

YOU ASKED, WE LISTENED...

*see inside for answers
to your questions*



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With fiscal year 2009 revenues of \$3.5 billion and more than 91,000 employees, ABM provides janitorial, parking, security and engineering services for thousands of commercial, industrial, institutional and retail facilities in hundreds of cities across the United States, Puerto Rico and British Columbia, Canada.

Alliance

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Alliance Summer '10



Service begins with listening. You can't serve your customer well without hearing—and understanding—what they need from you. In this “Q&A” issue of ABM Alliance, you will find that we've listened. We gathered the most common questions that we hear from you and answered them in these pages.

ABM is a company that can address your questions and requirements for energy management, engineering, facility, janitorial, parking and security services. In fact, we've been solving problems for customers for over 100 years.

In recent times, we've seen the economy drive changes in our business and our customers' businesses, leading to common trends:

- Increased outsourcing of in-house functions
- Interest in providers who can help reduce costs without compromising quality
- Growing demand for sole source providers with national capabilities
- Interest in bundling of multiple services
- Much interest in environmental issues and green programs
- Increased focus on asset management and operating efficiencies
- Need for Web-based tracking and reporting (e.g., for Quality Assurance, Work Order Management and Financial Performance).

The questions we hear from our customers focus on these same topics, which is why we hope you'll appreciate reading our answers and this approach to *ABM Alliance* magazine. Please let us know if you do. As always, we're here to listen.

Thank you for your continued and valued partnership with ABM Industries. If you need anything, just ask.



*Henrik Slipsager,
President & Chief Executive
Officer, ABM Industries*



Meet Marty Frye, ABM Security, Dallas-Ft Worth Branch Manager. He has been with the company for 14 years. He believes that personalized customer service begins with treating people as they want to be treated—with dignity and respect. Marty says, “With the help, support and unyielding sacrifices that each ABM team member provides, we deliver the superior service that we constantly promise. In Dallas, it’s truly a family atmosphere where everyone works willingly together to create one unified and sensational team.”

Q: *ABM is a huge company. I’m afraid my facility will get lost in the layers. How do you ensure that a customer like me gets personalized service?*

Answer: We understand your concerns. However, our size actually works to your advantage. You receive the expertise and technology you need, plus the value inherent in economies of scale. Yet, through our 240 branch offices, we also give you the personalized service and local knowledge of a small company.

Whether you have one location or many (even in multiple states), we strive to understand your needs intimately through personal contact and good communication. From our corporate offices to local managers and service workers at your facility, ABM employees will have the same goals as you do.

To best serve you, we perform major functions, such as sales, operations and quality assurance through the regional office(s) closest to your facilities. Our specialists in your industry will understand how your facility works and help implement best practices. We also bring in ABM’s corporate support specialists in quality, safety, risk management, planning, training and technical support. The combination of corporate and local support allows us to meet each customer’s unique needs. We stay on top of the situation through technologically advanced communication, tracking, reporting and data analysis.

Your onsite manager(s) will have many resources available: the executive team, as well as the heads of your regional and branch offices. All are focused on delivering high quality, consistent service while staying true to the ABM core values.

Q: *What is ABM’s AuditMatic technology, and how does it benefit me?*

Answer: AuditMatic is our mobile, data-gathering and reporting tool used by ABM security and parking personnel—employees use handheld computers, smart phones and/or Web-browsers instead of paper and clipboards. A powerful relational database allows us and our customers to view data via the Internet within minutes of capture. This helps with task management and decision support, because it keeps everyone informed and connected.



How many branch offices does ABM have?

- a. 240
- b. 230
- c. 245

Q: *How do you select the employees who will be working at my facility?*

Answer: We're lucky—ABM's reputation attracts prospective employees without a great deal of solicitation or marketing. People want to work for ABM. We look for superior employees from diverse backgrounds and cultures, and we feel that we attract the "best in class."

However, to maximize the number of applicants who fit our profiles, we proactively recruit from many sources—from community bulletin boards and local newspapers ads to online job postings and other things in between. The process begins with a well-defined job description. Then, as an equal opportunity employer, we seek someone who matches the job profile and ABM's culture—including the commitment and the desire to learn, work hard and serve others.

Our selection process includes:

- Employment documentation
- Interviews
- Background investigations and drug screenings as required by the customer.

Once hired, employees receive the necessary training from our comprehensive educational programs. We help them learn to apply ABM core values every day on the job.

