



Welcome to ABM's Employee Newsletter. We want future newsletters to contain information you care about, so please send your content ideas, questions, comment or anything else to Chas Strong at Chas.Strong@abm.com.

Solve One More Update Q3 Winners - Thor Emblem, Nathan York, Tony Piucci & Alan Marquensano

Each quarter, we compile the results from all the Solve One More participants and award employees who are the top producers. In this edition of Employee News, we're highlighting our fiscal year 2014 top producers.

Would you like to receive a \$3,000 travel voucher, one week paid vacation, iPad Air or \$650 Amazon gift card and an array of ABM swag just for having a conversation with your client? That is exactly what four ABM employees did and were awarded all of those prizes at this year's ABM annual leadership Conference (ALC) in September. ABM prominently displayed large banners for each winner at the conference as executives from all over the country applauded them as their names were announced.



From left, ABM SVP Sales Bob Swanger, SVP National Sales Tony Piucci, SVP Marketing Brett Knox at ABM Annual Leadership Conference

Congratulations to Thor Emblem, Nathan York, Tony Piucci and Alan Marquensano for being ABM's top 2014 producers.

Each individual participated in our company-wide Solve One More Program where employees submit leads to solve client challenges by leveraging the existing services and solutions that ABM provides.

ABM flew these individuals to The Four Seasons in Orlando, to honor their hard work and commitment to the company. Each award winner had the opportunity to share their success story over dinner with the Executive Leadership, which included Henrik Slipsager (President & Chief Executive Officer), Jim Lusk (Executive Vice President and CFO), James McClure (Executive Vice President and President, ABM Onsite Services) and Tracy Price (Executive Vice President and President, Facility Solutions Group).



REVENUE GENERATED FROM LEADS: Thor Emblem – ABM Onsite Services

Thor Emblem, ABM Onsite Branch Manager in San Diego, heard about an opportunity from the Federal Government's General Services Administration (GSA) for a large scale HVAC project. Thor leveraged his long-standing relationship with the client, and his knowledge of ABM's HVAC services to encourage them to consider ABM for the opportunity. ABM was ultimately awarded the multi-million dollar project thanks to Thor's knowledge of all the services ABM provides and being able to describe our technical capabilities. Phase one of the project is set to be complete this December!



NUMBER OF QUALIFIED LEADS GENERATED: Nathan York – Facility Services

Nathan, Project Administrator and Safety Inspector, decided to attend a Solve One More meeting in Irvine in 2013 where he learned about OSHA's NFPA 70E standards, which is a requirement for all building owners and reduce the risk of electrical shock, arc flash and arc blast. Little did he know that the meeting would have such a dramatic impact on his career. Nathan has now won the most qualified leads generated for the second year in a row, making him ABM's first non-executive consecutive winner.



NUMBER OF QUALIFIED LEADS GENERATED BY AN EXECUTIVE: Tony Piucci – Onsite Services

It might come as no surprise that Tony, Senior Vice President and 26 year veteran of ABM, has claimed the title of most number of qualified leads generated by an executive for the second year in row. Tony has been a part of the integrated facilities solution team and understands the importance of utilizing his existing relationships to promote existing ABM services lines. "Offering only one facet of our services is not always helpful to a client. We need to be open to what our clients need and help them find the resources within ABM to solve their unique facility needs. Never before have we had so much to offer."



REVENUE GENERATED FROM LEADS BY AN EXECUTIVE: Alan Marquesano – Onsite Services

Alan, Vice President of ABM Onsite Services for the Super Northeast Region, leveraged his existing relationships to help drive expansion of ABM service lines amongst his clients. Alan is always seeking the latest information in the facility services industry so that ABM will have the opportunity to earn any potential new business. As a result, Alan was able to secure a \$6M deal with Time Warner Cable to help him earn this year's Solve One More award.



This was an exciting year for the Solve One More Program; employee participation and commissions paid out were higher than ever before! ABM moves one step closer to being the single-source provider for all types of facility solutions for our clients.

If you would like to learn how you could earn your spot on the ALC Stage next year, please visit abm.com/solveonemore for more information about the program.

