



Investor Presentation

THIRD QUARTER 2021

Who We Are

PURPOSE

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

VISION

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

MISSION

To make a difference, every person, every day

ABM at a Glance



Founded in 1909 | \$6.0 Billion in Revenue



350+ U.S. & International Locations



20,000+ Clients | 100,000+ Employees



ELECTRICAL

We've installed **10,000+** EV charging ports across the U.S.



ENERGY

We've reduced our client's average energy use by **23%**.



FACILITIES ENGINEERING

Our **3,800+** certified engineers keep buildings running.



HVAC & MECHANICAL

We service and maintain **70,000+** heating and cooling systems.



JANITORIAL

Each day, we clean **4+ billion** sq. ft. of buildings.



LANDSCAPE & TURF

We maintain **55,000+** acres of landscaping & golf courses.



MISSION CRITICAL

We service and maintain **35+ million** sq. ft. of data center space.



PARKING & TRANSPORTATION

We collect **\$2+ billion** in parking revenue for our clients.

Industries We Serve



Aviation



Business &
Industry



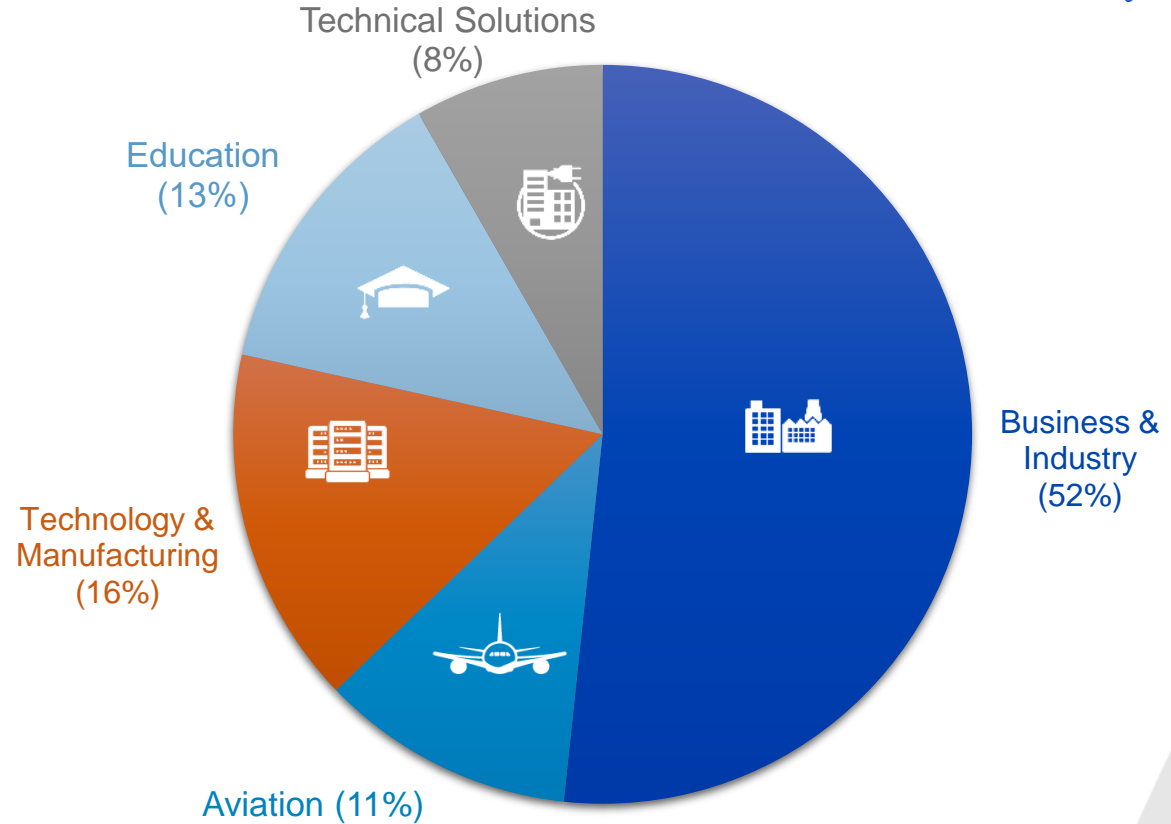
Education



Technology &
Manufacturing



Technical
Solutions



Services We Perform



Aviation



**Business &
Industry**



Education



**Technology &
Manufacturing**



**Technical
Solutions**



Janitorial

Building Cleaning & Maintenance
Green Cleaning and Recycling Services
Hard Surface Floor & Carpet Care
Clean Room and GMP Cleaning
Staffing and Specialty Services



Parking & Transportation

On and Off-Street Parking Management
Shuttle and Transportation Services
Valet Parking and Special Event Services



Electrical & Mechanical

Repairs, Replacements and Upgrades
Predictive and Preventative Maintenance
Low to High-Voltage Testing
Electrical Engineering and Commissioning
Chiller Services
Mechanical Systems Operations



Energy Solutions

HVAC, Central Plants, Lighting and Controls
EV Charging Stations
24/7/365 Facility Operation
Energy Audits & Optimization
Infrastructure Upgrades



Aviation Services

Aircraft Interior & Exterior Cleaning
Cargo Services
Terminal Cleaning
Wheelchair Assistance
Ambassador Services
Queue/Lobby Management



Landscape & Turf

Landscape and Grounds Maintenance
Golf Course Maintenance and
Renovations
Athletic and Sports Field Maintenance
Irrigation Maintenance & Management
Exterior Pest & Fertility Management

