} KWh of energy

638,524 MMBtu of gas

170,897 Gallons of water

102,200 tCO₂e in savings

(Equivalent to 13,035 homes’ energy use for one year“)

EMOBILITY

ABM is poised to serve a broad range of clients’ EV charging needs. Our eMobility offerings are tailored to five main types of applications, all with specific needs, challenges, and opportunities, including through private fleet and public infrastructure, passenger electric vehicles, parking, and Original Equipment Manufacturers (OEMs).

To meet evolving market needs, we shifted our eMobility focus to higher-impact segments within private fleets and public infrastructure, targeting growing client demand for energy-intelligent infrastructure that supports uptime and efficiency.

Fleet Infrastructure

ABM continued to expand our solution offerings to support scalable electrification for both commercial and public infrastructure fleets. Our power solutions address the complex needs of mission-critical fleets, including transit authorities and airports. Through ABM fleet electrification services, we help clients design, develop, and test power systems for maximum efficiency and durability. ABM’s mission critical infrastructure services portfolio helps:

- Prevent power outages and system failures
- Ensure rapid recovery and uptime after power disruptions
- Mitigate risk and the impact of unplanned downtime
- Maximize equipment efficiency, availability, and longevity
- Reduce overall energy consumption and operational costs

Enhancing Our EV and Network Operations Center

Our EV infrastructure enabled over 4.5 million charging sessions that delivered more than 83.7 million kWh of energy that otherwise relied on fossil fuel-based alternatives. Through this, ABM helped our clients avoid over 71 million kilograms of greenhouse gas emissions.

Our turnkey solutions for EV charging infrastructure go beyond design, installation, and maintenance. Through ABM’s Network Operations Center (NOC), we provide around-the-clock monitoring for infrastructure performance, allowing us to support clients with performance analysis, financing and incentive strategies, and integrated technology reporting.

The NOC, launched in 2024 as part of our broader set of electrification solutions, serves as a centralized platform that aggregates data from multiple charger networks and utility feeds, providing live 24/7 performance monitoring. With expanded data capabilities, ABM empowers clients to formulate informed energy strategies with insights needed to support sustainability certifications and decarbonization goals.

RAVENVOLT, AN ABM COMPANY

RavenVolt has expanded our energy solutions to help clients maintain a reliable, cost-effective power supply and electrical infrastructure. This includes on-site energy generation, renewable energy integration, and future-proofing strategies.

Our primary on-site renewable offering is advanced solar panel technology, providing our clients with cutting-edge energy efficiency solutions, including:

- **Battery Energy Storage Systems (BESS):** Utility scale battery systems play a crucial role in electrical grid stabilization, peak load management, integration of renewable energy, and grid resilience
- **Versatile PowerCap:** Rooftop and ground-mount solar technologies for maximum efficiency with custom configurations for personalized energy solutions

With the help of RavenVolt Cortex, our advanced monitoring and control platform, clients gain real-time visibility on energy systems performance. The platform also offers integrated alarm management, preparedness mechanisms, and automated testing protocols.



Installing floating pv for southern regional water supply facility (SRW)

Orange County, Florida, unveiled a groundbreaking utility floating solar project, delivered by the RavenVolt team in collaboration with solar panel project developer, D3Energy. RavenVolt led the installation and engineering efforts to complete the 1 MW AC system, featuring over 2,000 solar panels. The system is specifically engineered to endure extreme weather conditions, ensuring long-term performance and resilience.

Energy resiliency projects provide solutions for times of crisis

Our energy-intelligent power solutions are designed to keep critical systems operational when they are needed the most. The southeastern United States was struck by two hurricanes, Helene and Milton, in quick succession. Leveraging RavenVolt’s Cortex remote monitoring system, we proactively tested every generator in the storm’s projected path before landfall. This early action ensured that all systems were fully operational and prepared to support key facilities. RavenVolt technicians were also strategically positioned for rapid response once the storms passed.

Hurricane Helene

RavenVolt’s NOC deployed 40 mobile generators and managed 16 power outage events across impacted areas. All generators under RavenVolt’s care operated efficiently throughout the storm and recovery period, delivering an exceptional 99.9% uptime, while outages in the area averaged 23 hours with some lasting nearly four days.

Hurricane Milton

Our team managed 22 power outage events. Systems managed by RavenVolt maintained 97.9% uptime, despite average outages across other systems lasting 20 hours and up to three days.

As extreme weather events become more frequent, we remain steadfast in our commitment to enabling resiliency for all those who count on us. Whether through preventative maintenance, emergency power deployment, or real-time system management, we proudly stand on the frontlines of delivering uninterrupted and sustainable power solutions.

Our Solutions

Technology and Innovation

We leverage new AI capabilities and machine learning as part of our client solutions to transform operational data into real-time, metric-driven decisions. These technologies allow us to detect patterns, predict trends, and be proactive in enhancing operational efficiencies and GHG emissions reductions.

ABM Connect™

ABM Connect is a data intelligence platform that unifies facility, financial, equipment, IoT, and service delivery data. The platform empowers clients to know more, take action faster, and drive real outcomes in service delivery and building performance through the following:

- **Data-Driven Insights:** Advanced analytics and real-time reporting provide clients with actionable intelligence to optimize energy usage, reduce waste, and improve operational efficiency.
- **Seamless Communication:** Enhanced connectivity through our ABM Connect mobile app used by the frontline to our teams and operational leaders increases visibility across facilities leading to more comprehensive insights and high-quality results.
- **Customizable Dashboards:** Tailored interfaces allow clients to focus on the KPIs that matter most to their corporate mission, monitoring progress in real time.

Our ABM Connect data intelligence platform is growing and as of 2024 we have supported more than 6,000 facilities.



To find out more about ABM Connect, please visit

ABM.com/abm-connect

ABM *Connect* and industry-specific solutions enable our clients to elevate and customize the data insights gathered to support their specific reporting and compliance requirements.



ABM *Connect* for Life Sciences

ABM *Connect* for Life Sciences is a digital solution for real-time data collection and management that ensures compliance and efficiency. ABM *Connect* for Life Sciences is bolstered by a mobile application and management platform to enhance accuracy and efficiency. It addresses compliance and audit challenges with a tech-enabled solution that replaces error-prone paper-based record keeping with digital data capture, which adheres to regulatory guidelines.

Case Study:

Through ABM *Connect* for Life Sciences, we helped a global biotech leader enhance their FDA reporting processes by replacing manual paper logbooks with a more reliable and efficient digital system. The platform utilizes a mobile app, QR codes, and centralized management platform to streamline documentation.



ABM *Connect* for Aviation

Real-time flight data, smart routing, and predictive analytics is leveraged and calibrated for the specific challenges of airport operations. Trusted by major airport hubs across the country, the platform helps drive high passenger satisfaction by delivering consistently pristine and well-maintained environments.

Case Study:

With the help of ABM *Connect*, LaGuardia Airport enhanced its passenger experience at its award-winning Terminal B. The app aggregated flight data, IoT technology, service logs, and maintenance data into a single platform, offering leadership unparalleled visibility into Terminal B operations. ABM *Connect* enables dynamic service scheduling, assigning team member tasks based on flight schedules, ensuring seamless and efficient terminal operations.

EMBEDDING INNOVATION IN OUR CULTURE

Through ABM *Performance Solutions* (APS), which includes our engineering & infrastructure and facility solutions, we deliver integrated, outcome-focused services that promote innovation, streamline operations, and boost the effectiveness of our client teams. These impact solutions range from facility solutions like janitorial services, to engineering solutions like energy-saving and monitoring systems tailored for each facility.

We recognize that embedding efficient and innovative solutions is a collaborative effort amongst our frontline team members, clients, and operations. We therefore seek feedback from our janitorial staff on current products, chemicals, and processes on best practices, as well as what is and what is not working.

We started implementing ‘cost-savings initiatives’ across our facilities. Through this initiative, frontline teams are tasked to find opportunities to reduce costs through targeted, low-cost investments, such as energy efficient light bulbs that last three times as long and use half the energy. Such changes collectively drive meaningful improvements in cost savings, energy efficiency, and waste management.

Resilient Supply Chain

We believe durable, long-lasting and impactful results start with a strong supplier program to align our suppliers and the products we procure with our clients' goals and the services we deliver. With our supplier program, we also seek to build mutually beneficial relationships with a wide range of businesses, large and small, that offer innovative solutions, exceptional value, and competitive pricing.