If you are getting a jump start on becoming a top producer for the next fiscal year, and one of your clients is looking to expand their facility service needs, you can submit a lead at 1-855-SolveABM or go to abm.com/sellabm.

Learn More About Solve One More

It's never too late to participate in the Solve One More program, so if you would like to learn more about how you can earn cash and prizes, ABM is offering a series of webinars each month. Go to abm.com/SolveOneMore or contact Vanessa Tam to sign-up for a chance to learn more about the Solve One More program so you have a chance to be our next quarterly winner!

Third Quarter Financial Highlights

We are pleased to share our third quarter results in which we announced record revenues.

Visit abm.client.shareholder.com to view the full Q3 earnings announcement under our 'Press Releases'.

Service Line Updates

Check out a quick run-down of new sales wins and other exciting news across ABM's service lines.

Onsite Services

Acquisition of GBM Support Services Group Limited (“GBM”)

In October, ABM announced the acquisition of GBM Support Services Group Limited (“GBM”), a leading provider of cleaning, security, building maintenance, waste and facilities management services for various retail, leisure, public sector, and commercial clients throughout the U.K. With headquarters in London and a regional HQ office in Glasgow, GBM generates annual revenues of approximately £40 million and employs approximately 2,000 service professionals across the U.K.

“With the acquisition of GBM, we saw a tremendous opportunity to accelerate our growth strategy throughout the U.K.,” said Henrik Slipsager, President and Chief Executive Officer of ABM. “GBM is a great fit for our organization because its array of services complements ABM's, and we're confident this partnership will serve as a key platform for expanding internationally with new and existing clients.”

Slipsager continued: “A significant focus for ABM in recent years has been our expansion of key service offerings within our most strategic industry vertical markets, domestically and abroad. We've been thrilled with the progress we've made in the U.K. with our expansion with AEG at The O2 in London, a premier sports and entertainment complex, and our expansion in the aviation market. GBM will now significantly add to our growing presence globally in the retail, leisure, public sector, and commercial segments. We're very pleased to have GBM join ABM today as we strive to be the leader in providing integrated facility solutions for our clients.”

ABM Facility Services

- Signed a 5 year contract for Harley Davidson at their corporate headquarters in Milwaukee, WI and their Product Development Center in Wauwatosa, WI. Contract starts with an innovative process of joint business case development. Welcome, Andrew Byrne, to ABM as the Account Director.

- Commenced services with Cargill in Dayton, OH in July and already looking at additional Cargill sites to transition over the next few months. Congratulations to John Harvey as the National Account Manager. Welcome, Braden Wry, as the Account Manager.

ABM Janitorial Services

Largest Third Quarter Sales for Janitorial by Region:

- Midwest Janitorial: Transwestern McNeal, GE Fleet Services, Columbus Junction Schools
- Northeast Janitorial: JPMC, National Grid, New Haven School District
- South Central Janitorial: Samsung General Affairs & FAB, North American Stainless, Banco Popular
- West Janitorial: Unico Properties, Jaimason Paramount, Disney Resort Hotels Anaheim
- National Janitorial: CBRE Davita, Lord & Taylor, JLL Kindred

ABM Janitorial Awarded Schneider Electric 2014 Preferred Supplier

ABM client Schneider Electric recently honored ABM as a 2014 Schneider Electric Preferred Supplier. ABM Senior Vice President Eric Kirchhoefer was on-hand in Shanghai last month to accept the award at Schneider Electric's Global Supplier Day.



Said René Orlandi, Chief Purchasing Officer at Schneider Electric: "The quality of our relationship is what allows us to deliver best performance and quality for our customers. I would like to thank you and your team for your engagement to strengthen the performance of our supply chain."

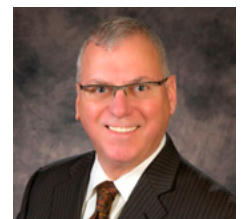
Highlighted Janitorial Win - New Haven School District Janitorial Contract Win

The New Haven School District opportunity in Connecticut closed in June for \$3.4M through the collaborative efforts of Pete Caniano, Nan Machado, John Carreiro and Dan Mucci. These dedicated efforts go back to the summer of 2013 when New Haven was initially identified as a target.