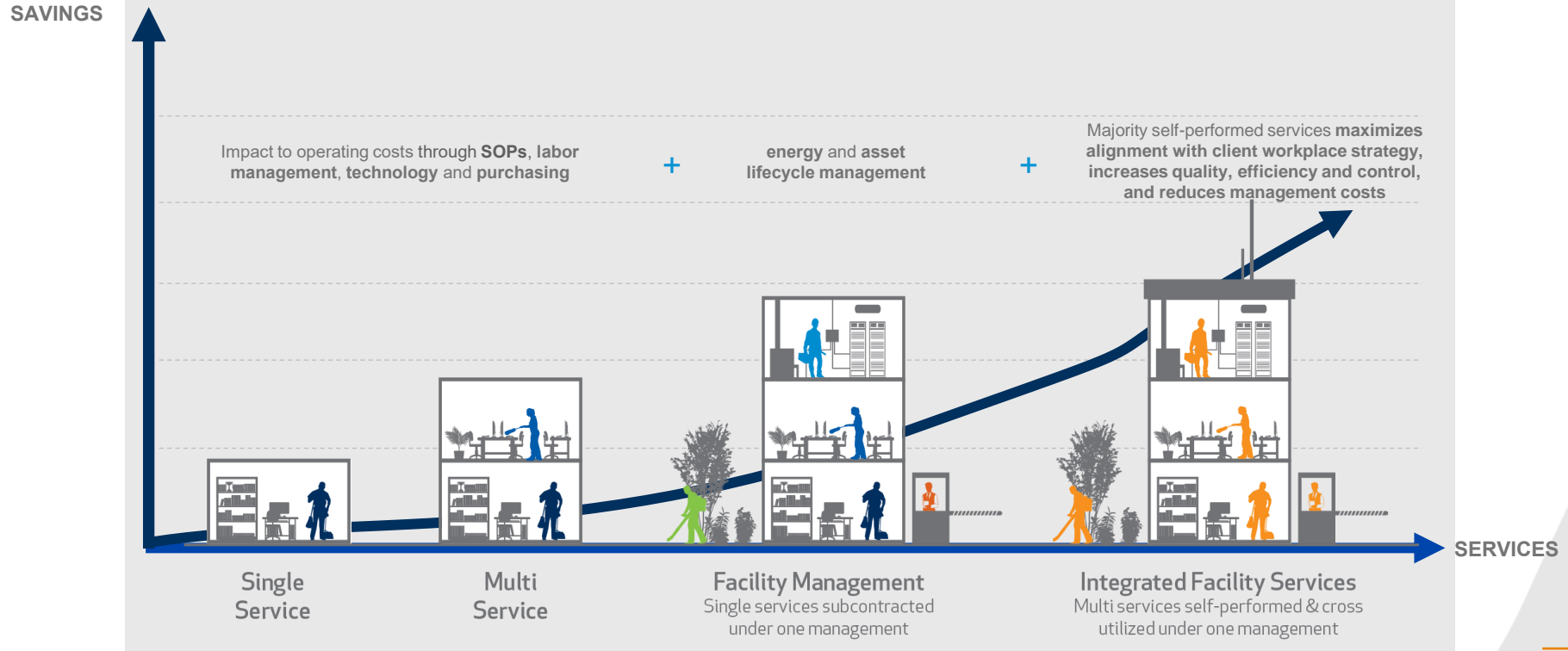


Building Technical Administration

Mail, Logistics & Print Room
Furniture Movement
Supplier Management
Reception & Switchboard/Help Desk
Audio Visual

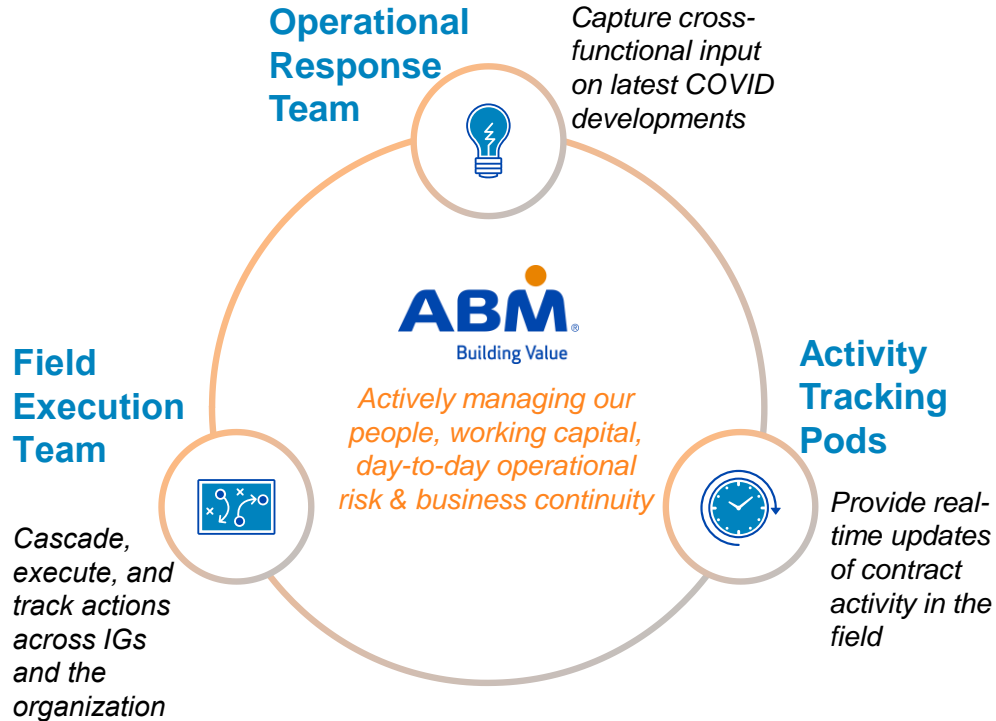
Targeting the Outsourcing Continuum

Aligning workplace strategy with operational best practices for improved cost efficiencies, productivity, communication and scalability



Responding to COVID-19

We took rapid action | Our agile, action-oriented teams...



...working in lockstep to take coordinated actions across



Our people



Our clients / operations



Financial resilience & risk mitigation

Potential opportunities in a post pandemic world



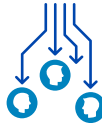
New and increased expectations for workspace and building cleanliness and disinfection as well as air quality



Rising demand for service volume and frequency



Focus on higher value-added services, such as EnhancedClean™ and EnhancedFacility™, to meet new "hyper-vigilant" cleaning environment and optimize facilities for improved air filtration and ventilation



Higher importance on scale, reach, and reliability where competitors are disrupted and not dependable



Pulse survey of ~200 clients conducted in February 2021 across all industry groups



Clients are expecting to re-open later in 2021, with reduced capacity



Despite increased usage of flexible work schedules and work from home, clients expect the total amount of space used to remain roughly the same



