



# Investor Presentation

FOURTH QUARTER 2020

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## Forward-Looking Statements and Non-GAAP Financial Information:

Our discussions during this conference call and in this presentation will include forward-looking statements. Actual results could differ materially from those projected in the forward-looking statements. Some of the factors that could cause actual results to differ are discussed in the Company's SEC filings. Our filings are available on our website at <http://investor.abm.com> under "Company Information". A description of other factors that could cause actual results to differ is also set forth at the end of this presentation.

Also, the discussion during this conference call and in this presentation will include certain financial measures that were not prepared in accordance with U.S. generally accepted accounting principles ("U.S. GAAP"). Please see the Appendix for reconciliations of those historical non-GAAP financial measures and for information relating to the use of certain other non-GAAP financial measures. Reconciliations of certain non-GAAP financial measures can also be found on the Investor Relations portion of our website at <http://investor.abm.com>.

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# Business Overview

# Who We Are

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## 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 | +110,00 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.

# Building Value Through Industry Expertise

Keeping your environment safe, clean, comfortable and energy efficient through individual or integrated solutions



# Industries We Serve



Aviation



Business &  
Industry



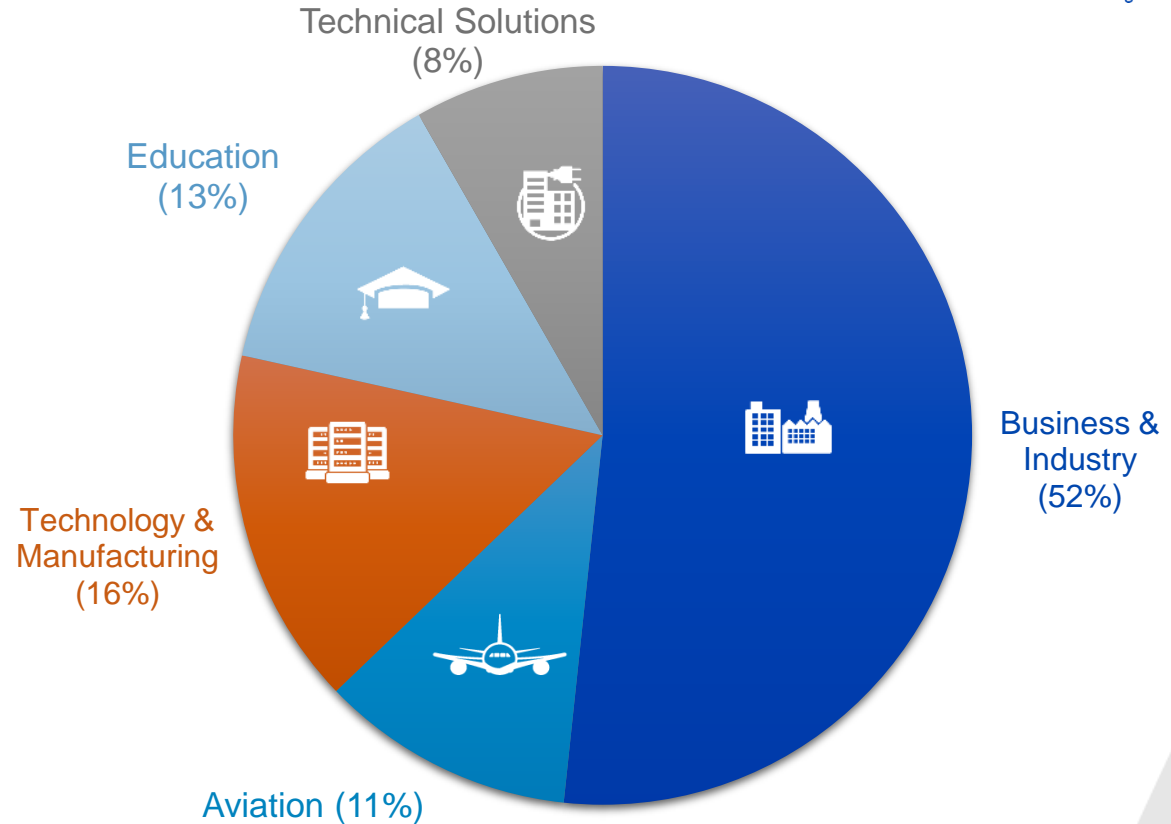
Education



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



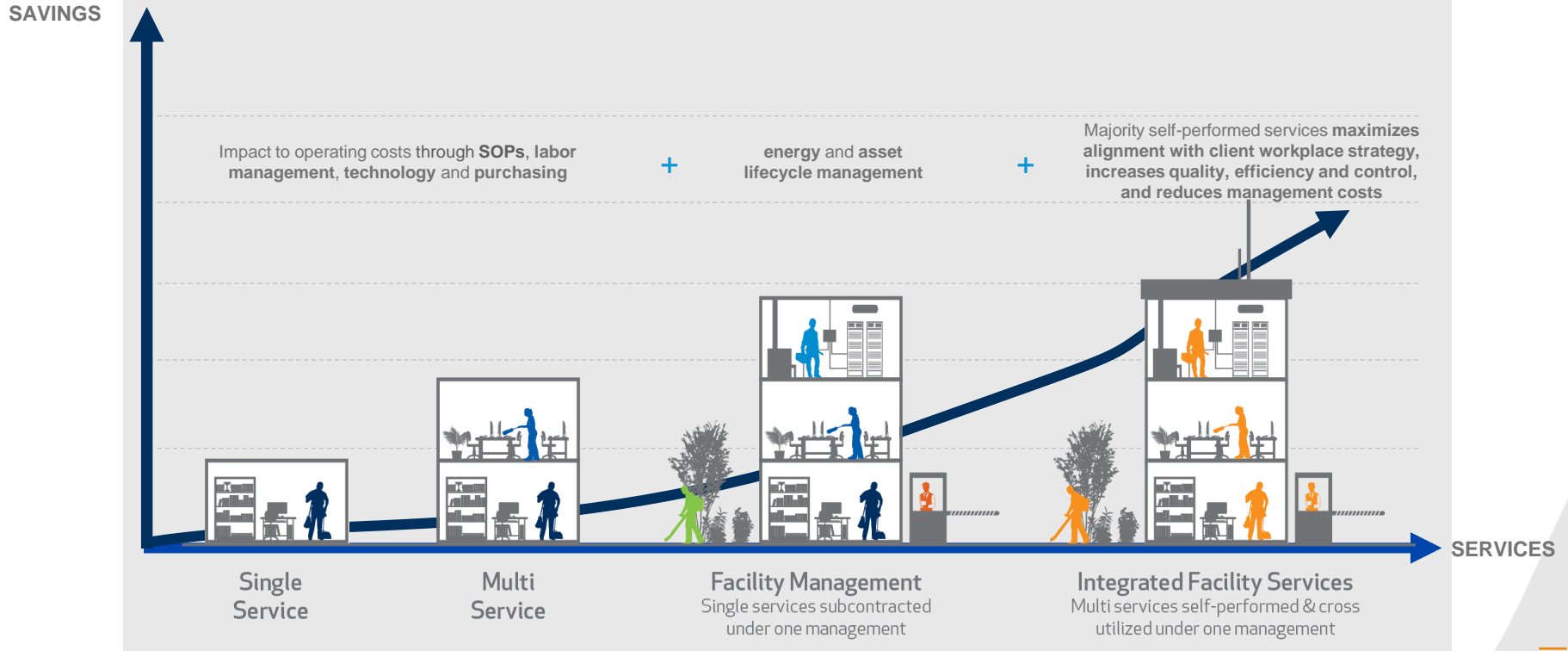
## Building Technical Administration

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



# WHY WE DO IT



# HOW WE DO IT

# WHERE WE DO IT

# WHAT WE DO



*In Summary...*

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# Responding to COVID-19



As with most companies, COVID-19 has impacted our business



## Impact felt across our national footprint...

This is a dynamic, rapidly shifting environment – with significant externalities

Varying safety mandates managed by city/state



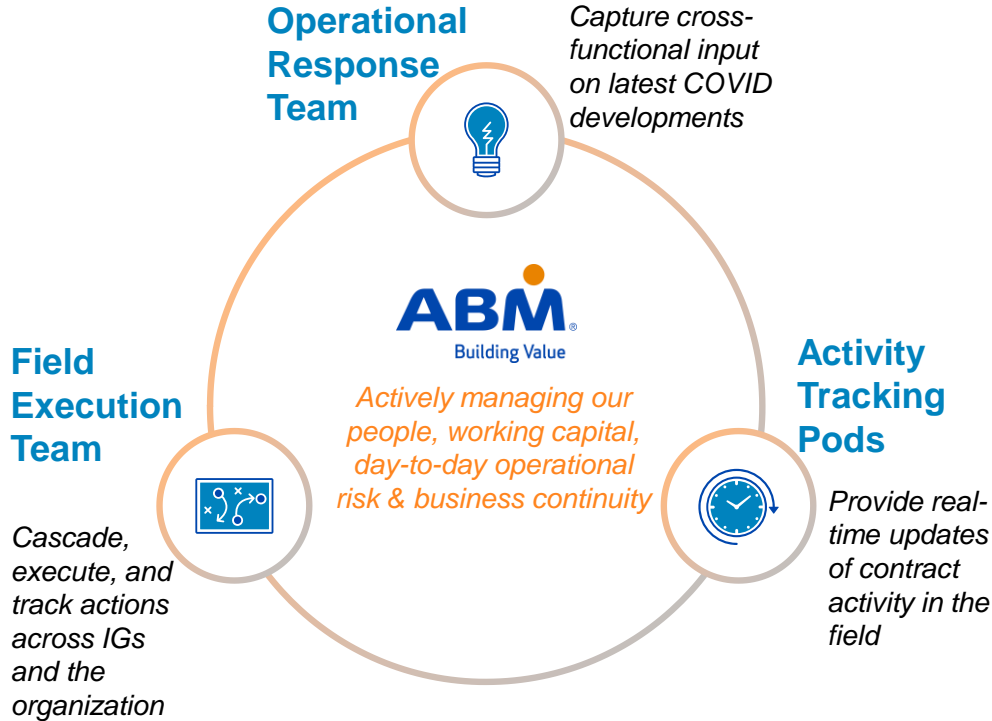
## ...and among our various end markets

A “new normal” for office occupancy and trends

Most sensitive business segments include Aviation and Education

Technical Solutions project related work experienced select site access impediments

# 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 COVID-19 world:



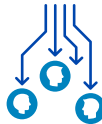
New and increased expectations for workspace and building cleanliness and sanitization