ABM Parking Services

Mark Muglich Elected NPA Chair

The National Parking Association (NPA) has elected Mark Muglich, president of ABM Parking Services, as chairman of the board of directors. Muglich took office for a two-year term effective Oct. 21, 2014.



Muglich and the board will set the vision, advocacy agenda and professional development framework of the Association. During Muglich's tenure, NPA will focus on parking professionalism, certification and performance skill building, and the importance of mentoring and developing talent and leaders in the parking industry. Muglich will continue NPA's focus on industry efforts to elevate business, community, industry and government outreach around the economic and policy issues facing the parking industry today.

"It's truly an honor to have been elected as NPA's board chair," said Muglich. "Over the years, I've come to know and admire many of my industry colleagues affiliated with NPA, along with the NPA's national board

leaders and committee chairs, and I look forward to the challenge of continuing the NPA's important job of bringing best practices to the parking industry.”

Muglich continued: “Over the course of the next two years, the NPA will continue to strengthen its role in the industry for both private and public sector parking through advocacy, education, technology and building member value.”

Parking Awarded LAX Shuttle Contract

Parking was awarded a multi-year contract to manage shuttle services for LAX, expanding on our relationship with Los Angeles World Airports.

ABM Security Services

Cargill Expansion: Building on our 20-year relationship of providing security services for Cargill, ABM was recently awarded an IFS North American partnership. Tremendous news and more details to come!

Also, please visit our Employee Kudos portion of the newsletter to read about the tremendous work of our Minneapolis Security team in helping apprehend a dangerous criminal.

ABM Building & Energy Solutions

ABM Building Solutions

Acquired Linc Service franchise, Airco Commercial Services, August 1, 2014. Airco Commercial Services is headquartered in Sacramento, CA, and maintains operations in Benicia, San Francisco and San Jose. Airco Commercial Services will rebrand to ABM Building Solutions.

- General Manager of ABM Building Solutions – Columbus, OH, Mike Sherrow, is retiring on November 1, 2014 and Mark Zappe is the new General Manager for the location.

Bundled Energy Solutions' (BES) offering continues to be in great demand especially with the forecast of continued challenges the economy will bring for ABM's governmental clients. Municipalities, public schools and universities have been experiencing a lack of capital for nearly a decade which is an unsustainable trend. Three recent BES projects to note include:

- Town of West Boylston, MA, valued at \$2.9M;
- Jeff Davis County Schools, GA, valued at \$5.3M;
- Bon Secours Retreat and Conference Center, MD, valued at \$2.1M.

ABM Electrical & Lighting Solutions

Hired Michael Davenport to help expand on project development and in-house engineering capabilities. Michael will develop and manage a project development team to support large energy retrofit project opportunities throughout the country.

- ABMELS awarded a \$2.1M energy saving lighting retrofit project by Opterra Energy (formerly Chevron Energy). The project is being completed for the Desert Sands Unified School District.
- ABMELS is working with ABM Building Solutions in GA on two BES projects; Colquitt County Schools and Jeff Davis County Schools.

- CBRE has awarded an exterior LED retrofit project to ABMELS in the amount of \$550K. The project is located in Los Angeles County and involves the replacement of all exterior parking lot pole fixtures with new Cree LED.

ABMELS teamed up with Seattle's onsite location to successfully complete nine wash and re-lamps for Barnes & Noble stores in the northwest region. Ed Marcil and David Mannhalt were instrumental in setting up enough space to effectively manage inventory and run the re-lamps out of their warehouse. They received our materials and staged them for the proper dispatch and were instrumental in the tracking of the materials for proper inventory control.

ABM Electrical Power Solutions

ABMEPS has been awarded a large, multi-year opportunity with the First Energy Utility Company to rebuild the northeast electrical grid. This is a national security initiative and the contract was awarded to several electrical testing companies. After an evaluation was completed, it placed the performance of ABMEPS at the top of the list. The 2015 schedule has reduced the number of service providers therefore, ABMEPS has been asked to provide more service teams to replace those deleted from the list. This resulted in a \$700,000+ agreement. Congratulations to the Cranberry, PA team! ABMEPS plans to offer this service to other utility companies around the country.