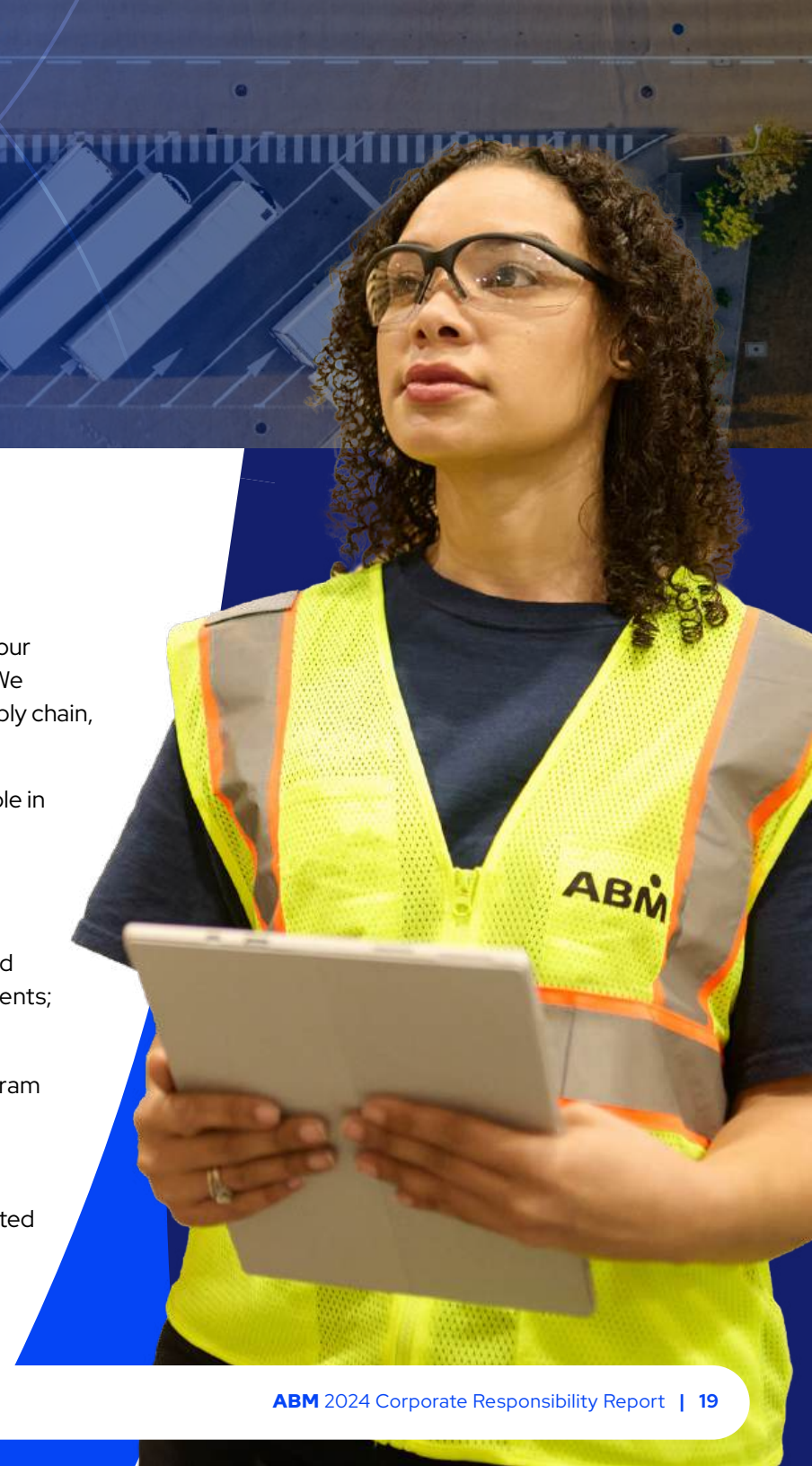
SUPPLIER STRATEGY

ABM is committed to curating a broad ecosystem of supplier partnerships that enhances our service delivery and in turn fuels economic vitality in the communities where we operate. We recognize that economically empowered businesses, in addition to strengthening our supply chain, also contribute to the long-term sustainability and growth of our markets.

Our Strategic Partner Program, which has been in place for almost a decade, plays a key role in developing a resilient supply chain aligned with our go-to-market strategies and broader business objectives. Through this program, we aim to:

- Establish engagement structures that drive socially responsible outcomes for local communities;
- Build collaborative relationships and mentoring programs across service disciplines;
- Unlock new growth opportunities by expanding our supplier base and widening supply options for our clients; and
- Extend our Strategic Partner Program internationally.

ABM actively recruits qualified service partners through our on-demand network and a dedicated, easy-to-use supplier portal on our website. Interested service partners are invited to submit a detailed capabilities profile and complete a pre-qualification inquiry form.



OUR SUPPLIER PROGRAMS AND POLICIES

As part of our responsible sourcing strategy, we leverage tools and platforms like Avetta to assess and monitor our suppliers' environmental performance and priorities. To date, over 2,200 suppliers have sustainability data managed through our Avetta systems, enabling us to gather valuable insights into how they address issues that are core to our clients and our own operations.

Our supplier assessments cover areas such as environmental impact and reporting, and the mitigation of other potential business risks, including policies preventing child labor and forced or compulsory labor, health and safety metrics.

We believe that fostering a strong, value-driven culture extends beyond our team members to include our suppliers and subcontractor partners. Our [Supplier Code of Conduct](#) requires all suppliers to uphold the policies of ABM related to compliance with all applicable laws, respect for human rights, environmental responsibility and the safety of products and services. This Code is regularly updated to reflect evolving standards and applies to all suppliers of ABM, including our affiliates and subsidiaries globally.

To support our suppliers, we maintain a dedicated resource center with important documents, including our Supplier Code of Conduct, to help build and sustain successful partnerships.

Supporting our Suppliers

We launched a six-month pilot supplier mentoring program, designed to support their growth and successful partnership with ABM. The program offers a range of workshops, webinars, as well as one-on-one engagement opportunities with ABM executives, offering mentorship, industry knowledge, and practical resources to help suppliers strengthen their partnership with us and our clients. Participating suppliers receive certificates of completion at Platinum, Gold, and Silver levels based on the number of hours completed through the program.



Environmental Stewardship

At ABM, we strive to reduce our environmental footprint, and that of our more than 20,000 clients across the US and UK & Ireland through our actions, policies, and partnerships. Our expanding portfolio of environmentally conscious products and services is designed to help clients optimize their operations, reduce their environmental footprint, and meet their environmental goals.

ENVIRONMENTAL EFFORTS

Environmental Governance

Our climate governance system and processes are designed to effectively manage risks and opportunities associated with environmental issues, as well as to support contingency planning and business continuity. Our governance structure is detailed under the [Corporate Responsibility Strategy](#).

Capturing Environmental Opportunities

We took steps to launch a management-level Sustainability Committee that facilitates the integration of our sustainability capabilities across our functions and client offerings. The Sustainability Committee supports innovation in technologies and services that meet growing client demands for resiliency and reduced environmental footprint. Our sustainability-driven offerings include eMobility solutions to support growing fleet electrification, encompassing power infrastructure upgrades (i.e., on-site renewables and microgrid solutions), facility energy efficiency improvement projects, environmentally responsible cleaning, and

waste removal services. Please refer to the [Our Solutions 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.

Alignment with International Standards and Regulatory Compliance

We comply with all applicable federal, state, and local laws designed to protect the environment, including regulations on storage and disposal of materials. When working at client sites, we adhere to the environmental safety policies and practices established by our clients.

To ensure compliance, we provide team member training tailored to the specific requirements established by ABM for our own operations and for each client site. We also conduct environmental audits to verify compliance with all applicable laws and policies, and we support our clients' environmental site assessments or management reviews whenever necessary.

Our UK and Ireland locations maintained environmental ISO accreditations, 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 communications, and energy saving projects across our office estate and fleet emissions.



OUR ENERGY EFFICIENCY INITIATIVES AND GHG EMISSIONS

Our Energy Efficiency Commitment

We remain passionate about continuing to reduce our environmental impact and focusing on implementing data-driven actions that drive measurable progress across our operations.

Since 2013, we have been collecting and reporting data on our Scope 1 and 2 GHG emissions, with a continued focus on data accuracy and data collection efficiency across our operations in the US, Ireland and the UK. As part of our data improvement process, we deployed an environmental reporting platform and conducted an internal audit process in 2025 to improve data integrity for our data for fiscal year 2024.