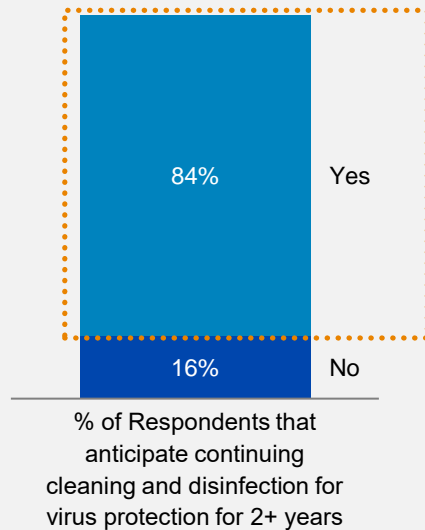
Clients are interested in long-term measures to protect against viruses and are increasingly working with large facilities service providers

...Validated by
Our Clients

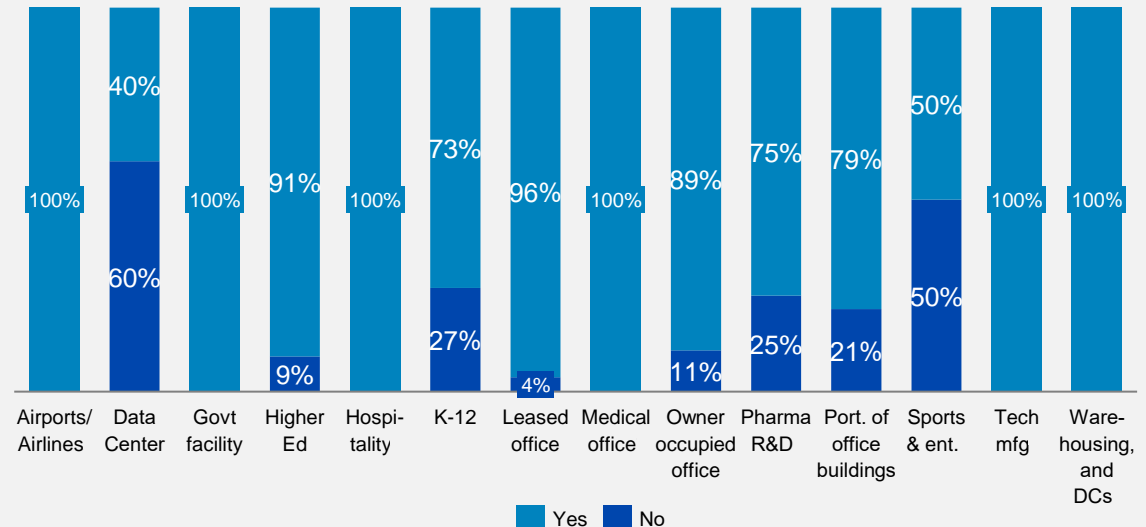


Clients have enacted more stringent requirements for cleaning & disinfection

8 out of 10 clients expect to continue cleaning and disinfection for years...

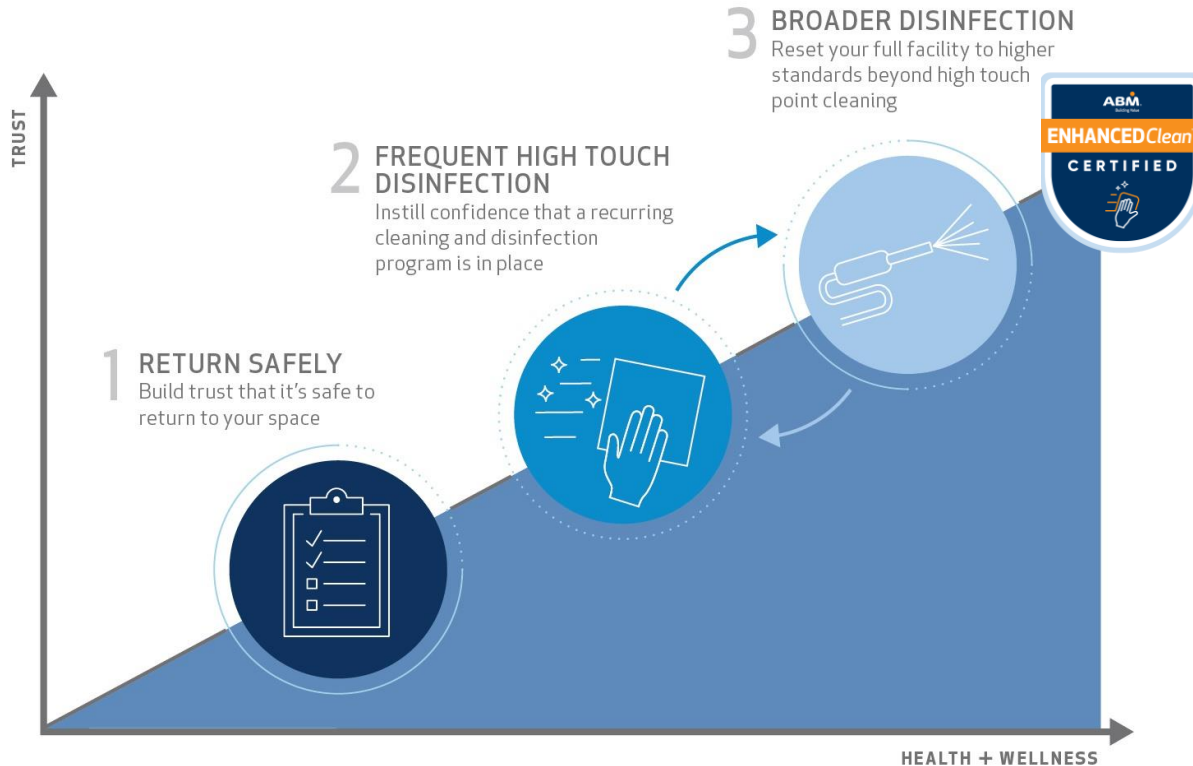


... and this is **consistent across nearly all industries** and types of facilities





ABM's EnhancedClean™ program is a three-step approach that delivers healthy spaces under the guidance of experts