Rising demand for service volume and frequency



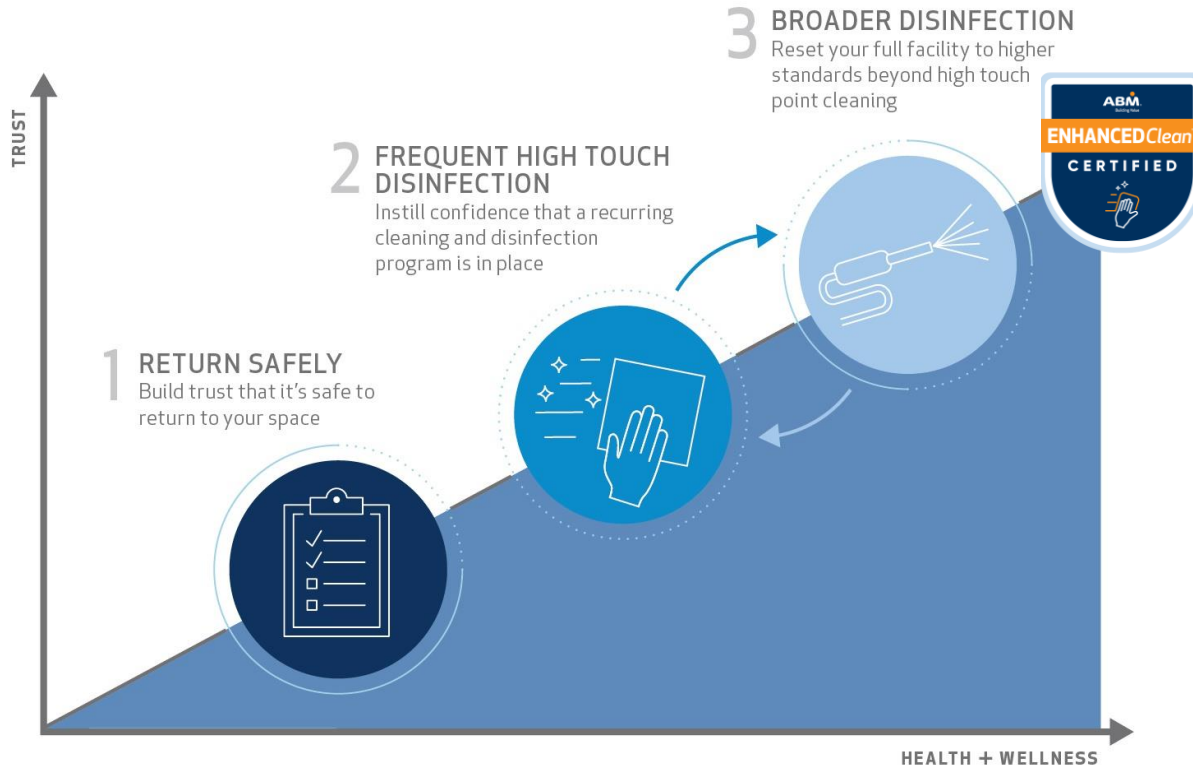
Focus on higher value-added services, such as EnhancedClean™, to meet new "hyper-vigilant" cleaning environment



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

# ABM EnhancedClean™

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

# Safety You Can See

Building brand trust through visual assurance throughout the day



**LET'S STAY HEALTHY TOGETHER.**

**We're glad to have you here.**

Your well-being is of the utmost importance to us, so we want you to know this building is protected by an ongoing disinfection program designed to curb the spread of harmful pathogens. Please help us keep this space healthy for everyone and follow our occupant agreements.

**DOING OUR PART**

- Deep cleaning
- Frequent disinfecting
- Hand sanitizing stations
- Social distancing protocols

**DOING YOUR PART**

- Wash hands often
- Stay 6 feet apart
- Cover coughs & sneezes
- Don't stay home

ABM | ENHANCED Clean





THREE STEP  
APPROACH

EXPERT ADVISORY  
COUNCIL

CERTIFICATION  
& TRAINING

DISINFECTANTS  
& SUPPLY CHAIN

VISIBLE REASSURANCE  
IN YOUR FACILITY

# *EnhancedClean is Safety Seen*

Safeguarding people and spaces demands a beyond-normal approach to cleaning and disinfecting.

[CONTACT US](#)

[WATCH VIDEO](#)





**Safety**

**Seen**

**IN OPEN SPACES**

Safeguarding people and spaces demands a beyond-normal approach to cleaning and disinfecting that is visibly effective and backed by deep expertise and resources. Ask the country's largest employers and property managers why they trust ABM.

**ENHANCEDClean™** 





▶ *Safety*

*Seen*

**IN SMALL SPACES**

Safeguarding people and spaces demands a beyond-normal approach to cleaning and disinfecting that is visibly effective and backed by deep expertise and resources. Ask the country's largest employers and property managers why they trust ABM.

**ENHANCEDClean**™ 



▶ *Safety*

*Seen*

**EVERYWHERE**

Safeguarding people and spaces demands a beyond-normal approach to cleaning and disinfecting that is visibly effective and backed by deep expertise and resources. Ask the country's largest employers and property managers why they trust ABM.

**ENHANCED** Clean<sup>™</sup> 

# 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

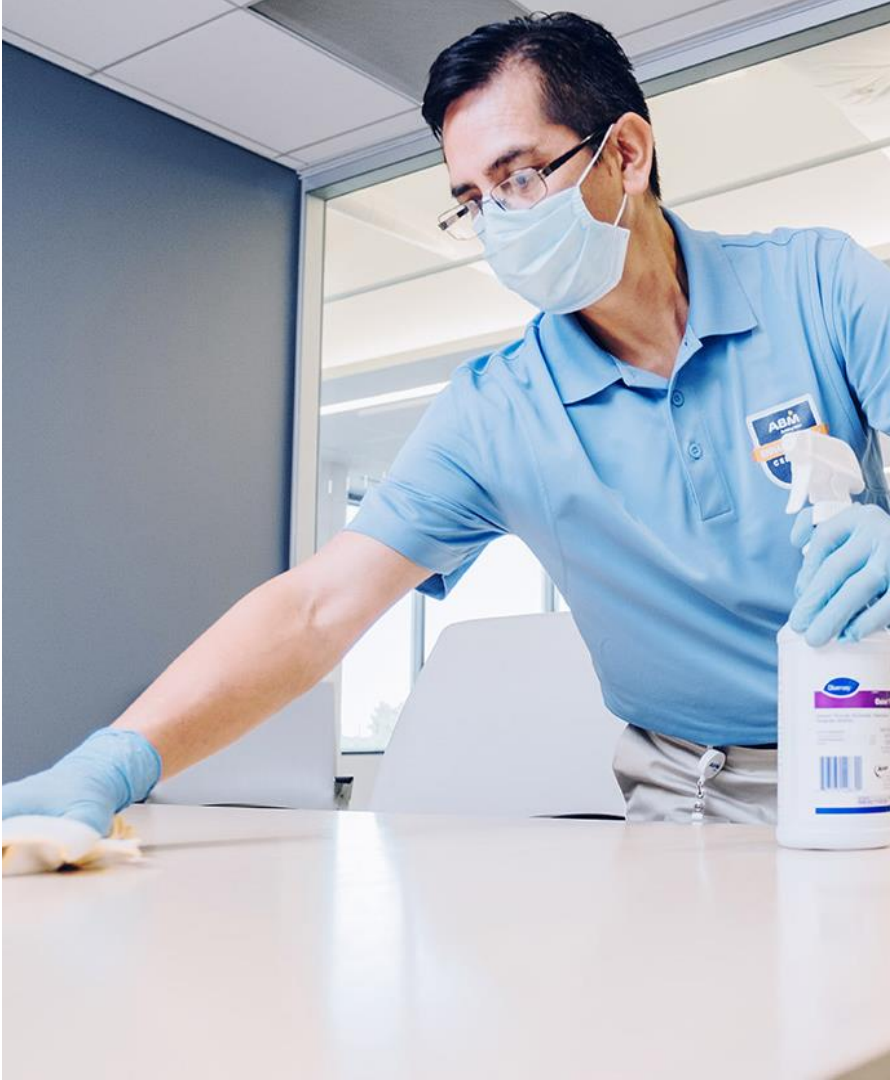
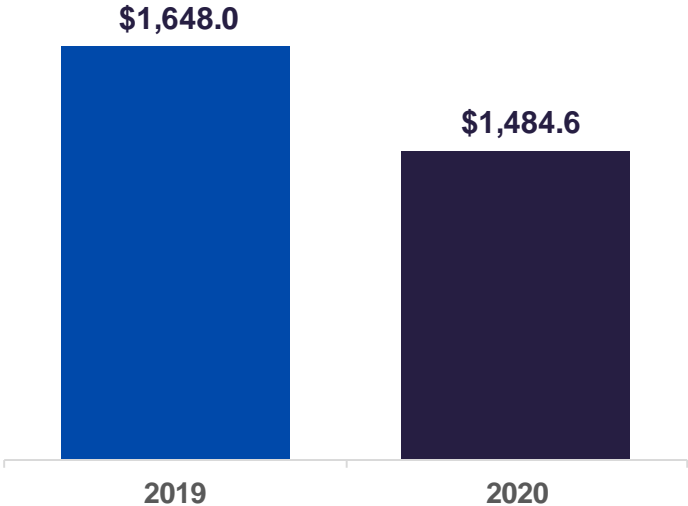
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# Fourth Quarter and Full Year 2020 Review