Our Emissions Data

Our data collection process helps us identify process improvements to mitigate emissions, environmental impact and the feasibility of setting GHG reduction targets.

	2024				2023
EMISSIONS TYPE	TOTAL (tCO ₂ e)	US	UK	IRELAND	TOTAL (tCO ₂ e)
SCOPE 1 DIRECT EMISSIONS	46,327	43,085	2,921	321	44,746
Stationary combustion	1,895	1,838	49	8	980
Mobile combustion	44,432	41,247	2,872	313	43,766
SCOPE 2 INDIRECT EMISSIONS	6,218	6,043	139	36	5,092
Purchased electricity	6,218	6,043	139	36	5,092
SCOPE 3 INDIRECT EMISSIONS	7,911	2,094	5,417	400	1,415
Business travel	3,471	2,094	1,348	29	1,410
Fuel and energy-related activities	4,440	N/A	4,069	371	5

Emissions data (including Scope 1, Scope 2 and Scope 3 GHG emissions) represent the best data available at the time of publication, and estimates may be used when actual data is unavailable. Emissions data is subject to various uncertainties due to inherent limitations in measurement methodologies and standards, which are subject to ongoing change. Depending on the measurement techniques used, the results can be materially different and the precision of the techniques may vary. Our reporting of these metrics continues to evolve as data quality, calculation methodologies, industry standards, and tools improve over time. As a result, we continue to refine our methodologies in the summary table and may update previously disclosed metrics to reflect these refinements. Therefore, year-over-year emissions results may not always be directly comparable."

Our Energy Efficiency Initiatives

At ABM, we are committed to maintaining a cross-functional, multi-year process aimed at reducing emissions across our operations. As part of this effort, we focus on some of the most critical initiatives we are undertaking to enhance energy efficiency throughout our operations and minimize our environmental footprint:

- **Fleet Electrification:** We are working to reduce vehicular emissions associated with our service vehicles by procuring hybrid and electric models whenever feasible. This supports our goal of operating more sustainably on the road as we continue our efforts to decarbonize our fleet. Our fleet included 145 electric and 20 hybrid vehicles.
- **Procuring Renewable Electricity:** ABM continued its commitment to procuring renewable energy by purchasing and retiring Renewable Energy Certificates (RECs) through the North American Renewables Registry (NAR), following RE100 best practice guidelines and CDP standards for renewable energy procurement and reporting. We plan to expand our REC purchases while also exploring direct renewable electricity contracts for select facilities.

OPERATIONAL RESILIENCY

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 or severe weather conditions that could affect service delivery.

In collaboration with ABM’s Safety and Risk teams, we have developed and regularly review crisis management and disaster recovery procedures to ensure we and our teams are prepared to navigate adverse weather conditions that could impact our operations.

ENERGY CONSUMPTION

We measure our energy consumption across our global operations.

		2024				2023
ENERGY SOURCE	UNITS	TOTAL	US	UK	IRELAND	TOTAL
Gas	MWh	10,693	10,378	270	45	5,140
Electricity	MWh	17,449	16,637	669	143	15,115
Gasoline	MWh	166,641	165,752	745	144	166,001
Diesel	MWh	18,446	5,263	11,547	1,636	15,561
Biofuel	MWh	72	65	7	0	575

Energy consumption data represent the best data available at the time of publication, and estimates may be used when actual data is unavailable. Energy consumption data is subject to various uncertainties due to inherent limitations in measurement methodologies and standards, which are subject to ongoing change. Depending on the measurement techniques used, the results can be materially different and the precision of the techniques may vary. Our reporting of these metrics continues to evolve as data quality, calculation methodologies, industry standards, and tools improve over time. As a result, we continue to refine our methodologies in the summary table and may update previously disclosed metrics to reflect these refinements. Therefore, year-over-year energy consumption results may not always be directly comparable.

Our Workforce

Our team members are the driving force behind our success. We believe our ability to attract, develop, and retain talent at all levels of our organization has a direct impact on client satisfaction and our ability to grow.

To succeed in a competitive labor market, ABM has developed key recruitment and retention strategies, objectives, and metrics that are integral to our overall business strategy and operations.



OVERSIGHT

The day-to-day execution of our talent programs and initiatives is overseen by our Chief Human Resources Officer (CHRO), who collaborates with our executive team to develop strategies that align with both our business goals and team member expectations. As needed, cross-functional groups and special task forces are established to support these efforts, encompassing members of our HR, Legal, Procurement, Communications, Operations, and Strategy teams.

Guided by our mission and values, ABM has established a dedicated Culture & Inclusion Council to drive measurable improvements in business outcomes, agility, and team member engagement. Strengthening our culture and team member value proposition remains a key priority to ensure the effectiveness of our talent programs and initiatives.

We have a robust oversight structure in place to ensure our talent programs meet and continue to evolve with market best practices. The Stakeholder and Enterprise Risk Committee of our Board of Directors receives reports pertaining to culture and inclusion, team member engagement, talent acquisition, development and retention, health and safety, and risks related to such matters.

TALENT ACQUISITION

To succeed in a competitive labor market and in support of ABM's ELEVATE growth strategy, we have developed a variety of recruitment initiatives tailored to the different needs of our business groups, including Technical Solutions (ATS), Engineering, Field Staff & Management, Sales, and Skilled Trades. Our recruiting teams operate across the US and internationally, using centralized and standardized talent systems to ensure best practices are implemented throughout the business.

We leverage advanced tools and online platforms to accelerate our candidate search process, extend our reach across a vast network of career sites, and enhance our hiring processes by matching skill sets with job requirements to ensure the right fit for each position.

Internships and Apprenticeships

We are expanding our campus recruitment program to strengthen our talent pipeline with intern and full-time candidates. Through our partnerships with over 40 universities, our internship program has grown by more than 50% since 2022. We offer internship opportunities in fields such as engineering, cybersecurity, internal audit, marketing, sales, data analytics, operations, legal, and more, aligning areas of specialization with ABM's strategic growth priorities.

Strategic Partnerships to Strengthen Our Talent Pipeline

We partner with community, institutional, and professional organizations to strengthen our brand reputation and enhance our talent pipeline. ABM also partners with organizations such as Skills USA, a national nonprofit organization focused on developing the career-skills of high school, college, and post-secondary students, by attending their organized events.

Our talent acquisition team attends events throughout the year to build relationships, identify new partnership opportunities, and attract new talent. Each year, we engage with over 100 community outreach partners to further strengthen our local engagement with career candidates.

UK National Apprenticeship Week:

ABM took part in several initiatives during National Apprenticeship Week in the UK to attract new talent and demonstrate our commitment to addressing the acute skills gap within the facilities management and aviation maintenance sectors. We showcased our initiative, ABM "Facilitate Now," formerly known as Junior Engineering Engagement Program (JEEP), launched in 2017 to spread awareness about facilities management careers to young students from local communities. The program gives students a guided introduction to core Facilities Management (FM) subjects such as electricity, lighting, and safety, through three classroom sessions. ABM team members attend and guide each session. To date, over 700 students have graduated from "Facilitate Now", advancing interest in pursuing apprenticeships and further educational opportunities.

ABM UK has several partnerships in place to facilitate broadening our talent pool in the region.

- **The Care Leavers Covenant:** We partner with a national program that supports care leavers aged 16-25 to live independently. Our partnership shows our commitment to supporting young people with career opportunities as they leave care and begin their independent lives.
- **The Homewood Group:** We work with the organization through our ABM’s Pathway to Employment program supporting those who face barriers to employment.

ABM is proud to be recognized as a military friendly employer, actively employing US, UK, and Ireland military veterans across service, staff, and management roles. We partner with talent acquisition ambassadors, team members, and key stakeholders to continuously embed best practices into our military and veteran processes. Our ambassadors receive dedicated training and resources to ensure a seamless interview and resume review experience for veteran candidates.

ABM is a proud VETS Index employer, receiving three-star ratings two years in a row. We continued to make efforts for our veteran hiring network by building partnerships with veteran communities and organizations, and by establishing relationships with military

bases across the US. Our organizational partnerships included:

- 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)

HEALTH AND SAFETY

Safety is embedded as a core value at ABM and is integral to our team member culture and operational practices. Our safety vision and mission are anchored in three strategic pillars, each designed to instill safety across all facets of our business: Safety Infrastructure, Safety Culture, and Organization & Growth.

We refreshed our strategic, safety-focused plan with tactical initiatives under each of the three pillars to further enhance our safety program and continue setting the market standard for our industry.