- In addition, ABMEPS secured a national EV installation and maintenance contract with ChargePoint bringing more opportunities for ABMEPS and ABMELS.
- ABMEPS was also selected to be an installation and sales partner for The Guardian Shooter detection system. This will be an offering developed across multiple ABM service units.

ABMEPS had two sales initiatives for 2014 including building a proactive sales force and expanding the selling system, which was predominantly acceptance testing and maintenance. ABMEPS added the Asset Management Program (AMP), making the business unit a one-stop shop. As a result, ABMEPS increased multi-year agreements from \$1M in 2013 to \$2.4M in 2014.

ABM Franchising Group

Network expansion – CurrentSAFE: Philadelphia, PA. Linc Service: Dominican Republic; Savannah, GA; Albuquerque, NM; and South Dakota. TEGG: Northern Indiana; Central Kentucky; New York City; and Lima, Peru.

ABM Aviation

The Aviation vertical is concluding the year with a keen focus on bringing customers the best and most efficient service through the use of technology. The Aviation team is on schedule to complete a system wide upgrade of the technology used by all front line passenger service employees this year.

The project includes the replacement of existing 2200+ handheld devices to new 10" Android tablets that are carried by each employee for the detailed tracking of every Special Service passenger assisted in airport operations. Other customer service oriented enhancements include:

- Electronic whiteboard for identifying passengers with reservations
- Real-time language translation capable of converting over 80 different languages
- An online repository providing direct access to all training materials that employees can access while waiting for aircraft to arrive

In addition, the aviation team is moving ahead with an aggressive marketing strategy for 2015, focusing on delivering strategic messaging to the airport community in the U.S. and Europe through various marketing methods.

ABM Healthcare Support Services

This has been an exciting quarter for ABM Healthcare Support Services, including us being honored with the Best Places to Work in Healthcare by Modern Healthcare magazine for the fourth time in the past five years. This is especially unique because it marks the first collective honor as the newly formed Healthcare vertical.



“We are thrilled to have once again been selected to this esteemed list,” said ABM Healthcare Support Services President Dan Bowen. “This honor speaks to ABM Healthcare Support Services’ incredibly talented associates. Receiving this recognition for the fourth time is a testimony to our team’s commitment, dedication and passion in serving the healthcare industry.”

In addition, the team received its re-certification of the CIMS and CIMS-Green Building with honors. This prestigious certification demonstrates an organization’s capability to assist customers in achieving LEED EB: O&M points and offers customers assurance that the organization they select is prepared to partner with them in the LEED process.

Contract Extensions:

- Southwest General Hospital, Ohio - added Patient Sitter/Companion program
- Multi-care Health System, Washington - added Facilities Management program

New Contract Wins:

- Methodist Hospital Mansfield, Texas - Parking & Guest Services
- Texas Health Presbyterian, Dallas - Parking & Hospitality, Self-park Automation and Lease
- St. Joseph, Tampa, Florida - Parking & Guest Services
- St. Joseph, North Lutz, Florida - Parking & Guest Services
- Parker Adventist - Shuttle Services
- Life Hope Tampa, Florida - Parking & Guest Services
- West Branch Regional Medical Center, Michigan - Food & Nutrition Services
- Gulf Coast Regional Medical Center, Florida - Patient Sitter/Companion program

Government Services

- Contract with the Department of the Navy to provide fire hydrant and backflow preventer maintenance services at Camp Pendleton in California. Award amount, total value is 1.9M
- Contract with the U.S. Army to provide caretaker support for the Stratford Army Engine Plant (SAEP) in Connecticut. Award amount, total value is \$1.9M

ABM Employees Give Back

ABM employees continue to give back to the communities in which we serve.

Children’s Memorial Hermann Hospital and ABM Team Up to Bring Smiles

On Friday, August 8, 16 Houston-based ABM internal audit team members and friends of the department spent the afternoon decorating ABM-supplied T-shirts and stuffed animals alongside approximately 40 pediatric patients at Children’s Memorial Hermann Hospital. Everyone had a fantastic time – It was an opportunity to help brighten the day of patients and ABMers alike!