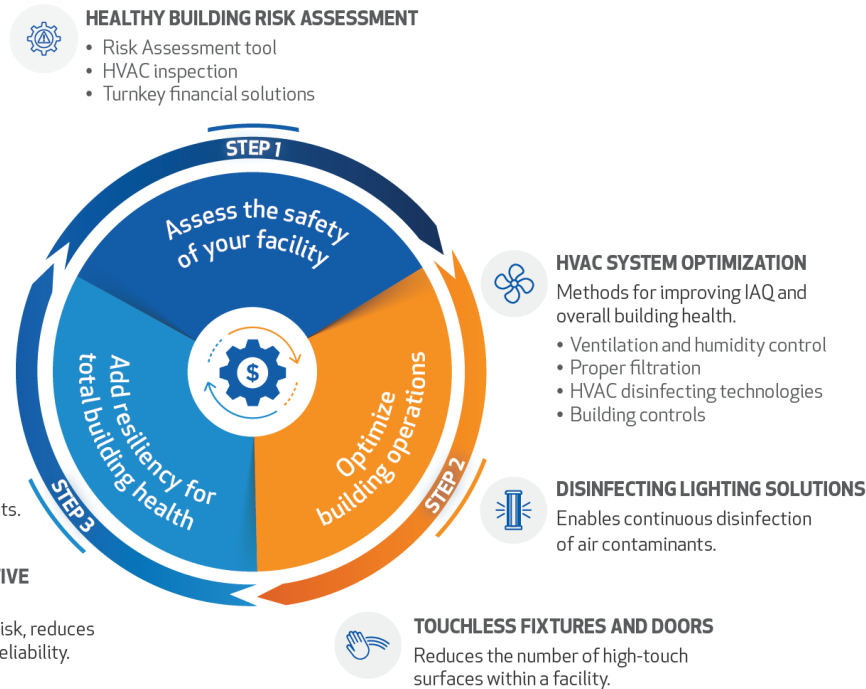
3 Key Differentiators

Processes Backed by Experts

Hospital Grade Disinfectants & Specialized Equipment

Innovative Solutions and Technology

ABM's EnhancedFacility program delivers healthier indoor air and more efficient operations to take care of what's most important – the health and safety of the people in your spaces.



KEY DIFFERENTIATORS:

- Fact-based approach based on expert-backed Healthy Building Risk Assessment
- Turnkey financial solutions
- Innovative solutions enabling continuous disinfection of air contaminants
- Expert Advisory Council vetting the latest technologies to sort evidence-based solutions from market noise

Our Post-COVID Future | ABM strengths will drive advantage across markets



Scale advantage



Engaged people



Results oriented operating culture



Comprehensive service lines + EnhancedClean™



Deep client relationships



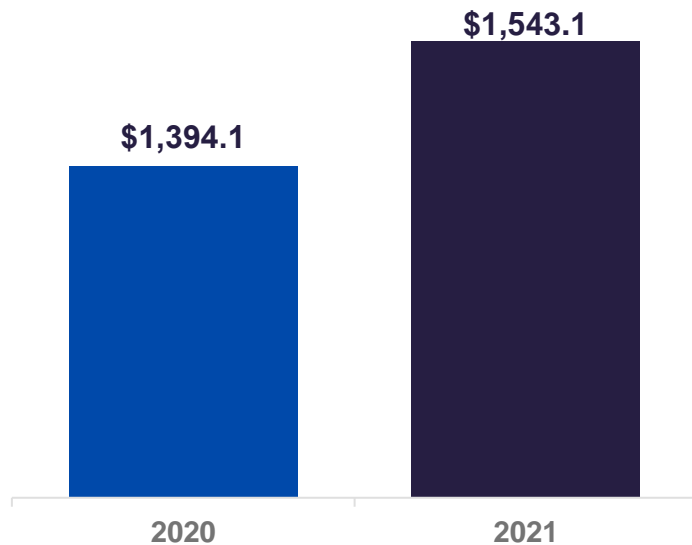
Dislocated competition

These advantages are core components of our market strength today and will continue to propel us into the future

Third Quarter 2021 Review

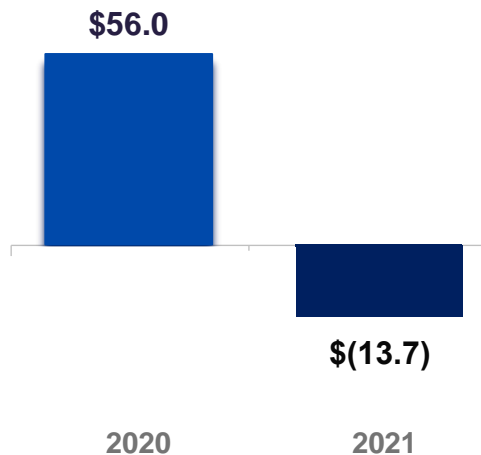
Third Quarter 2021 Review

Q3 FY21 Revenue

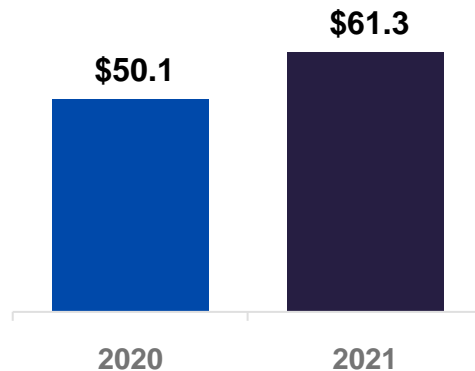


Third Quarter 2021 Review

Q3 FY21 Income (Loss) from Continuing Operations¹



Q3 FY21 Adj. Income from Continuing Operations²



¹ 2021 Income (loss) from Continuing Operations includes a litigation settlement reserve of \$112.9 million or \$83.9 million net of tax.

² Please refer to the appendix for a reconciliation of GAAP to non-GAAP measures.

Third Quarter 2021 Review

Q3 FY21
Net Income (Loss)¹

\$56.0



\$(13.7)