# Fourth Quarter 2020 Review

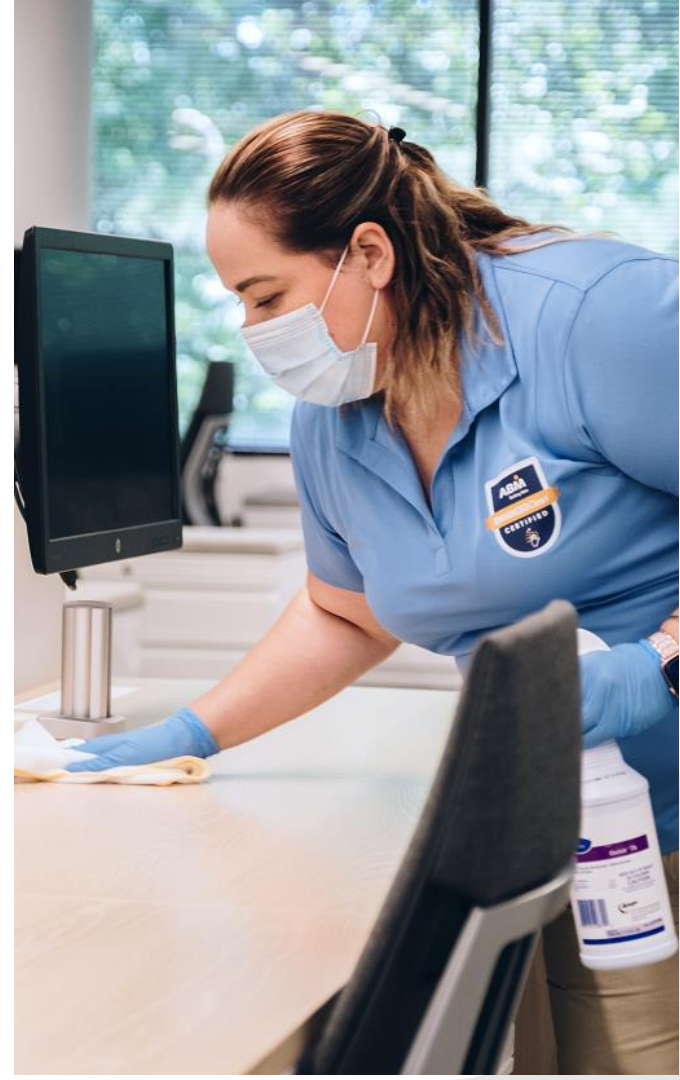
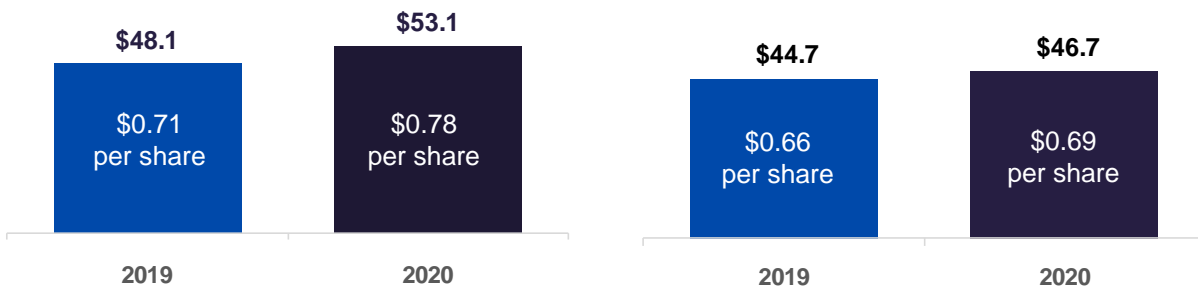
## Q4 FY20 Revenue