Said ABM Vice President Karen Francis prior to the event, “The work being done at Children’s Memorial Hermann Hospital is remarkable. These are truly beautiful children, and the healing and compassion displayed by the hospital’s wonderful employees is a point of pride for the entire Houston community.”



ABM Supports Client Hines and its Chicago Ride for a Cure

In partnership with our client, Hines, ABM sponsored the 22nd Annual Scenic Shore 150 Bike Tour. For the 12th year running, a team of cyclists from the Hines Chicago office, in concert with friends and family members, participated in the Scenic Shore 150 Bike Tour. The team is known as Riders of the Storm due in part to its mission to assist patients in their battle with cancer.



The Scenic Shore 150 is a two-day, 150-200 mile, cycling event open to riders of all ages and abilities. It is the largest regional event sponsored by the Leukemia & Lymphoma Society, and has been voted Favorite Charity Ride by the Bicycle Federation of Wisconsin. Proceeds from the bike tour fund lifesaving research and support for people battling blood cancers. The mission of LLS is to cure leukemia, lymphoma, Hodgkin’s disease and multiple myeloma, and improve the quality of life of patients and their families.

ABM’s Jay Herriott Leads The 25th Project

In 2002, ABM IT professional Jay Herriott was looking to kill a little time on Thanksgiving Day. He decided to buy a meal for eight and seek out a few of the thousands of homeless individuals around the Washington, D.C. metropolitan area. Later that year he would do the same on Christmas Day, and a tradition for Jay was born.

Jay, with daughters Marissa and Leyanah, would continue to hand out meals to the homeless as a family for the next 8 years – different friends, colleagues and even acquaintances who wanted to help began to volunteer alongside him. But he always wondered what happened to those people who needed help the rest of the year. So, in 2010, with Thanksgiving and Christmas both falling on the 25th, he decided to formally name his initiative ‘The Project 25th.’

Today, The 25th Project (T25P) is a private, 501c3 organization that hands out meals the 25th day of every month. 157 volunteers helped Jay provide 330 meals last Christmas, and the organization now provides

other living essentials such as tents, batteries, sleeping bags and tarps. The 25th Project is putting together various events these days, with its inaugural 'Mac'n Cheese Bowl' taking place last week – volunteers brought homemade mac'n cheese and tested their skills against local restaurants.

Jay's ABM colleagues have joined his fight to feed the hungry. In fact, the local ABM office in Alexandria, VA will assist T25P in putting together a 'pre-run' for November's 'Soups & Socks.' National Soup n' Socks Day for the homeless is February 25, 2015.



What Jay has been able to accomplish over the last 12 years is remarkable. This organization, spawned by the generosity of one individual, has grown tremendously to include hundreds of volunteers and has provided much-needed meals for thousands in the D.C. metro area. If you would like to find out more about The 25th Project, please call Jay at 713.557.9782 or email jay@t25p.org. We will continue to provide updates on Jay and his organization moving forward.

Employee Kudos

ABM Security Recognized for Tremendous Work at Minneapolis' Target Center Parking Facility

Recently, in the aftermath of an unfortunate crime at Minneapolis' Target Center Parking deck, ABM Security Operations Manager Michael Jungers keenly directed his staff to remain on high alert that the perpetrator might return to the garage. Indeed, the individual did return, and Junger and his team were ready. They quickly called 911, even identifying the clothing of the individual. Shortly thereafter, the offender was arrested and taken into custody.



Minneapolis Police Sergeant Troy Walker sent the following message to ABM: "I have worked part-time with ABM for several years and have worked specifically with Michael Jungers for almost twelve years. Recently, there was a very unfortunate crime committed in ramp C. However, thanks to Mr. Jungers' knowledge of criminal tendencies and a firm command of his employees, Mr. Jungers was able to direct employees to be aware of the possibility that some offenders may return to the scene of a crime.

During my years of working with Mr. Jungers, I have often thought he should have been a Cop as he has the same keen senses that go into making a good beat Cop as well as a good investigator. Because of Mr. Jungers and his ABM security staff, Minneapolis is a safer place to live, work, and visit."