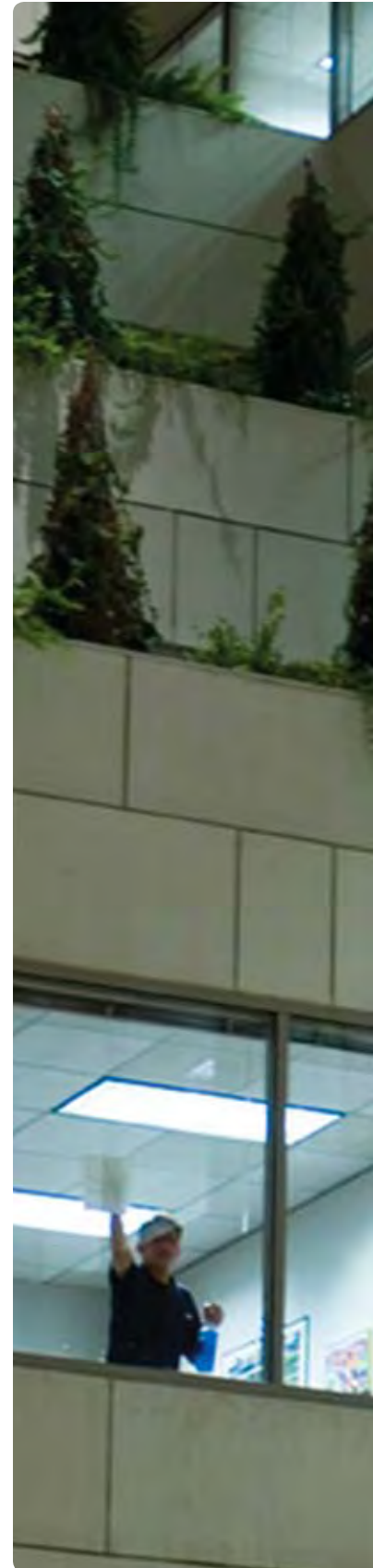


Our customers receive the maximum value for their dollar when we place the right people at each facility. It's important, for example, that the selected onsite manager(s) is/are compatible with your site management personnel because this is the primary contact between the customer, onsite workers and management.

With well-managed people in the right jobs, feeling good about their contributions, we know our customers will benefit in many ways including:

- Higher quality work
- Increased productivity and reliability
- Professional interaction with occupants
- Reduced turnover and more familiar faces
- Reduced risk of theft and liability
- Lower costs as a result of a safer workplace.

ABM provides ongoing support to its employees as they grow and develop in their careers. Our rewards program instills a positive, productive culture and encourages employees to continue their efforts to produce quality work. Some examples of awards at customer locations include: Employee of the Year, Dedication to Service and Productivity Improvement.





Q: How do you ensure quality and compliance? How do you manage subcontractors?

Answer: We select high caliber employees and provide them with extensive ongoing training to ensure that proper safety and service procedures are their top priorities at your facility. Because ABM self-performs approximately 90% of our services, we spend more of your dollars on quality labor and fewer dollars on overhead. (We'll discuss subcontracting later in this answer).

Our innovative approach to measuring service levels is supported by ABM's major investments in technology. Our customized, Web-based Quality Management System gives ABM and customers the power to monitor the quality of services. Work orders are communicated and updated in real time on one common website via handheld devices. Customers benefit from:

- Round-the-clock access, communication and tracking
- Periodic scheduling and tracking
- Customized inspection reports providing feedback for process improvement
- Automated communication, resulting in reduced response time and enhanced customer satisfaction.

Compliance to ISO 9001:2000 Standards: The International Organization for Standardization has developed and refined a set of international standards for quality management systems. ABM's compliance with strict ISO requirements ensures we have a sound program. Whether you're a self-registered or ISO-registered site, we conduct regular, thorough audits of local operations. Our ISO-registered sites additionally have objective, third-party surveillance audits at required intervals and a complete re-registration every three years.

Subcontracting: In those areas where we do not currently have an established regional or branch office or local service expertise—or when diversity spend is a goal—we subcontract through affiliated service partners. (Also see the Q&A on diversity on page 9). Once we make a decision that we would like to proceed with specific partners, we complete our screening process to ensure they have appropriate insurance and licensing, quality and training programs, references and proper hiring practices. This way, we develop a Preferred Vendor list that includes a database of screened, approved and field-tested service partners throughout the country, ready to serve our customers.

Furthermore, ABM has established sophisticated purchasing and subcontract management systems that enable us to procure necessary services, manage service partners effectively and save our customers money without sacrificing quality. We monitor performance of subcontracted services to ensure that high standards of timeliness, quality, service and cost-effectiveness are maintained at your facility.