Safety Infrastructure

Our safety infrastructure is the backbone of our health & safety organization, and we are constantly looking for new ways to strengthen our current systems to enhance and exceed compliance regulations and expectations. We take our role in ensuring safe, high-quality service extremely seriously.

Compliance

We maintain a comprehensive manual of health and safety policies that covers standard operating procedures for all regular hazards faced by our workforce, as well as a Team Member Safety Handbook that is available in seven languages. Our resources are available through:

- **ABMWay Hub:** Resource for specific work instructions and procedures to prevent workplace injuries
- **Risk & Safety SharePoint:** Readily available resources for leaders and teams
- **ABM University:** Hosts a repository of on-demand safety trainings
- **ABM Safety Hotline:** Where any team member can report work-related concerns
- **Origami:** Risk Management Information System that consolidates information on claims, and safety observations and inspections

Our programs are designed to meet or exceed compliance standards of the Occupational Safety and Health Administration and other regulatory bodies, and to protect the health and welfare of our team members and our clients.

Alignment with International Standards

ABM operations in the UK & Ireland maintained 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 2024 fiscal year confirmed compliance with all requirements.

Environmental Health and Safety Audit Process

Site operations are frequently reviewed for compliance and effectiveness through operational safety inspections, and site walkdowns conducted by EH&S Managers. Additionally, comprehensive Environmental Health & Safety (EH&S) audits are performed at selected sites, including those with a higher hazard profile. Audits are conducted by a team of EH&S Managers selected based on their areas of expertise and using a comprehensive checklist tailored to relevant safety risks.

Adopting Advancement Technologies

We piloted new technologies, including expanded use of telematics. Moving forward, we plan to further integrate advanced technologies to enhance our safety programs, including enterprise-wide deployment of a telematics system and platform with standardized protocols.

When it comes to transportation, we know that a well-maintained vehicle is a safe vehicle. For our transportation offerings, we adopted the Fleetworthy system for Department of Transportation (DOT) drivers. Fleetworthy is a fleet management platform that helps ensure ABM maintains driver qualifications, meets all DOT requirements, and operates more efficiently.

2024 Memberships in Leading Safety Organizations



National Safety Council



National Association for Environmental Health and Safety & Sustainability Management



National Irish Safety Organization (NISO) and Northern Ireland Safety Group (NISG)



Royal Society for the Prevention of Accidents (RoSPA)



British Safety Council

Safety Culture

Our “Think Safe, Act Safe, Be Safe” approach establishes a safety-first mindset from day one of employment. Our safety culture is anchored in impactful, ongoing training, and reinforced daily through safety-focused messages and customized programs and materials tailored for our team members.

Think Safe. Act Safe. Be Safe.

Safety trainings are crucial to building awareness among our team members of safe work practices, hazard identification, and emergency response procedures. Our frontline team members receive safety trainings on relevant hazards, as well as site- or client-specific safety requirements. Additionally, our frontline leaders participate in our Risk & Safety Frontline Leader Training, which features either an online or in person curriculum focused on the importance of a strong safety culture.

We continuously reinforce our safety culture through frequent safety touchpoints, including “Moments for Safety,” our daily safety reminders distributed to our team members via email, and through the ABM Team Connect app that is currently being piloted. We also provide additional monthly safety talks tailored to risks specific to each business unit.

Celebrating Safety Month

We launched a unified, enterprise-wide initiative to celebrate Team Member Safety Month in June, reinforcing our commitment to a strong safety culture across all levels of the organization. Within our ‘Celebrating Difference Makers’ newsletter, which is distributed internally and via LinkedIn, we extended our appreciation to the ABM Safety Team and team members throughout the month. For example, the UK Aviation Teams were celebrated for their participation in the Airport Association’s Summer Safety Week, taking part in accident prevention activities such as foreign object debris walks, showcasing safety vehicles and delivering presentations on potential seasonal hazards.

Organization and Growth

Safe Work Observation Program (SWOP)

With the mission to engage Team Members in impactful conversations around safety, we offer the Safe Work Observation Program (SWOP), which enables our health and 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. Over the next year, we will be formally transitioning the SWOP program to the same system that supports our Environmental Health and Safety audits, Origami.

Safe365 – UK & Ireland

ABM UK partnered with Safe365—a leading digital health and safety platform—to start the process of gaining an evidence-based understanding of our current safety culture maturity. Using Safe365’s intelligent benchmarking tools and globally recognized Safety Culture Maturity Index, we can assess how our values, behaviors, systems, and leadership practices are experienced across all levels of the business—from the frontline to the boardroom – to enhance our safety initiatives and develop tailored programs.

TEAM MEMBER WELL-BEING

ABM provides a high-quality, holistic, and 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 needs of our eligible team members, both full-time and part-time.

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

*The information disclosed corresponds to significant locations of operations (US and UK) except for Ireland. The asterisk represents benefits that are only offered to team members in the UK.

- 401(K) – regular part-time team members in the US who are not covered by a collective bargaining agreement are eligible to participate in the Plan and receive a match. Team members who are covered by a collective bargaining agreement do not participate in 401(k)

or receive a match unless such benefits are included in their applicable collective bargaining agreement.

- Benefits offered also to part-time employees: Medical/Dental/Vision, Voluntary, Disability, Commuter, Wellhub, Marketplace Mall, EAP

- In the US, staff and management are eligible to elect a Medical Plan that includes a Health Savings Account (HSA) option that lets you set aside pre-tax dollars for health care expenses.

TEAM MEMBER ENGAGEMENT

ABM's culture, and the team member experience it supports, plays a vital role as part of our wider effort to engage and retain talent. We work to continuously enhance our programs to create a culture of active listening and belonging through our collaborative activities and platforms, and different ways to celebrate achievements.

We value team member feedback to better understand the needs of our workforce and to inform talent engagement priorities.

ABM works to foster an inclusive culture, where team members are provided with opportunities to develop in their careers.

ABM Voice

The ABM Voice engagement survey is conducted to identify the strengths and opportunities in our culture, benefits, learning and development, management practices, communication methods, and more across our organization. We seek to garner broad participation to gain an accurate snapshot of where we're doing well and how we need to improve. The post-survey analytics help us develop a strategic action and implementation plan.

Based on our 2024 survey, we received a 70% favorability rating, which is classified as healthy score by the third party organization who performed the survey.

ABM Impact Groups

At ABM, our impact groups are central to our team member engagement strategy and provide our team members with a range of opportunities to connect through career development sessions and community engagement events.

We have several Impact Groups available to team members across our geographic footprint, including Women@ABM, Veterans@ABM (known as Armed Forces Working Group in Europe); as well as the Rainbow Group and Disabilities and Careers Group which are currently in Europe only.

LEARNING AND DEVELOPMENT

At ABM, our purpose to make a difference for every person, every day extends beyond the services we deliver. It's embedded in how we invest in our people. We continued our commitment to workforce development by expanding access to learning resources, leadership programs, and value-based training.

Our goal is to ensure that every team member, whether on the frontlines or in leadership, has the tools and support to build a meaningful career at ABM. We tailor learning opportunities to job level and role-specific needs, including topics such as safety, operational procedures, client service, and compliance.

Our team members also have access to personal and professional development outside of required learning paths. In 2024, team members received an average of 4.6 hours of training

covering mandatory and non-mandatory trainings. Frontline received 3.3 and staff and management received 17.6 hours on average.

Key Development Programs

ABM University

ABM University serves as our core online learning platform, designed to meet team members wherever they are on their professional journey. We provided access to a wide range of on-demand training courses, reference materials, and real-time tracking tools. These resources empower team members to build job-specific skills and pursue their professional development goals.

Success Behaviors Program

This competency model offers a series of training modules, webinars, and development tools to bring ABM's competencies to life and to align team member performance and management with their career growth objectives. By focusing on behavioral alignment, this training aims to enhance both individual performance and team cohesion. The program garnered a total of 750 team member enrollments. Key learning topics included growth mindset, teamwork, resilience, constructive feedback, and living our mission.

Our Leadership Development Programs

- **Leadership Foundations:** In 2023, we piloted the program focused on teaching frontline team members essential skills. Based on the success of this program, we expanded it to be enterprise-wide, starting in 2024.
- **Frontline Leaders Essentials Program:** We also offer our frontline leaders additional training opportunities focused on enhancing their management and coaching skills to deliver services to our clients in a safe and efficient manner. In 2024, 590 frontline leaders completed the training.

The leadership development programs had more than 3,500 enrollments this past year.