# Fourth Quarter 2020 Review

## Q4 FY20 Income from Continuing Operations

## Q4 FY20 Adj. Income from Continuing Operations<sup>1</sup>



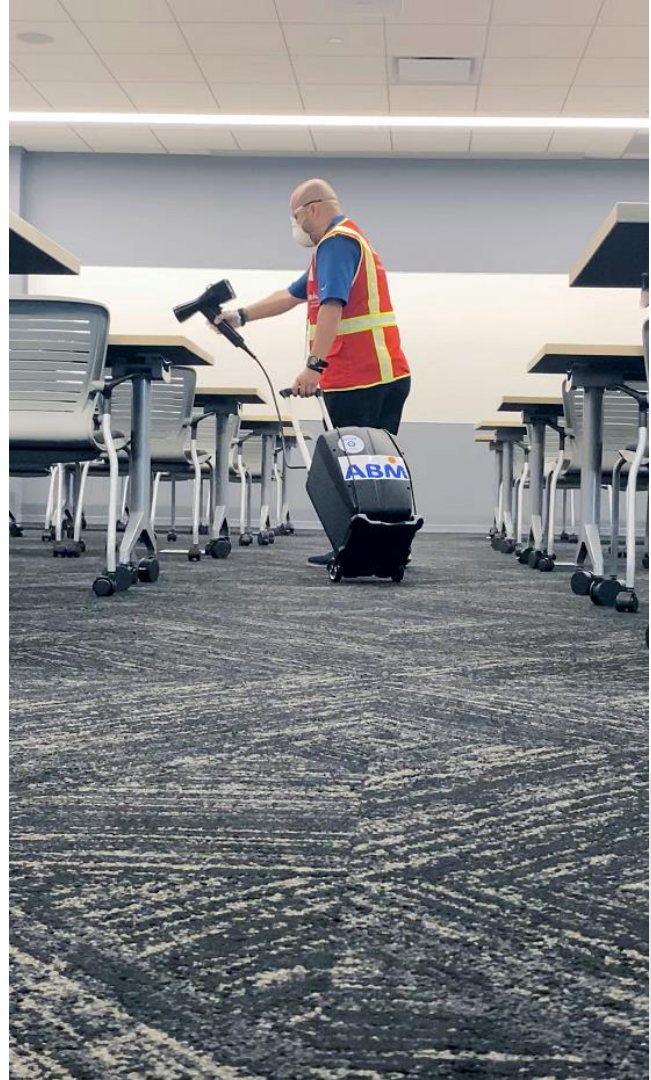
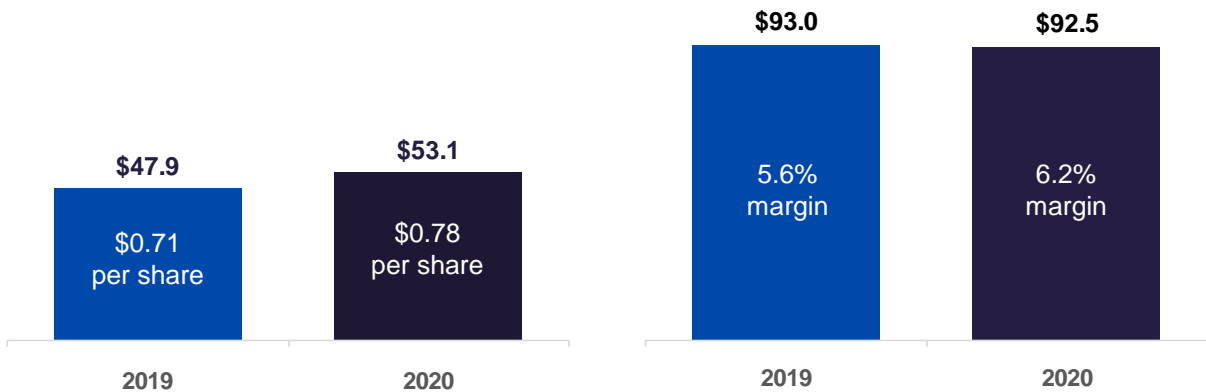
<sup>1</sup> Please refer to the appendix for a reconciliation of GAAP to non-GAAP measures.



# Fourth Quarter 2020 Review

## Q4 FY20 Net Income

## Q4 FY20 Adj. EBITDA<sup>1</sup>



<sup>1</sup> Please refer to the appendix for a reconciliation of GAAP to non-GAAP measures.

# Fourth Quarter 2020 Segment Results

## Business & Industry

- Revenues of \$794.3m vs. \$806.9m last year
- Operating profit of \$84.7m, operating margin of 10.7%

## Technology & Manufacturing

- Revenues of \$245.2m vs. \$229.7m last year
- Operating profit of \$23.5m, operating margin of 9.6%

## Education

- Revenues of \$212.2m vs. \$213.8m last year
- Operating profit of \$15.1m, operating margin of 7.1%

## Aviation

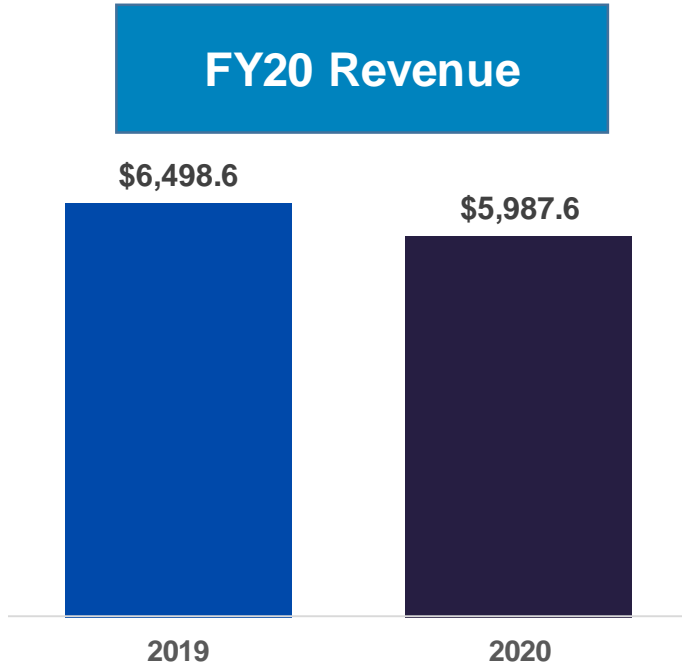
- Revenues of \$141.0m vs. \$251.5m last year
- Operating profit of \$3.5m, operating margin of 2.5%