2020

2021

Q3 FY21
Adj. EBITDA²

\$109.7



7.9%
margin

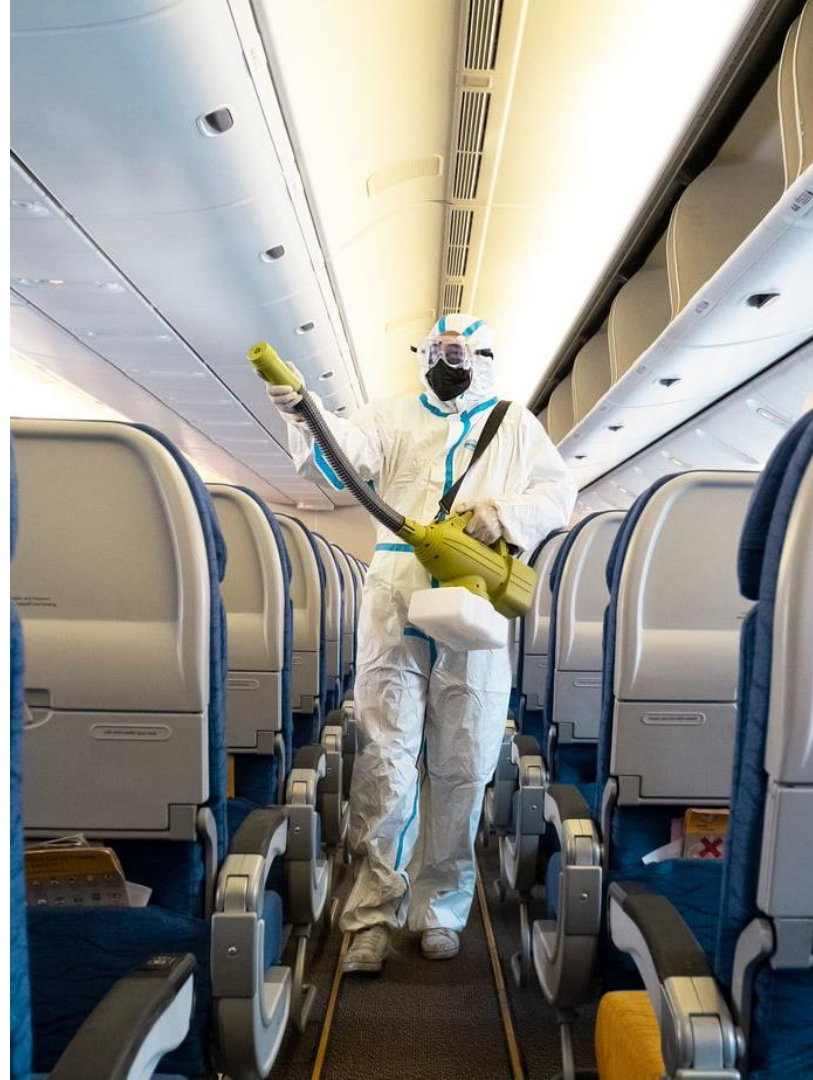
\$113.5



7.4%
margin

2020

2021



¹ 2021 Net income (loss) includes a litigation settlement reserve of \$112.9 million or \$83.9 million net of tax.

² Please refer to the appendix for a reconciliation of GAAP to non-GAAP measures.

Third Quarter 2021 Segment Results

Business & Industry

- Revenues of \$807.7m vs. \$756.9m last year
- Operating profit of \$84.7m, operating margin of 10.5%

Technology & Manufacturing

- Revenues of \$246.1m vs. \$243.2m last year
- Operating profit of \$25.5m, operating margin of 10.4%

Education

- Revenues of \$208.4m vs. \$188.6m last year
- Operating profit of \$17.7m, operating margin of 8.5%

Aviation

- Revenues of \$175.7m vs. \$116.4m last year
- Operating profit of \$10.3m, operating margin of 5.9%

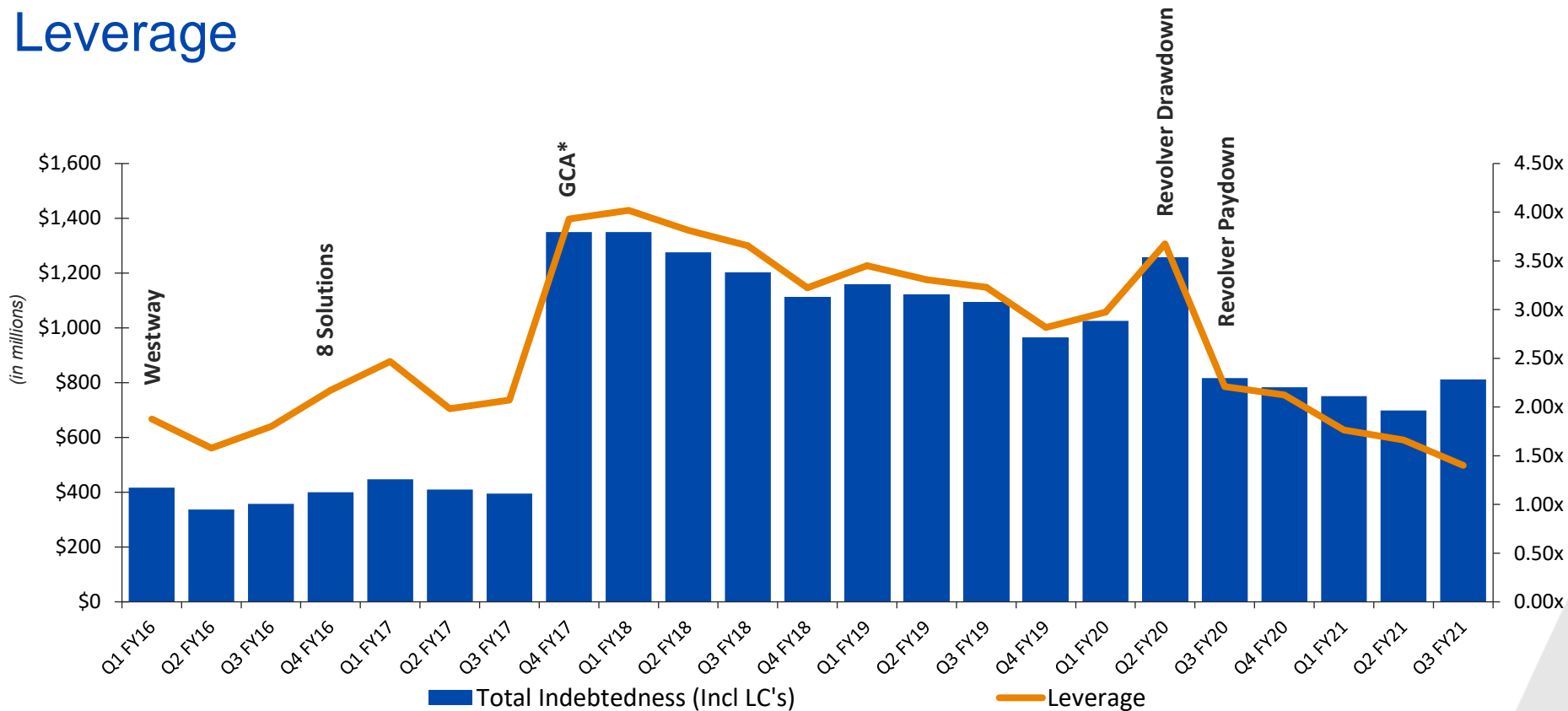
Technical Solutions

- Revenues of \$146.1m vs. \$119.2m last year
- Operating profit of \$14.5m, operating margin of 9.9%