Once we make a decision that we would like to proceed with specific partners, we complete our screening process to ensure they have appropriate insurance and licensing, quality and training programs, references and proper hiring practices. This way, we develop a Preferred Vendor list that includes a database of screened, approved and field-tested service partners throughout the country, ready to serve our customers.

What percentage of our services does ABM contract out?

- a. 5%
- b. 0
- c. 10%

Q: What services does ABM self-perform versus subcontract?

Answer: In most cases, ABM self-performs the following services unless we do not currently have an established regional or branch office or local service expertise—or when diversity spend is a goal.

- Property condition assessments and due diligence
- New construction commissioning
- Benchmarking for facility management and maintenance services
- Capital planning for major repairs and retrofits
- Mobile maintenance services
- Security personnel
- Union and non-union technical staff recruiting, employment, payroll and management
- Cost projections, budgeting, condition assessments, energy assessments and safety program
- Tenant/occupant support tracking and request management services and systems
- HVAC and plant mechanical system operations, repair and maintenance
- Electrical systems operation, repair and maintenance
- Energy programs and energy management solutions
- Housekeeping and janitorial cleaning services, including green cleaning
- Landscaping, snow removal and grounds maintenance
- General light maintenance including doors, furniture and fixtures
- Fire life safety systems and sprinklers
- Preventive maintenance and maintenance management systems
- Distribution equipment and conveyors
- Critical systems equipment including UPS, PDU, ATS, generators and batteries
- Building automation systems — maintenance and management
- Cafeteria equipment
- Mail services

How many years has ABM been in business?

- a. 100
- b. 1000
- c. 110



Q: If I outsource to ABM, what will happen to my facility services personnel?

Answer: We begin most transitions by meeting with your entire team. Then we interview and evaluate team members to identify as many people as possible to retain. Those people become ABM employees at your site. We provide training and mentoring and help create a career path for them. In this way, their value to you increases, and the employees tend to feel very positive about their new opportunities.

For quality people who aren't a good fit at your facility, many times we can hire them and place them at other ABM customer sites in the area.



Q: *Why should I consider outsourcing engineering services to a company like ABM?*

Answer: Outsourcing is a strategic business decision with many great benefits. You can gain a competitive advantage by outsourcing, because it saves you time and resources, enabling you to grow your business. It all comes down to a simple goal: making your business more efficient.

Focus on Your Core Competency: Your business provides specialized products and/or services. Each business function that does not directly support, develop or improve your products/services can be outsourced. Outsourcing allows you and your team to concentrate on your core competencies and mission-critical objectives, while leaving the engineering services to someone else.

Reduce Costs: Cost savings alone can be a good enough reason for businesses to begin outsourcing. As you well know, retaining in-house employees is a very expensive endeavor, and if you're not outsourcing, you're employing in-house personnel who do not support your core business function. But you still have to pay for those individuals' payroll tax, salary and benefits (insurance, 401(k), vacation and sick pay, etc.). Plus, you incur other indirect costs like tools and equipment, management and training.

Outsourcing engineering services can help you control operating costs and establish a budget, freeing up capital that can be invested in your core business at a higher rate of return.

By outsourcing to ABM Engineering Services you gain...

- Cost savings through energy conservation, operating efficiencies and labor utilization—key ingredients to maximizing productivity and improving service levels.
- Solutions for risk avoidance and regulatory compliance before an incident so you have peace of mind knowing that your properties are safe and reliable.

In addition, ABM maintains ISO certification for all our operations across the country. That means you can count on us for exceptional *value and quality*. We also maintain one of the highest safety records in the industry and address all aspects of safe, reliable workplace operations including onsite training, Web-based safety courses, visual inspections and corresponding documentation —key to delivering a safe environment for employees, tenants and visitors.

Expertise:

Because it is our business, ABM Engineering Services has the technical knowledge and vast experience that you most likely do not have in-house. We recruit the best of a broad spectrum of maintenance and repair personnel including:

- *Building engineers*
- *Electricians*
- *Plumbers*
- *Carpenters*
- *Roving truck-based maintenance technicians*
- *HVAC technicians*
- *General maintenance*
- *Locksmiths*
- *Data center technicians*
- *Energy engineers*
- *GMP maintenance*
- *Industrial equipment maintenance engineers*
- *Conveyor system and distribution equipment technicians*
- *Clean room technicians*

Q: *How would my facilities services experience change using ABM?*

Answer: What makes ABM different is that we self-perform most services. We subcontract only where it's more cost-effective. This gives you the following advantages:

1. Cutting out the middle man saves you money.

Labor accounts for 70% of the cost of delivering facilities services. By managing our own people, we keep labor costs down. Fewer of your maintenance dollars go toward overhead and fees.