## Technical Solutions

- Revenues of \$123.1m vs. \$175.5m last year
- Operating loss of \$3.6m, operating margin of -2.9%\*

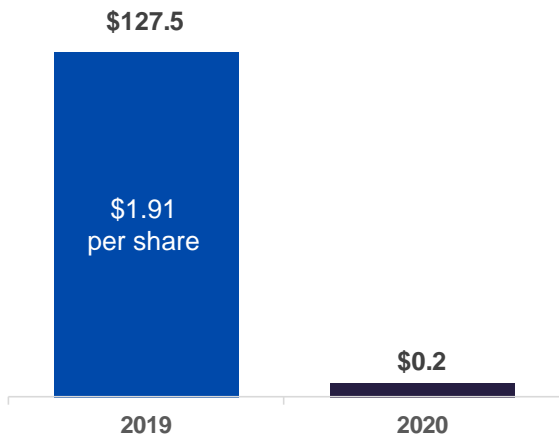
\* Reflects a \$17.6m reserve on notes receivable related to a unique, entertainment-related project.

# Full Year 2020 Review

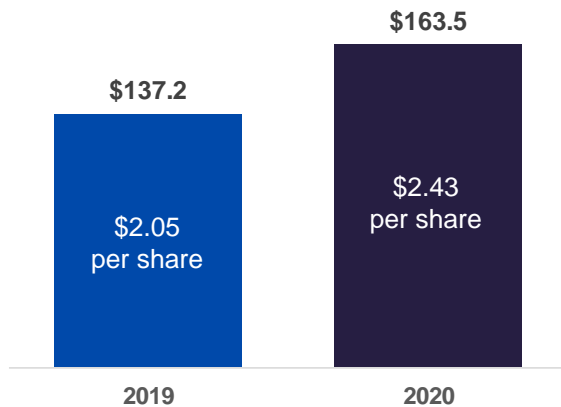


# Full Year 2020 Review

## FY20 Income from Continuing Operations<sup>1</sup>



## FY20 Adj. Income from Continuing Operations<sup>2</sup>



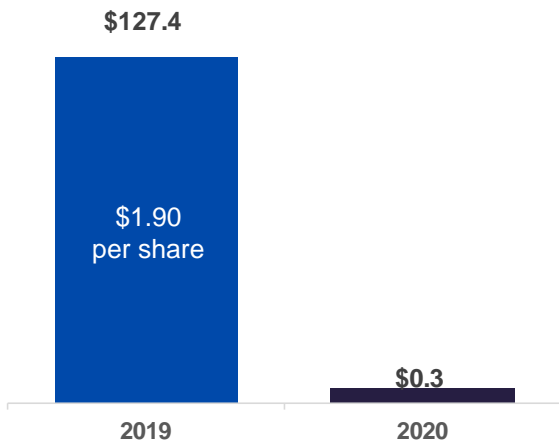
<sup>1</sup> FY 2020 includes pre-tax non-cash goodwill and intangible impairment charge of \$172.8 million, \$170.6 million after tax or \$2.54 per diluted share.

<sup>2</sup> Please refer to the appendix for a reconciliation of GAAP to non-GAAP measures.

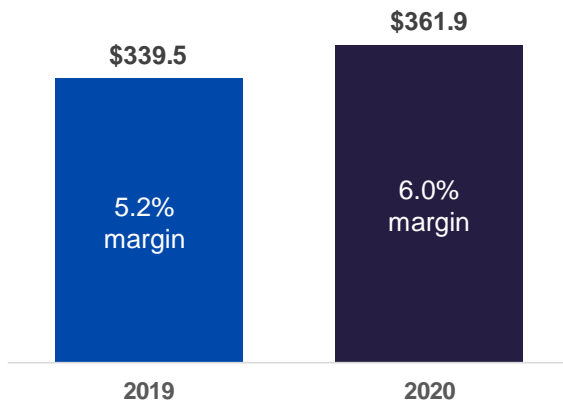


# Full Year 2020 Review

## FY20 Net Income<sup>1</sup>



## FY20 Adj. EBITDA<sup>2</sup>



<sup>1</sup> FY 2020 includes pre-tax non-cash goodwill and intangible impairment charge of \$172.8 million, \$170.6 million after tax or \$2.54 per diluted share.