Capital Structure

Select Cash Flow and Balance Sheet Items

Leverage

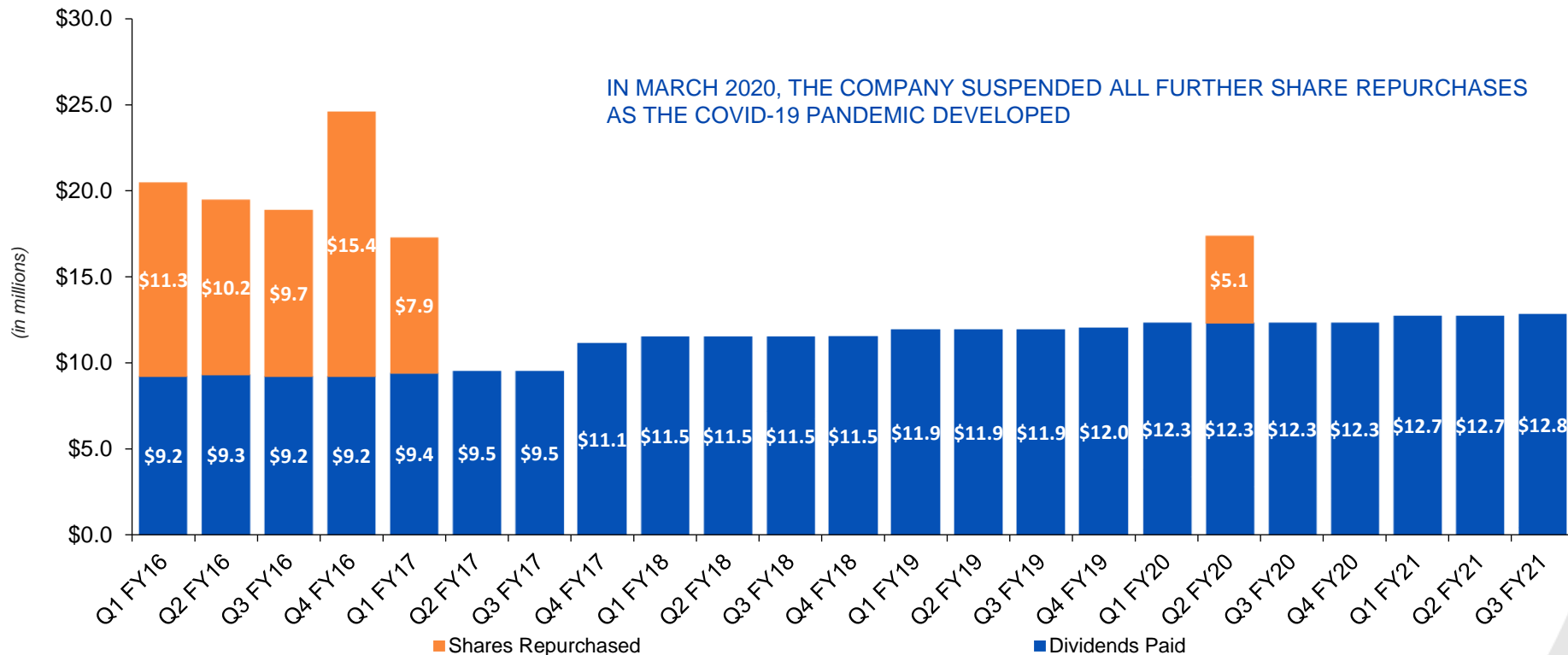


*Acquired GCA Services Group for approximately \$1.3b, largest acquisition in Company's history
 Other acquisitions shown represent purchase price above \$15m
 Beginning in Q3 FY21, leverage calculated as total indebtedness net of \$150m/bank-defined pro-forma adjusted EBITDA