Tools and Frameworks that Drive Growth

- **Career & Performance Toolkit:** We provide onboarding playbooks, manager coaching templates, and development planning guides to support team member professional growth and to ensure consistency across the organization.
- **Frontline Leader Program:** In addition to formalized trainings, we provide our frontline leaders with curated webinars, quick guides, and performance tools to strengthen supervisory capabilities.

Responsible Business Practices

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

ETHICAL BUSINESS PRACTICES

Oversight

Our Chief Compliance Officer oversees the successful implementation and development of initiatives related to ethics and compliance. ABM’s Chief Compliance Officer reports to the Company’s General Counsel and regularly reports to the Company’s Chief Executive Officer and the Board’s Audit Committee. ABM has established an internal Risk Compliance Committee which is comprised of a cross-functional group of team members who act to support internal ethics and compliance. The Risk Compliance Committee is led by the Chief Compliance Officer and meets at least twice annually to discuss oversight and mitigation of risks related to compliance matters. The Chief Compliance Officer provides updates to the Board’s Audit Committee following such meetings and annually to the full Board.

Our Enterprise Risk Management (ERM) team oversees efforts to mitigate the effects of 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 such risks.

Our Policies

Our Code of Business Conduct

Our Code of Business Conduct (COBC) drives the application of our core values throughout our operations and serves as a critical tool to help ABM team members to recognize and report unethical conduct, while preserving and nurturing our culture of honesty and accountability. Topics covered include conflicts of interest, duty of loyalty, gifts and gratuities, bribery and corruption, and harassment and discrimination.

Our Chief Compliance Officer performs an annual review of the COBC and related training modules to ensure we adhere to the highest ethical behavior standards. The COBC fully complies with and exceeds all federal and state law requirements, and is approved by the Board of Directors on an annual basis.

All ABM full-time and part-time team members, Board members as well as contractors must complete an annual training and recertification of the COBC. We continuously find new ways to refresh our annual training, reflecting current needs of our business, industry, and market. The training includes examples of acceptable behavior, forms of harassment, and treating peers with respect. The Audit Committee receives annual updates on compliance training results.

We are approaching 100% COBC participation when allowing for new hires and departures.

We introduced ‘[COBC Quick Reference Cards](#)’ to provide our frontline team members with easy, at-a-glance guidance, ensuring important information is always at their fingertips.

Whistleblower Policy and Confidential Reporting Process

ABM maintains several protocols and policies to quickly address, escalate, and resolve workplace incidents to ensure our team members are supported throughout the process.

We are committed to ensuring all team members feel safe and have the resources they need to report any ethical violations. ABM strongly encourages our team members to use our Compliance Hotline, which is administered by a third party and is accessible by phone or website. ABM provides all newly hired team members with an information card containing the ABM Compliance Hotline phone number and website.

ABM’s Compliance Hotline is entirely anonymous, and is available 24 hours a day, seven days a week.

You can reach the hotline:

By phone at:

US: 1-877-ALERT-04 (1-877-253-7804)

UK: 0800-069-8801

Ireland: 1-800-903-224

Online at:

US: abmhotline.ethicspoint.com

UK and Ireland: abmhotlineeurope.ethicspoint.com

All hotline reports are received by an independent third party and are forwarded securely and confidentially to the appropriate internal or external resources for prompt investigation, with immediate escalation when warranted to ABM's Legal and Internal Audit teams.

In addition to our Compliance Hotline, team members are provided with contact information for subject matter experts across the organization, empowering them to find the right resources and support for questions related to compliance and other aspects of the Company's operations.

Non-Retaliation and Investigation Policy

We prohibit retaliation against any ABM team member for raising concerns in good faith 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.

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 Audit Committee of 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.

We have a Gift and Entertainment Policy, which sets forth the legal and policy considerations relating to the acceptance and provision of gifts and entertainment by ABM team members. Gift approval and exceptions are handled by ABM's compliance team.

To further combat corruption and bribery by third parties, including sales agents and lobbyists, ABM's diligence process also includes a 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 2024, there were no allegations against, or confirmed incidents under applicable corruption laws involving, any of our staff and management team members.

We conduct anti-trust and bribery trainings on a biannual basis, alternating the annual training with our anti-trust and fair competition topics.

Anti-Harassment Policy and Equal Opportunity Employment

We prohibit discrimination or harassment against any applicant or team member. 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.

Human Rights

ABM follows all international labor and immigration laws, 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.

We adopted enterprise-wide [Human Rights](#) and [Modern Slavery](#) policies to reflect our continued commitment to uphold and promote human rights principles in all aspects of our operations, ensuring we provide safe and secure conditions for those working on the Company's behalf. These policies apply to all directors, officers, and team members of ABM, including contractors, agents, representatives, consultants, franchisees, and partners.

We also publish an annual Modern Slavery and Human Trafficking Statement pursuant to the requirements of section 54 of the UK Modern Slavery Act 2015. Measured by the UK Government's Modern Slavery Assessment Tool, our Facilities Services division achieved a score of 86%, reflecting a mature and robust approach to identifying, preventing, and addressing modern slavery risks within our operations and supply chains. While the score demonstrates a high level of compliance and good practice, we remain committed to continuous improvement, particularly in areas such as supplier collaboration, risk monitoring, and remediation.

Collective Bargaining Agreements

ABM is committed to addressing the distinct needs of both unionized and non-unionized team members. Currently, approximately 44% of our team members in the US are represented by more than 250 active collective bargaining agreements.

We respect our team members' rights to associate freely and are committed to complying with all applicable labor and employment laws.

CYBERSECURITY AND DATA PRIVACY

ABM recognizes the importance of cybersecurity risk management, which is integrated within ABM’s overall enterprise risk management framework and is aligned with standard industry information security frameworks including NIST and CMMC. During 2024, ABM did not have any material data breaches.

Oversight and Risk Assessments

Our Board provides oversight of our information security and cybersecurity programs and evaluates whether related risks are being appropriately addressed. Our internal program is managed by a dedicated team, led by our Chief Information Security Officer (CISO), in collaboration with the Chief Information Officer (CIO), who are responsible for the development of our related policies, practices, and technologies.

The CISO and CIO provide the Board with regular reporting covering a range of updates on our cybersecurity program and the evolving risk landscape.

Cybersecurity Policies and Programs

We have implemented cross-functional cybersecurity processes, technologies, and controls to aid in our efforts to assess, identify, and mitigate cybersecurity-related risks, as well as to detect and prevent cybersecurity incidents. In evaluating cybersecurity incidents, management considers the potential impact to our results of operations, control framework and financial condition, as well as the potential impact, if any, to our business strategy or reputation.

We adhere to a risk-based, multi-layered ‘defense in depth’ approach with multiple layers of security controls, including, but not limited to, security monitoring, endpoint protection, and identity and access management. We maintain processes designed to oversee and identify material risks from cybersecurity threats associated with our use of third-party technologies and systems, including, as appropriate, pre-procurement assessment of contractual terms addressing cybersecurity and data protection, as well as review based on assessed vendor risk.

We conduct regular testing and assessments of our systems and controls to evaluate our information security program’s maturity and effectiveness, and from time-to-time we engage and retain expert external assessors and consultants to help improve our security, stay aligned with industry best practices, evaluate external threats, and periodically conduct independent security assessments.

Together with our Cyber Incident Response Team and third-party contractors, we regularly facilitate tabletop exercises with our Executive Leadership Team to align on responsibilities during and after a cyber incident.

ABM’s Acceptable Use Policy applies to all ABM team members and contractors. To protect our financial position and stockholder value in the case of a costly incident, we also maintain cyber incident insurance policies.

Generative AI Policy

At ABM we are committed to using cutting edge technology responsibly to create cutting-edge and best-in-class services for clients. Our Generative AI policy 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, 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.

To complement our Generative AI Policy, we have an Acceptable Use of Permitted GenAI Tools SOP, which provides guidelines for the responsible use of GenAI Tools to protect ABM’s Company Information and Personal Data and complies with applicable laws, regulations, ethical standards, and ABM’s company values.

Cybersecurity Training

We recognize that awareness of our team members is key to mitigating risks. We provide annual mandatory cybersecurity training for our staff and management team members, and we conduct monthly phishing simulations with follow-up training as needed. Both team members and contractors receive foundational training on data security, password management, and phishing awareness.

ABM Cares

Giving back and supporting our communities is core to who we are. Through our [ABM Cares program](#), we encourage and support our team members to volunteer and donate to causes that are meaningful to them.