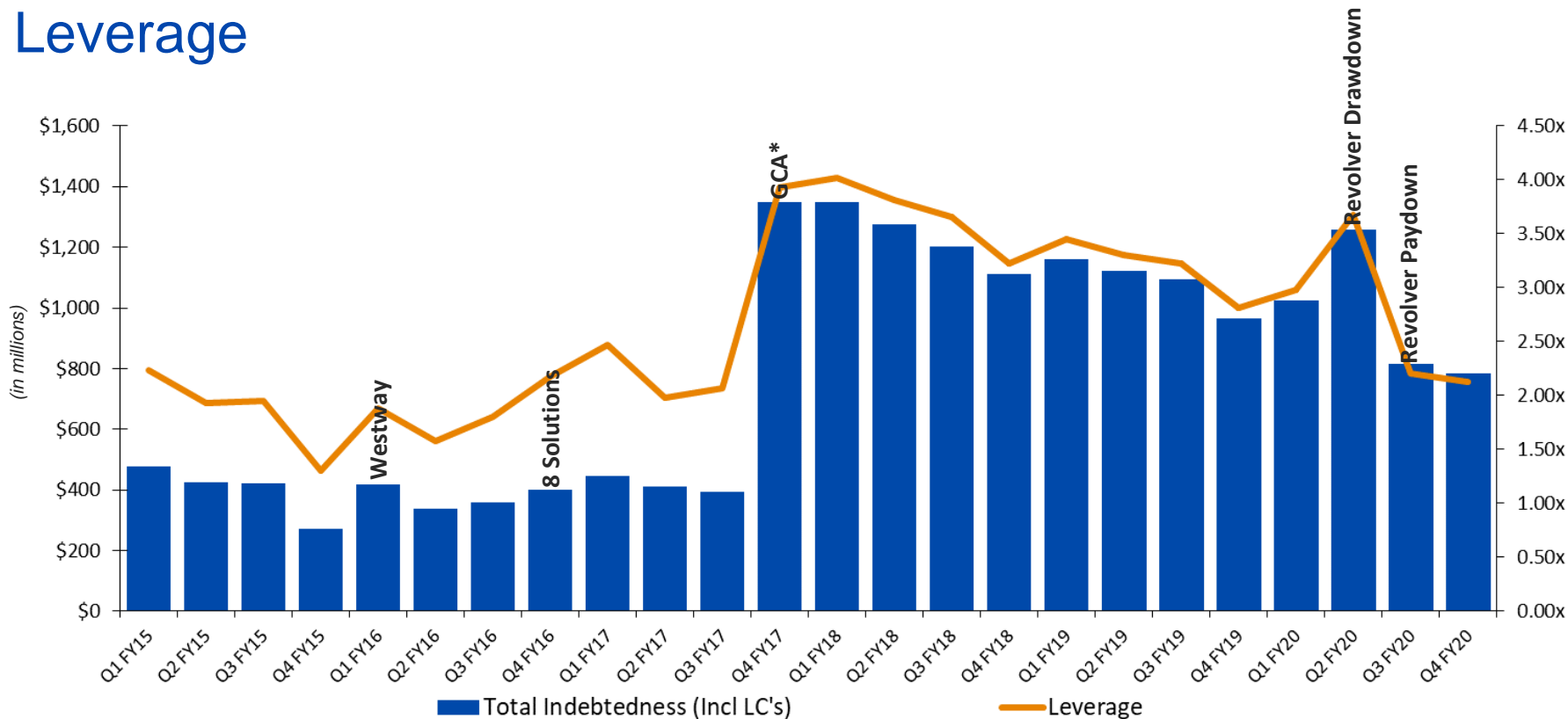
<sup>2</sup> Please refer to the appendix for a reconciliation of GAAP to non-GAAP measures.

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# Capital Structure

# Select Cash Flow and Balance Sheet Items

## Leverage



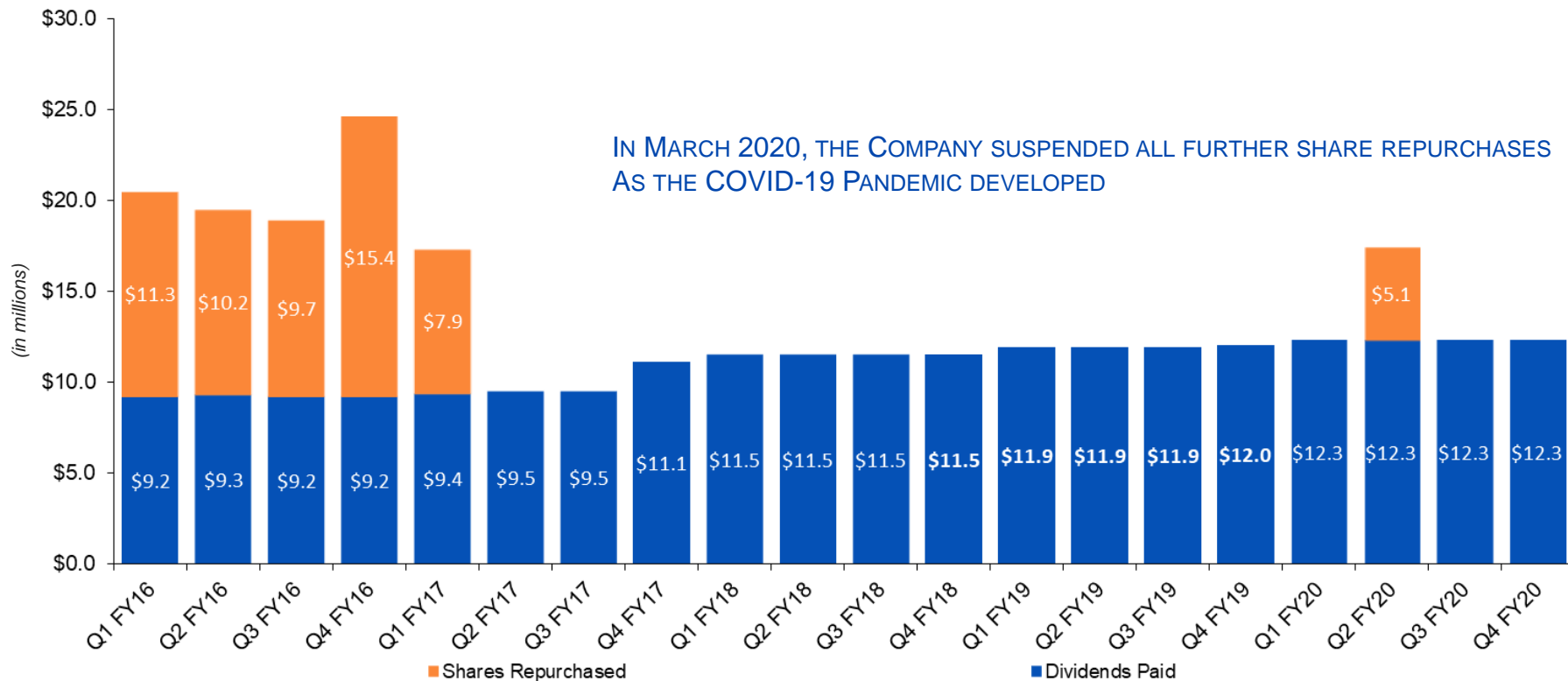
\*Acquired GCA Services Group for approximately \$1.3b, largest acquisition in Company's history  
 Other acquisitions shown represent purchase price above \$15m  
 Beginning in Q2 FY20, leverage calculated as total indebtedness net of \$100m/bank-defined pro-forma adjusted EBITDA



# 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



**4Q20 MARKS THE 218<sup>TH</sup> CONSECUTIVE QUARTERLY CASH DIVIDEND**

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# First Quarter 2021 Outlook

# First Quarter 2021 Outlook

Metric	Amount
Income from continuing operations per diluted share <sup>1</sup>	\$0.53 - \$0.58
Adjusted Income from continuing operations per diluted share <sup>1,2</sup>	\$0.60 - \$0.65
Adjusted EBITDA Margin <sup>3</sup>	6.1% to 6.4%
Tax Rate (excluding WOTC & other discrete tax items)	~30%

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

<sup>1</sup> With the exception of the 2020 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.