Select Cash Flow and Balance Sheet Items

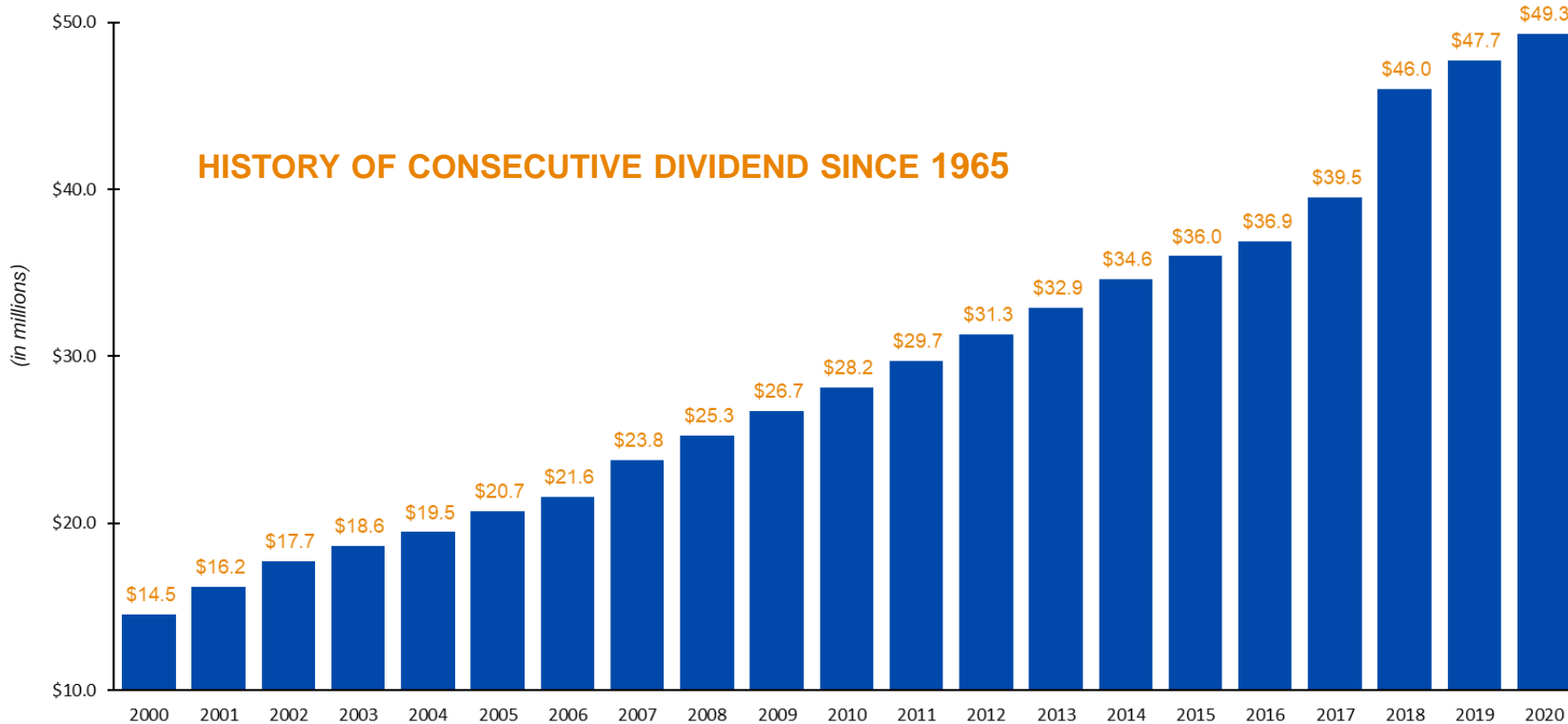
Shareholder Return

IN MARCH 2020, THE COMPANY SUSPENDED ALL FURTHER SHARE REPURCHASES AS THE COVID-19 PANDEMIC DEVELOPED



Select Cash Flow and Balance Sheet Items

Annual Dividend



3Q21 MARKS THE 221ST CONSECUTIVE QUARTERLY CASH DIVIDEND

Fiscal 2021 Outlook

Fiscal 2021 Outlook

Metric	Prior Guidance	Revised Guidance
Adjusted income from continuing operations per diluted share ^{1,2}	\$3.30 - \$3.50	\$3.45 - \$3.55
Adjusted EBITDA Margin ³	7.0% to 7.3%	7.1% to 7.3%
Tax Rate (excluding WOTC and other discrete tax items)	~30%	~30%

2021 Working Days				
Quarter	Q1	Q2	Q3	Q4
Days	65	65	65	65
Δ y-o-y	-1	+1	-1	0

¹ With the exception of the 2021 Work Opportunity Tax Credits and anticipated excess tax benefits on stock-based awards, this guidance does not include any potential effects associated with certain other discrete tax items and other unrecognized tax benefits.

² We are unable to provide an accurate estimate of the items impacting comparability relating to the Able Services acquisition, such as acquisition-related contingent advisory fees and integration costs, and therefore we cannot provide guidance for the full year 2021 GAAP income from continuing operations.

³ Adjusted EBITDA Margin is defined as adjusted EBITDA divided by revenue. We cannot provide a reconciliation of such forward looking non-GAAP measures to GAAP due to the inherent difficulty in forecasting and quantifying certain amounts that are necessary for such reconciliation.

Appendix

Forward Looking Statements

This presentation 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: The COVID-19 pandemic has had and is expected to continue having a negative effect on the global economy, and the United States economy, and it has disrupted and is expected to continue disrupting our operations and our clients’ operations, which has adversely affected and may continue to adversely affect our business, results of operations, cash flows, and financial condition; our success depends on our ability to gain profitable business despite competitive market pressures; our business success depends on our ability to attract and retain qualified personnel and senior management and to manage labor costs; our ability to preserve long-term client relationships is essential to our continued success; changes to our businesses, operating structure, financial reporting structure, or personnel relating to 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; 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; our pending acquisition of Able Services may not occur at all or may not occur in the expected time frame; failure to complete the Able acquisition could negatively impact the price of our common shares as well as our future business and financial results; the Able acquisition may be less accretive than expected, or may be dilutive, to our earnings per share, which may negatively affect the market price of our common shares; we are subject to business uncertainties while the Able acquisition is pending, which could adversely affect our business; we may not realize the growth opportunities and cost synergies that are anticipated from the Able acquisition or may experience other difficulties integrating Able; following completion of the proposed Able acquisition, our debt may limit our financial flexibility; our international business involves risks different from those we face in the United States that could have an effect on our results of operations and financial condition; our use of subcontractors or joint venture partners to perform work under customer contracts exposes us to liability and financial risk; 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; 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; unfavorable developments in our class and representative actions and other lawsuits alleging various claims could cause us to incur substantial liabilities; 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; changes in general economic conditions, such as changes in energy prices, government regulations, or consumer preferences, could reduce the demand for facility services and, as a result, reduce our earnings and adversely affect our financial condition; future increases in the level of our borrowings or in 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, and terrorist attacks could disrupt our services; actions of activist investors could disrupt our business. 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 urge readers to consider these risks and uncertainties in evaluating our forward-looking statements. 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.

Use of Non-GAAP Financial Information

To supplement ABM's consolidated financial information, the Company has presented income from continuing operations and income from continuing operations per diluted share as adjusted for items impacting comparability, for the third quarter of fiscal years 2021 and 2020. These adjustments have been made with the intent of providing financial measures that give management and investors a better understanding of the underlying operational results and trends as well as ABM's operational performance. In addition, the Company has presented earnings before income from discontinued operations, net of taxes, interest, taxes, depreciation and amortization and excluding items impacting comparability (adjusted EBITDA) for the third quarter of fiscal years 2021 and 2020. Adjusted EBITDA is among the indicators management uses as a basis for planning and forecasting future periods. The Company has also presented Free Cash Flow which is defined as net cash provided by (used in) operating activities less additions to property, plant and equipment. The presentation of these non-GAAP financial measures is not meant to be considered in isolation or as a substitute for financial statements prepared in accordance with accounting principles generally accepted in the United States of America. (See accompanying financial tables for supplemental financial data and corresponding reconciliations to certain GAAP financial measures.)

The Company has also provided guidance for full year 2021 adjusted income from continuing operations per share. Certain of the items impacting comparability that are adjusted for in the adjusted income from continuing operations guidance relate to the impact of the acquisition of Able Services, such as acquisition-related contingent advisory fees and integration costs. Because the Company is unable to provide a meaningful or accurate calculation or estimation of the items impacting comparability relating to the Able Services acquisition, the Company is not providing a reconciliation of full year 2021 adjusted income from continuing operations per share to the most directly comparable GAAP financial measure. Each of these adjustments has not yet occurred, are out of the Company's control and/or cannot be reasonably predicted. For the same reasons, the Company is unable to address the probable significance of the unavailable information.