Charities Benefited

422 Charities with donations

Team member giving and ABM matching donations of **\$339K**

132 Charities with volunteering

3,727 hours of Team member volunteering

Our ABM Cares Giving Policy provides eligible team members with:*

- A paid day off to volunteer
- A matching program for charitable donations up to \$1,000 per person per year
- 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

* All dollar amount reflect "USD or currency equivalent.

ABM Cares Team Member Relief Fund

We began preparations for the launch of the ABM Cares Team Member Relief Fund ("ABM Fund"). This emergency grant program is the first-of-its kind at ABM, designed to support our ABM community, and frontline team members in particular, who are facing unexpected financial hardship. The ABM Fund would go on to launch in the US in April 2025, with expansion to UK & Ireland on the horizon. This effort strengthens our community and ensures all our team members receive the support they need during difficult times.

Enterprise-Wide ABM Cares 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.

We organized enterprise activities to support organizations like Toys for Tots, Red Nose Day, and American Cancer Society, raising more than double for the organization compared to last year.

Volunteer Initiatives

Across our business, team members are encouraged to support local initiatives to support the communities where we live and work. The teams in Atlanta, Boston, Chicago, Houston, New York, and Philadelphia participated.

'90 Days to Make a Difference'

Every year from June through August, we hold a "90 Days to Make a Difference" summer campaign that invites team members to get involved with their communities through activities like using their paid day off to participate in a local charity event and donating to a cause that is meaningful to them.

Throughout the 90 days, monthly themes, ideas, and stories of philanthropic efforts are shared to encourage the spirit of giving and inspire team member participation. In the last week of our 2024 campaign, we offered a 'Double Matching Week' to further empower our team members to give back.

King Charles' Business in the Community (BITC) Network:

ABM proudly joined the UK's most influential 'responsible' business network, [Business in the Community](#). Supported for over four decades by His Majesty King Charles III, this network is dedicated to fostering a fairer and greener world, driven by businesses committed to positive change.

Appendix



Additional Metrics

OUR WORKFORCE DATA

GLOBAL	TOTAL	Male	Female	Not Disclosed	Age < 30	Age 30-50	Age > 50	Unknown Age	Minority	White	Not Specified	Full Time	Part Time	Permanent	Temporary	Union	Non Union	Not Specified
Frontline	103,846	52,448	51,252	146	17,875	42,525	43,442	4	72,817	21,921	7,159	86,423	17,423	98,371	3,442	44,024	59,096	726
Staff & Management	9,501	5,573	3,913	15	802	4,872	3,805	22	4,917	3,857	663	9,412	89	9,280	21	788	8,443	270
TOTAL	113,347	58,021	55,165	161	18,677	47,397	47,247	26	77,734	25,778	7,822	95,835	17,512	107,651	3,463	44,812	67,539	996
US	TOTAL	Male	Female	Not Disclosed	Age < 30	Age 30-50	Age > 50	Unknown Age	Minority	White	Not Specified	Full Time	Part Time	Permanent	Temporary	Union	Non Union	Not Specified
Frontline	93,733	46,219	47,370	144	15,979	38,199	39,555	0	71,772	20,797	1,164	78,473	15,260	90,258	3,391	43,796	49,211	726
Staff & Management	8,675	5,130	3,531	14	708	4,419	3,548	0	4,861	3,714	100	8,614	61	8,521	18	787	7,618	270
TOTAL	102,408	51,349	50,901	158	16,687	42,618	43,103	0	76,633	24,511	1,264	87,087	15,321	98,779	3,409	44,583	56,829	996
UK	TOTAL	Male	Female	Not Disclosed	Age < 30	Age 30-50	Age > 50	Unknown Age	Minority	White	Not Specified	Full Time	Part Time	Permanent	Temporary	Union	Non Union	Not Specified
Frontline	8,164	5,431	2,733	0	1,450	3,465	3,248	1	1,045	1,124	5,995	6,624	1,540	8,113	51	0	8,164	N/A
Staff & Management	762	414	347	1	90	430	242	0	56	143	563	734	28	759	3	0	762	N/A
TOTAL	8,926	5,845	3,080	1	1,540	3,895	3,490	1	1,101	1,267	6,558	7,358	1,568	8,872	54	0	8,926	N/A
IRELAND	TOTAL	Male	Female	Not Disclosed	Age < 30	Age 30-50	Age > 50	Unknown Age	Minority	White	Not Specified	Full Time	Part Time	Permanent	Temporary	Union	Non Union	Not Specified
Frontline	1,949	798	1,149	2	446	861	639	3	N/A	N/A	N/A	1,326	623	N/A	N/A	228	1,721	N/A
Staff & Management	64	29	35	0	4	23	15	22	N/A	N/A	N/A	64	0	N/A	N/A	1	63	N/A
TOTAL	2,013	827	1,184	2	450	884	654	25	N/A	N/A	N/A	1,390	623	N/A	N/A	229	1,784	N/A

GLOBAL – HIRES AND TERMINATIONS

HEADCOUNT	TERMINATION TYPE			AVERAGE HEADCOUNT
	VOLUNTARY	INVOLUNTARY	UNKNOWN	
Frontline	53,851	16,740	2,378	101,813
Staff & Management	1,631	811	78	9,301
ALL	55,482	17,551	2,456	111,114

* Data in table above excludes RavenVolt and Ireland

TERMINATIONS	< 30	30 - 50	> 50	FEMALE	MALE	NOT DISCLOSED	TOTAL
US (ABM US, RavenVolt, ABLE)	22,927	31,965	17,557	35,928	36,319	202	72,449
UK	860	1,281	939	1,074	2,005	1	3,080
Ireland	838	1,418	848	1,845	1,257	2	3,104
TOTAL	24,625	34,664	19,344	38,847	39,581	205	78,633

HIRES	< 30	30 - 50	> 50	FEMALE	MALE	NOT DISCLOSED	TOTAL
US (ABM US, RavenVolt, ABLE)	23,275	29,940	13,110	33,317	32,676	332	66,325
UK	1,019	1,508	873	1,062	2,338	0	3,400
Ireland	539	548	157	708	533	3	1,244
TOTAL	24,833	31,996	14,140	35,087	35,547	335	70,969

* 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 team members 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.

ABM US WORKFORCE

American Indian or Alaska Native	1%
Asian	4%
Black or African American	23%
Hispanic or Latino	46%
Native Hawaiian or other Pacific Islander	0%
Not disclosed	1%
Two or more races	1%
White	24%

CALCULATION METHODS AND SOURCES OF INFORMATION

Human Resources Metrics

- Information corresponds to fiscal year 2024.
- Employment status metrics:** ABM’s CEO has been included among the staff and management category.

Voluntary and involuntary terminations

- Includes:** ABM US, Able, and ABM UK. We have included an unknown section for terminations from the US and UK that are labeled as resignations that we cannot confirm as voluntary or involuntary.
- Excludes:** RavenVolt (tracks active versus terminated but not differentiation between voluntary and involuntary terminations) and ABM Ireland (does not track terminations); Quality Uptime Services.

Permanent and temporary

- Includes:** ABM US, ABM UK, and Able.
- Excludes:** RavenVolt and Ireland (information not tracked); Quality Uptime Services.

Diversity metrics

- Includes:** ABM US, ABM UK, Able (EEO-1 codes from Able were mapped to align with ABM EEO-1 codes).
- Excludes:** Ravenvolt, ABM Ireland and ABM UK (from the EEO1 categories table) because information is not tracked or not available; Quality Uptime Services.

- Diversity information regarding ABM’s Board of Directors can be found in ABM’s 2025 Proxy Statement on page v.
- Workforce ethnicity percentages are derived from ABM US workforce demographic data.

Frontline and staff and management employees

- Includes:** ABM US, ABM UK, Able, RavenVolt, ABM Ireland.
- Note on Able:** Team members outside the corporate pay groups of WUJ and WUH were classified as frontline workers.
- Excludes:** Quality Uptime Services.

Union metrics

- Inclusions:** ABM US, Able, ABM UK and ABM Ireland.
- Note on Able:** Employees with union coded of NONUM and close were assumed not to be part of a union.
- Excludes:** RavenVolt; Quality Uptime Services.

Average Hours of Training

- Includes:** mandatory and non-mandatory trainings

STAFF AND MANAGEMENT	17.56
FRONTLINE	3.32
ALL TEAM MEMBERS	4.59

- Average hours of training is not reported at gender level

Average Headcount

- The average headcount for Able, ABM US, and ABM UK was calculated using period end figures.

General

- RavenVolt sales team members were included in the staff and management category for all metrics.