Kudos to Michael Jungers and the entire ABM Security team in Minneapolis for their terrific, timely work in helping bring this criminal to justice! The team will be presented with certificates of appreciation by the City of Minneapolis at an upcoming ceremony. Stay tuned for images from the event.

Again, congratulations and thanks to Jungers and the entire ABM Minneapolis Security team for their outstanding work!

ABM San Antonio Branch Recognized by Client Saks Fifth Avenue

Recently, the Management of Saks 5th Avenue recognized the ABM San Antonio Branch employees who work at Saks' San Antonio store for the excellent service they provide. The team was presented with a recognition award from the General Manager and honored with a lunch off site, followed by a small ceremony where the entire team was presented with ABM All Star Awards.



ABM's Ricketta Perry Saves a Life!

While sitting down to eat her lunch on Monday, November 10th, an employee of our client took a sip of water and began choking on her lunch.

Ricketta Perry, an ABM Security officer who was monitoring the premises, noticed the employee struggling to breathe and quickly ran over to perform the Heimlich maneuver to dislodge the food item. The food popped out and the employee was back on her feet. Because the employee has a heart condition and asthma, Ricketta quickly turned what could have been a potentially tragic incident into a positive one.



Great work, Ricketta!

Happy Halloween from California!

The teams from San Diego (Cindy Green, Nancy Gonzalez, Hafhed Khalid, Cristina Guerrero, and Pablo Ornelas) and Irvine showed off their pumpkin carving skills to represent ABM last week.



San Diego



Irvine

ABM Showcase Pages on LinkedIn

ABM made a commitment to our social media presence in 2014. We started with 7,700 LinkedIn followers and now we're over 14,000! Go to our Industry Showcase pages below and "follow" us and if you see a post you like, be sure to "Like" it! If you've never been to ABM's main LinkedIn page, be sure to visit us - [linkedin.com/company/abm-industries](https://www.linkedin.com/company/abm-industries).

ABM in the News

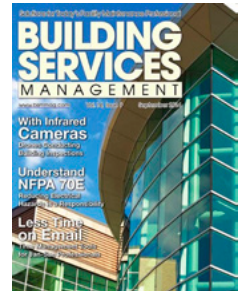
(Please visit ABM's Marketing Content Hub under the Corporate Sales & Marketing portion of ConnectX to access all ABM published articles, white papers, client success stories and more!)

In its August edition, *Airport Business* featured ABM's aviation business President and Air Serv CEO Tom Marano's thought leadership piece on the emerging trend of 'Airport Cities'. Read his bylined piece, entitled, 'Airport Cities Take Flight'.

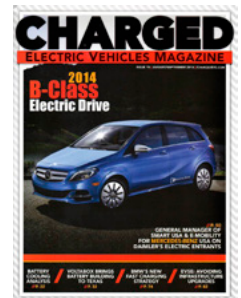
In its cover story, *California Building News* quoted ABM's Alan France on how ABM helps keep buildings clean. The article starts on p. 10.



In its September issue, *Building Services Management* featured ABM Electrical and Lighting's Van Wilkins' article on how building owners and managers can maintain NFPA 70E compliance, helping keep workers safe from arc flashes.



In its August/September issue, *CHARGED Electric Vehicles Magazine* featured Ken Sapp's bylined article on 'How to Lighten Electrical Load to Support EV Infrastructure.'



In its September edition, *High Rise Facilities Magazine* featured ABM Director of Sustainability Alan France's article entitled 'Best Practices in Green Cleaning Restrooms.'

In its September edition, *Becker's Hospital Review* featured ABM Healthcare Support Services Diane McCullough's article on healthcare capacity entitled, 'When Services are Siloed, Capacity Stalls.'

In its June/July edition, *Business Energy Magazine* featured ABM's lighting retrofit at Camp Pendleton, quoting ABM Electrical and Lighting's Bruce Price extensively. The article, entitled 'Public Sector Buildings Capitalize on Energy Efficiency,' also highlights several images from the Pendleton project.'