Unaudited Reconciliation of Non-GAAP Financial Measures

(in millions, except per share amounts)

	Three Months Ended July 31,		Nine Months Ended July 31,	
	2021	2020	2021	2020
Reconciliation of (Loss) Income from Continuing Operations to Adjusted Income from Continuing Operations				
(Loss) income from continuing operations	\$ (13.7)	\$ 56.0	\$ 92.0	\$ (52.9)
Items impacting comparability ^(a)				
Prior year self-insurance adjustment ^(b)	(26.1)	(8.5)	(37.5)	(11.2)
Restructuring and related ^(c)	—	—	—	5.0
Legal costs and other settlements ^(d)	114.9	0.9	151.4	5.9
Acquisition costs	2.6	—	2.6	—
Impairment loss	—	—	—	172.8
Other ^(e)	9.1	(0.6)	9.1	(1.0)
Total items impacting comparability	100.5	(8.2)	125.6	171.5
Income tax (benefit) provision ^{(e)(f)}	(25.4)	2.3	(32.5)	(1.8)
Items impacting comparability, net of taxes	75.1	(5.9)	93.1	169.6
Adjusted income from continuing operations	\$ 61.3	\$ 50.1	\$ 185.1	\$ 116.7

^(a) The Company adjusts income from continuing operations to exclude the impact of certain items that are unusual, non-recurring, or otherwise do not reflect management's views of the underlying operational results and trends of the Company.

^(b) Represents the net adjustments to our self-insurance reserve for general liability, workers' compensation, automobile and medical and dental insurance claims related to prior period accident years. Management believes these prior period reserve changes do not illustrate the performance of the Company's normal ongoing operations given the current year's insurance expense is estimated by management in conjunction with the Company's outside actuary to take into consideration past history and current costs and regulatory trends. Once the Company develops its best estimate of insurance expense premiums for the year, the Company fully allocates such costs out to the business leaders to hold them accountable for the current year costs within operations. However, since these prior period reserve changes relate to claims that could date back many years, current management has limited ability to influence the ultimate development of the prior year changes. Accordingly, including the prior period reserve changes in the Company's current operational results would not depict how the business is run as the Company holds its management accountable for the current year's operational performance. The Company believes the exclusion of the self-insurance adjustment from income from continuing operations is useful to investors by enabling them to better assess our operating performance in the context of current year profitability. For the three and nine months ended July 31, 2021, our self-insurance general liability, workers' compensation, and automobile and medical and dental insurance claims related to prior period accident years decreased by \$26.1 million and \$37.5 million, respectively. For the three and nine months ended July 31, 2020, the liability decreased by \$8.5 million and \$11.2 million, respectively.

^(c) Represents restructuring costs related to the integration of GCA acquisition in September 2017.

^(d) The three and nine months ended July 31, 2021 includes a reserve for an ongoing litigation of \$112.9 million and \$142.9 million, respectively, which will be detailed in the Company's third quarter Form 10-Q.

^(e) The Company's tax impact is calculated using the federal and state statutory rate of 28.11% for US and 19% for UK for FY 2021 and FY 2020. We calculate tax from the underlying whole-dollar amounts, as a result, certain amounts may not recalculate based on reported numbers due to rounding.

^(f) The three and nine months ended July 31, 2021, includes a \$2.8 million charge from change of tax reserves. The nine months ended July 31, 2020, includes a \$45.2 million tax charge related to impairment of nondeductible goodwill.

^(g) The three and nine months ended July 31, 2021, includes \$9.1 million of non-cash impairment charge for previously capitalized internal-use software related to our ERP system implementation as we determined that certain components developed will no longer be incorporated into the new ERP system.

Unaudited Reconciliation of Non-GAAP Financial Measures

(in millions, except per share amounts)

	<u>Three Months Ended July 31,</u>		<u>Nine Months Ended July 31,</u>	
	<u>2021</u>	<u>2020</u>	<u>2021</u>	<u>2020</u>
Reconciliation of Net (Loss) Income to Adjusted EBITDA				
Net (loss) income	\$ (13.7)	\$ 56.0	\$ 92.0	\$ (52.8)
Items impacting comparability	100.5	(8.2)	125.6	171.5
Income from discontinued operations, net of taxes	—	—	—	(0.1)
Income tax (benefit) provision	(1.5)	24.0	37.4	43.2
Interest expense	6.3	13.8	22.6	34.5
Depreciation and amortization	21.9	24.1	66.2	73.2
Adjusted EBITDA	<u>\$ 113.5</u>	<u>\$ 109.7</u>	<u>\$ 343.8</u>	<u>\$ 269.4</u>

	<u>Three Months Ended July 31,</u>		<u>Nine Months Ended July 31,</u>	
	<u>2021</u>	<u>2020</u>	<u>2021</u>	<u>2020</u>
Reconciliation of (Loss) Income from Continuing Operations per Diluted Share to Adjusted Income from Continuing Operations per Diluted Share				
(Loss) income from continuing operations per diluted share	\$ (0.20)	\$ 0.83	\$ 1.36	\$ (0.79)
Items impacting comparability, net of taxes	1.10	(0.09)	1.37	2.53
Adjusted income from continuing operations per diluted share	<u>\$ 0.90</u>	<u>\$ 0.75</u>	<u>\$ 2.73</u>	<u>\$ 1.74</u>

Unaudited Reconciliation of Non-GAAP Financial Measures

(in millions)

	<u>Three Months Ended July 31,</u>		<u>Nine Months Ended July 31,</u>	
	<u>2021</u>	<u>2020</u>	<u>2021</u>	<u>2020</u>
Reconciliation of Net Cash Provided by Operating Activities to Free Cash Flow				
Net cash provided by operating activities	\$ 87.6	\$ 130.9	\$ 258.8	\$ 258.8
Additions to property, plant and equipment	(8.4)	(9.8)	(23.3)	(28.9)
Free Cash Flow	<u>\$ 79.2</u>	<u>\$ 121.1</u>	<u>\$ 235.5</u>	<u>\$ 229.9</u>



Contact Us

INVESTOR RELATIONS

David Gold
(212) 750-5800
ir@abm.com