Business Ethics Metrics

- The anti-corruption training was not performed during the 2024 fiscal year as the training is performed every other year.
- Material legal proceedings: disclosed in Note 13, “Commitments and Contingencies” on page 76 of our 2024 Annual Report on Form 10-K.
- Board of director metrics reflect the Board composition as of April 1, 2025.

- Code of Business Conduct training completion rate comes from ABM *University* and takes only into account staff and management employees from all ABM locations.
- 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 and covers ABM US and ABM UK staff and management information on donations and volunteering. 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 and they correspond to 2024 calendar year information.

- **EMobility Metrics:**

ENERGY SAVINGS	83.7 Million+ Kwh
GHG SAVINGS	71.1 Million+ Kg
NUMBER OF SESSIONS	4.6 Million+ Sessions

- **Energy saving metrics:** Information has been collected in a cumulative way so fiscal year data will be added to previous fiscal year data to allow year over year analysis of savings.

Safety Metrics

- 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 to be overexertion and slip/trip/fall.
- **Incidence rate of injuries and illnesses are computed from the following formula:** (number of OSHA recordable injuries and illnesses x200,000)/worker direct hours worked =incidence rate. The ‘200,000’ figure in the formula represents the number of hours of 100 workers 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):** 2.73
- **Number of hours worked:** 178,418,490.44 (Based on internal records of actual hours worked; No workers have been excluded; if the worker had an OSHA-recordable injury it is counted).
- **Days away, restricted or transferred (DART) rates:** 1.9
- **Safety Watch Observation Program Assessment (SWOPs) performed:** 738,161
- **Other safety metrics:**

	Female	Male	Total
DAYS AWAY FROM WORK	607	418	1,025
JOB TRANSFER OR RESTRICTION	397	301	698
OTHER RECORDABLE CASES	377	336	713
TOTAL	1,381	1,055	2,436

Environmental Metrics

- Emissions were calculated according to the Greenhouse Gas Protocol and relevant tools were used in calculations.
- Reported GHG emissions are based on the best available data at the time of publication and may be updated following external verification to align with upcoming regulations and target-setting requirements. Any revisions resulting from the assurance process will be reflected in subsequent disclosures.
- Consumption of gas and electricity comes from our finance department in charge of paying utility bills.
- Where direct information is not available, information was estimated by the environmental reporting tool using the Commercial Buildings Energy Consumption Survey.
- Business travel and fuel consumption information comes directly from third-party sources. No estimates were made.
- ABM used the IBM Envizi platform to report environmental metrics.

Omissions and Exclusions

- ABM has not included detailed disclosure on incidents of non-compliance related to the health and safety impacts of our services in this reporting cycle, consistent with common industry practices. We will review this approach in future reports to ensure alignment with evolving best practices and stakeholder expectations.
- 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

- ABM US Natural Gas consumption has significantly increased due to the inclusion of estimated data on gas consumption in our offices.
- ABM UK and Ireland Scope 3 has significantly increased due to the reporting of more categories on top of business travel.
- This report does not include any restatements of information.

About This Report

This report highlights our sustainability goals and provides information on our sustainability programs, policies, oversight, governance, and performance. Unless otherwise specifically stated, this report covers ABM Industries' performance in the fiscal year ended October 31, 2024. This report adheres to the Global Reporting Initiative (GRI) standards and the Sustainability Accounting Standards Board (SASB).

This report contains both historical and forward-looking statements about ABM Industries Incorporated ("ABM") and its subsidiaries (collectively referred to as "ABM," "we," "us," "our," or the "Company"). We make forward-looking statements related to future expectations, estimates and projections that are uncertain, and often contain words such as "anticipate," "believe," "could," "estimate," "expect," "forecast," "intend," "likely," "may," "outlook," "plan," "predict," "should," "target," or other similar words or phrases. These statements are not guarantees of future performance and are subject to known and unknown risks, uncertainties, and assumptions that are difficult to predict. For us, particular uncertainties that could cause our actual results to be materially different from those expressed in our forward-looking statements

include: our success depends on our ability to gain profitable business despite competitive market pressures; our results of operations can be adversely affected by labor shortages, turnover and labor cost increases; we may not be able to attract and retain qualified personnel and senior management we need to support our business; investments in and changes to our businesses, operating structure or personnel relating to our ELEVATE strategy, including the implementation of strategic transformations, enhanced business processes, and technology initiatives may not have the desired effects on our financial condition and results of operations; our ability to preserve long-term customer relationships is essential to our continued success; our use of subcontractors or joint venture partners to perform work under customer contracts exposes us to liability and financial risk; our international business involves risks different from those we face in the United States that could negatively impact our results of operations and financial condition; decreases in commercial office space utilization due to hybrid work models and increases in office vacancy rates could adversely affect our financial condition; negative changes in general economic conditions, such as recessionary pressures, high interest rates, durable and non-durable goods pricing, changes in energy prices, or changes

in consumer goods pricing, could reduce the demand for our services and, as a result, reduce our revenue and earnings and adversely affect our financial condition; we may experience breaches of, or disruptions to, our information technology systems or those of our third-party providers or clients, or other compromises of our data that could adversely affect our business; our ongoing implementation of new enterprise resource planning ("ERP") and related boundary systems could adversely impact our ability to operate our business, including the timing and amount of working capital needed, and report our financial results; acquisitions, divestitures, and other strategic transactions could fail to achieve financial or strategic objectives, disrupt our ongoing business and adversely impact our results of operations; we manage our insurable risks through a combination of third-party purchased policies and self-insurance and we retain a substantial portion of the risk associated with expected losses under these programs, which exposes us to volatility associated with those risks, including the possibility that changes in estimates to our ultimate insurance loss reserves could result in material charges against our earnings; our risk management and safety programs may not have the intended effect of reducing our liability for personal injury or property loss; unfavorable developments in

our class and representative actions and other lawsuits alleging various claims could cause us to incur substantial liabilities; we are subject to extensive legal and regulatory requirements, which could limit our profitability by increasing the costs of legal and regulatory compliance; a significant number of our employees are covered by collective bargaining agreements that could expose us to potential liabilities in relation to our participation in multiemployer pension plans, requirements to make contributions to other benefit plans, and the potential for strikes, work slowdowns or similar activities, and union organizing drives; our business may be materially affected by changes to fiscal and tax policies; negative or unexpected tax consequences could adversely affect our results of operations; future increases in the level of our borrowings and interest rates could affect our results of operations; impairment of goodwill and long-lived assets could have a material adverse effect on our financial condition and results of operations; if we fail to maintain proper and effective internal control over financial reporting in the future, our ability to produce accurate and timely financial statements could be negatively impacted, which could harm our operating results and investor perceptions of our Company, and as a result may have a material adverse effect on the value of our common

stock; our business may be negatively impacted by adverse weather conditions; catastrophic events, disasters, pandemics, and terrorist attacks could disrupt our services; and actions of activist investors could disrupt our business. The list of factors above is illustrative and by no means exhaustive. For additional information on these and other risks and uncertainties we face, see ABM’s risk factors, as they may be amended from time to time, set forth in our filings with the Securities and Exchange Commission, including our most recent Annual Report on Form 10-K and subsequent filings. We caution readers not to place undue reliance upon any such forward-looking statements, which speak only as of the date made. We undertake no obligation to publicly update any forward-looking statements, whether as a result of new information, future events, or otherwise, except as required by law.

This report and related information made available on or through our website do not cover all information about our business. The inclusion of information or references in this report, including the use of “materiality,” “significant” or similar terms, should not be construed as a characterization regarding the materiality or importance of such information to our business or financial results or that such information is necessarily material to investors or other stakeholders for purposes of U.S. federal or state securities laws and/

or any other federal, state or foreign laws, regulations and requirements.

Any goals and targets referenced in this report or that are made available on or through our website are aspirational and are not guarantees or promises that such goals and targets will be achieved. In addition, historical, current and forward-looking information included in this report may be based on standards, methodology and practices for measuring progress that are still developing, internal controls and processes that continue to evolve, and estimates and assumptions that are subject to change. Accordingly, such historical, current and forward-looking information, including goals and targets and underlying estimates, assumptions and data, may be subject to modifications in future reports due to such developing standards, methodology, practices and controls and processes.

Certain sustainability- and environmental-related historical data presented, discussed, referenced or otherwise included in this report have been revised to reflect updates made as a result of our internal review processes and developing standards, methodology, practices, and processes and controls. Neither future distribution of this report nor the continued availability of this report in archive form on our website should be deemed to constitute an update or re-affirmation of this data as of any future date. Any future update will be provided only through a public disclosure indicating that fact.