<sup>2</sup> Please refer to the appendix for a reconciliation of GAAP to non-GAAP measures.

<sup>3</sup> 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.

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# 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 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 fourth quarter and twelve months of fiscal years October 31, 2020 and 2019. 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 fourth quarter of fiscal years 2020 and 2019. Adjusted EBITDA is among the indicators management uses as a basis for planning and forecasting future periods. 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.)



# Unaudited Reconciliation of Non-GAAP Financial Measures

(\$ in millions)

	Three Months Ended October 31,		Years Ended October 31,	
	2020	2019	2020	2019
<b>Reconciliation of Income from Continuing Operations to Adjusted Income from Continuing Operations</b>				
Income from continuing operations	\$ 53.1	\$ 48.1	\$ 0.2	\$ 127.5
<b>Items impacting comparability<sup>(a)</sup></b>				
Prior year self-insurance adjustment <sup>(b)</sup>	(15.1)	(5.4)	(26.4)	(4.1)
Union pension settlement <sup>(c)</sup>	—	—	—	3.9
Other <sup>(d)</sup>	0.1	1.3	(0.7)	4.8
Restructuring and related <sup>(e)</sup>	2.8	2.7	7.6	11.2
Litigation and other settlements	8.3	1.5	14.2	4.8
Impairment loss	—	—	172.8	—
Total items impacting comparability	(3.9)	0.1	167.6	20.8
Income tax benefit <sup>(f) (g)</sup>	(2.5)	(3.5)	(4.3)	(11.1)
Items impacting comparability, net of taxes	(6.4)	(3.4)	163.3	9.7
<b>Adjusted income from continuing operations</b>	<b>\$ 46.7</b>	<b>\$ 44.7</b>	<b>\$ 163.5</b>	<b>\$ 137.2</b>

- (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 months ended October 31, 2020 and 2019, our self-insurance general liability, workers' compensation, automobile and medical and dental insurance claims related to prior period accident years was decreased by \$15.1M and by \$5.4M, respectively. For the years ended October 31, 2020 and 2019, the liability decreased by \$26.4M and by \$4.1M, respectively.
- (c) The Company lost a client account where ABM employees assigned to the account participated in a defined-benefit multiemployer pension fund where contributions to the pension fund by ABM were limited to that single client account. As a result of losing the account, ABM anticipates receiving a withdrawal liability assessment pursuant to the Multiemployer Pension Plan Amendments Act of 1980. The estimated amount of the withdrawal liability is \$3.9M. In most cases, ABM's pension contributions are made pursuant to union agreements that cover multiple client accounts across specific geographic areas, such that the loss of single client accounts would not trigger this type of liability.
- (d) Primarily represents one-time implementation costs related to the Company's transformational IT infrastructure projects and requirements associated with General Data Protection Regulation standards.
- (e) Represents restructuring costs related to the continued integration of GCA acquisition in September 2017.
- (f) 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 2020 and FY 2019. We calculate tax from the underlying whole-dollar amounts, as a result, certain amounts may not recalculate based on reported numbers due to rounding.
- (g) QTD FY20 includes a \$3.6M tax credit related to the expiring statute of limitations. YTD FY20 includes a \$3.6M tax credit related to the expiring statute of limitations and a \$45.2M tax charge related to impairment of nondeductible goodwill. The QTD FY19 and YTD FY19 includes credits of \$3.5M and \$5.3M, respectively, related to the expiring statute of limitations, a benefit from the transition tax and other one-time items.

# Unaudited Reconciliation of Non-GAAP Financial Measures

*(\$ in millions, except per share amounts)*

	Three Months Ended October 31,		Years Ended October 31,	
	2020	2019	2020	2019
<b>Reconciliation of Net Income to Adjusted EBITDA</b>				
Net income	\$ 53.1	\$ 47.9	\$ 0.3	\$ 127.4
Items impacting comparability	(3.9)	0.1	167.6	20.8
Loss (Income) from discontinued operations	—	0.1	(0.1)	0.1
Income tax provision	9.9	6.8	53.1	32.7
Interest expense	10.1	11.9	44.6	51.1
Depreciation and amortization	23.2	26.1	96.4	107.4
Adjusted EBITDA	\$ 92.5	\$ 93.0	\$ 361.9	\$ 339.5

	Three Months Ended October 31,		Years Ended October 31,	
	2020	2019	2020	2019
<b>Reconciliation of Income from Continuing Operations per Diluted Share to Adjusted Income from Continuing Operations per Diluted Share</b>				
Income from continuing operations per diluted share	\$ 0.78	\$ 0.71	\$ —	\$ 1.91
Items impacting comparability, net of taxes	(0.09)	(0.05)	2.43	0.14
Adjusted income from continuing operations per diluted share	\$ 0.69	\$ 0.66	\$ 2.43	\$ 2.05
Diluted shares	67.6	67.2	67.3	66.9



# First 2021 Quarter Guidance

<b>Reconciliation of Estimated Income from Continuing Operations per Diluted Share to Estimated Adjusted Income from Continuing Operations per Diluted Share</b>	<b>Quarter Ending January 31, 2021</b>	
	<b>Low Estimate</b>	<b>High Estimate</b>
Income from continuing operations per diluted share <sup>(a)</sup>	\$ 0.53	\$ 0.58
Adjustments <sup>(b)</sup>	0.07	0.07
<b>Adjusted Income from continuing operations per diluted share <sup>(a)</sup></b>	<b>\$ 0.60</b>	<b>\$ 0.65</b>

(a) With the exception of the 2020 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.

(b) Adjustments include costs associated with the strategic review, legal settlements, adjustments to self-insurance reserves pertaining to prior year's claims and other unique items impacting comparability.



# Contact Us

## INVESTOR RELATIONS

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