Any reference to the Company’s support of, work with, or collaboration with a third-party organization within this report does not constitute or imply an endorsement by the Company of any or all of the positions or activities of such organization.

GRI | GRI 1: Foundation 2021

Statement of Use: ABM has reported the information cited in this Global Reporting Initiative (GRI) content index for the period November 1, 2023 to October 31, 2024, in reference to the GRI Standards.

GRI STANDARD	DISCLOSURE	LOCATION OR RESPONSE
GRI 2: GENERAL DISCLOSURES 2021 The Organization and Its Reporting Practices	2-1 Organizational details	About ABM, p. 4-6
	2-2 Entities included in the organization’s sustainability reporting	Materiality Assessment, p. 8
	2-3 Reporting period, frequency and contact point	Materiality Assessment, p. 8
	2-4 Restatements of information	Appendix, p. 41
	2-5 External assurance	Assurance letter available on website
Activities and Workers	2-6 Activities, value chain and other business relationships	About ABM, p. 4-6
	2-7 Employees	Our Workforce, p. 25-31
	2-8 Workers who are not employees	Our Workforce, p. 25-31
Governance	2-9 Governance structure and composition	2025 Proxy Statement, p. 9-10
	2-10 Nomination and selection of the highest governance body	2025 Proxy Statement, p. 8-9
	2-11 Chair of the highest governance body	2025 Proxy Statement, p. 9
	2-12 Role of the highest governance body in overseeing the management of impacts	2025 Proxy Statement, p. 9-10
	2-13 Delegation of responsibility for managing impacts	2025 Proxy Statement, p. 10-11
	2-14 Role of the highest governance body in sustainability reporting	2025 Proxy Statement, p. 11
	2-15 Conflicts of interest	Code of Business Conduct, p. 3
	2-16 Communication of critical concerns	Code of Business Conduct, p. 11
	2-17 Collective knowledge of the highest governance body	2025 Proxy Statement, p. iv
	2-18 Evaluation of the performance of the highest governance body	2025 Proxy Statement, p. 10

GRI STANDARD	DISCLOSURE	LOCATION OR RESPONSE
Governance	2-19 Remuneration policies	2025 Proxy Statement, p. 20-37
	2-21 Annual total compensation ratio	2025 Proxy Statement, p. 46
Strategy, Policies and Practices	2-22 Statement on sustainable development strategy	Corporate Responsibility Strategy, p.7
	2-23 Policy commitments	Responsible Business Practices, p. 33-35
	2-24 Embedding policy commitments	Responsible Business Practices, p. 33-35
	2-25 Process to remediate negative impacts	Responsible Business Practices, p. 33-35
	2-26 Mechanisms for seeking advice and raising concerns	Responsible Business Practices, p. 33-35
	2-27 Compliance with laws and regulations	Responsible Business Practices, p. 33-35
	2-28 Membership of associations	Membership and Associations, p. 6
Stakeholder Engagement	2-29 Approach to stakeholder engagement	Materiality Assessment, p. 8
	2-30 Collective bargaining agreements	Responsible Business Practices, p. 35
GRI 3: Material Topics 2021	3-1 Process to determine material topics	Materiality Assessment, p. 8
	3-2 List of material topics	Materiality Assessment, p. 8
	3-3 Management of material topics	Materiality Assessment, p. 8
GRI 204: Procurement Practices 2016	204-1 Proportion of spending on local suppliers	OMISSION: 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.

GRI | GRI 1: Foundation 2021

Statement of Use: ABM has reported the information cited in this Global Reporting Initiative (GRI) content index for the period November 1, 2023 to October 31, 2024, in reference to the GRI Standards.

GRI STANDARD	DISCLOSURE	LOCATION OR RESPONSE
GRI 205: Anti-Corruption 2016	205-2 Communication and training about anti-corruption policies and procedures	Responsible Business Practices, p. 34
	205-3 Confirmed incidents of corruption and actions taken	Responsible Business Practices, p. 33-34
GRI 302: Energy 2016	302-1 Energy consumption within the organization	Environmental Stewardship, p. 23-24
	305-1 Direct (Scope 1) GHG emissions	Environmental Stewardship, p. 23
GRI 305: Emissions 2016	305-2 Energy indirect (Scope 2) GHG emissions	Environmental Stewardship, p. 23
	305-3 Other indirect (Scope 3) GHG emissions	Environmental Stewardship, p. 23
	305-4 GHG emissions intensity	Environmental Stewardship, p. 23
	305-5 Reduction of GHG emissions	Environmental Stewardship, p. 23
GRI 401: Employment 2016	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	Team Member Well-Being, p. 30
	403-1 Occupational health and safety management system	Team Member Health and Safety, p. 28
GRI 403: Occupational Health and Safety 2018	403-2 Hazard identification, risk assessment, and incident investigation	OMISSION: At present, ABM does not collect all detailed information required for this disclosure across all operations. The information is currently unavailable; however, we are enhancing our reporting systems to standardize data collection and aim to provide complete disclosure in future reporting cycles.
	403-3 Occupational health services	OMISSION: At present, ABM does not collect all detailed information required for this disclosure across all operations. The information is currently unavailable; however, we are enhancing our reporting systems to standardize data collection and aim to provide complete disclosure in future reporting cycles.

GRI STANDARD	DISCLOSURE	LOCATION OR RESPONSE
GRI 403: Occupational Health and Safety 2018	403-4 Worker participation, consultation and communication on occupational health and safety	Team Member Health and Safety, p. 28-29
	403-5 Worker training on occupational health and safety	OMISSION: At present, ABM does not collect all detailed information required for this disclosure across all operations. The information is currently unavailable; however, we are enhancing our reporting systems to standardize data collection and aim to provide complete disclosure in future reporting cycles.
GRI 403: Occupational Health and Safety 2018	403-6 Promotion of worker health	Team Member Health and Safety, p. 28
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	Team Member Health and Safety, p. 28-29
	403-9 Work-related injuries	Team Member Health and Safety, p. 28
	403-10 Work-related ill health	Team Member Health and Safety, p. 28
GRI 404: Training and Education 2016	404-1 Average hours of training per employee	Learning and Development, p. 31
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	Appendix, p. 38
GRI 416: Customer health and safety 2016	416-2 Incidents of non-compliance concerning the health and safety impacts of products and services	OMISSION: ABM has not included detailed disclosure on incidents of non-compliance related to the health and safety impacts of our services in this reporting cycle, consistent with common industry practices.
GRI 418: Customer privacy	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	Cybersecurity & Data Privacy, p. 35

IFRS SUSTAINABILITY DISCLOSURE STANDARDS

TOPIC	ACCOUNTING METRIC	CODE	DISCLOSURE
DATA SECURITY	Description of approach to identifying and addressing data security risks	SV-PS-230a.1	Cybersecurity & Data Privacy, p. 35
	Description of policies and practices relating to collection, usage, and retention of customer information	SV-PS-230a.2	Cybersecurity & Data Privacy, p. 35
	(1) Number of data breaches, (2) percentage that (a) involve customers’ confidential business information and (b) are personal data breaches, (3) number of (a) customers and (b) individuals affected	SV-PS-230a.3	Cybersecurity & Data Privacy, p. 35
WORKFORCE DIVERSITY & ENGAGEMENT	Percentage of (1) gender and (2) diversity group representation for (a) executive management, (b) non-executive management and (c) all other employees	SV-PS-330a.1	Additional Metrics, p. 38
	(1) Voluntary and (2) involuntary turnover rate for employees	SV-PS-330a.2	Additional Metrics, p. 39
	Employee engagement as a percentage	SV-PS-330a.3	Team Member Engagement, p. 31
PROFESSIONAL INTEGRITY	Description of approach to ensuring professional integrity	SV-PS-510a.1	Responsible Business Practices, p. 33
	Total amount of monetary losses as a result of legal proceedings associated with professional integrity	SV-PS-510a.2	Material legal proceedings: disclosed in Note 13, “Commitments and Contingencies” on page 76 of our 2024 Form 10-K
ACTIVITY METRICS	Number of employees by: (1) full-time and part-time, (2) temporary and (3) contract	SV-PS-000.A	Additional Metrics, p. 38
	Employee hours worked, percentage billable	SV-PS-000.B	Safety Metrics, p. 41

Other material topics

- Human Rights – Human Rights
- Sustainable Solutions – Sustainable Solutions Portfolio



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