2. You benefit by having better paid people at a lower price.

We don't attempt to drive down costs by purchasing low bid services from subcontractors. Higher pay means a higher caliber workforce, giving you higher quality service at a reduced cost. Quality goes up; cost goes down.

3. You have direct access to managers and operators working at your facility. Without additional layers of management (i.e., subcontractors), you have open lines of communication, ensuring that you can directly discuss problems with onsite personnel to implement creative solutions customized to your facility.

Q: *What is your diversity program? Do you qualify as a Minority, Women and Disadvantaged Business Enterprise (MWDBE) contractor?*

Answer: We are committed to diversity, both within our employment ranks and with the people and companies with which we do business. ABM has a significant number of qualified, diverse service partners, through which we help customers achieve their diversity spend goals.

We make it a common practice to look for ways to maximize our diversity partners whenever an ABM customer's plan blends our self-performed work with subcontracted services. We continue to identify every opportunity for MWDBE firms to participate. We're committed to creating strategic alliance agreements with local Disadvantaged Business Enterprises, Minority Business Enterprises and Woman-Owned Business Enterprises before working with other firms outside of the service area.

ABM has already formed such alliances with many minority businesses, woman-owned businesses, Historically Underutilized Businesses Zone (HUB Zone) and Disadvantaged Business Enterprises. All of our service partners are subject to pre-qualification reviews to ensure they can meet ABM's customer service requirements and have the applicable insurance and business licenses.



(l to r) Deborah Butler, Phil DiMaio, Ashleigh Rockey and Bill George celebrate their customers in ABM Janitorial Services' King of Prussia, PA office.

Celebration Emphasizes the Vital Role that ABM Employees Play in Keeping Customers Happy.

On April 21, 2010, ABM employees gathered to celebrate the importance of customer service. The event served to highlight a renewed customer-centric focus as well as remind every member of the team about the critical importance of exceeding client expectations.

Balloons, cake and banners helped emphasize that every ABM employee touches a customer in some way every day, whether it's a face-to-face meeting, answering the phone or generating a customer invoice behind-the-scenes. Key messages emphasized by ABM management were:

- *Maintaining a determined focus on strengthening the relationship with the customer*
- *Delivering efficient, quality service every day*
- *Staying on the lookout for ways to create new value for the customer.*



Q: How can ABM help me reduce energy consumption at my facility?

Answer: Good question! We can help you find many common energy savings opportunities, such as:

- Mechanical system improvements
- Lighting retrofits
- Industrial process optimization
- Building control systems
- Building envelope improvements
- Power factor correction
- High efficiency motors
- Pumping system optimization
- Variable speed drives
- Data collection and metering technologies
- Day cleaning



How long does it typically take to recoup the expenses from implementing an energy reduction program?

- a. less than 2 years
- b. 1 month
- c. exactly 5 years

ABM Energy Services has specialists trained to cost-effectively help you reduce energy consumption, minimize your carbon footprint and implement measures that typically pay for themselves in less than two years. We visit your facilities and identify opportunities for improvement. Then, we detail designs and engineering calculations to validate each. ABM Energy Services provides flexible financing and contracting options to meet your payback and cash flow objectives.

Upon project completion and beyond, we'll:

- Verify project savings by measuring actual energy consumption against established baseline consumption.
- Track and handle the application process for all rebates and tax incentives, working with utility providers across the country.
- Ensure maximum benefit by maintaining your building systems at optimal performance.
- Manage a network of bill payment and reporting solutions at competitive rates to further streamline utility bill payment and audit functions.
- Quantify points earned for LEED certification and register your facilities in the EPA's ENERGY STAR benchmarking tool to measure the project's achievements toward sustainability.



Day Cleaning:

*This option is offered by ABM Janitorial Services. Compared to night cleaning, it increases efficiency, energy savings, security and accountability. With lights and HVAC systems no longer needed for night cleaning, customers can decrease energy consumption by 10-15%.
(source: Daniels Associates, Inc.)*



Q: How can you help my facility earn USGBC's LEED certification?

Answer: By helping 120 facilities earn or maintain certification, we've become experts at understanding how our operations can help you earn points for the LEED program. We also help with the all-important documentation requirements. ABM employees who have earned the LEED Accredited Professional (LEED AP) designation will gladly meet with you to discuss your facility's needs.

In order to become certified under the LEED program, a project must prove that it meets certain requirements. The U.S. Green Building Council (USGBC) awards points accordingly. The number of points determines the LEED rating:

Certified: 40-49 Silver: 50-59 Gold: 60-79 Platinum: 80& above

There are specific rating systems for different types of projects, according to the USGBC:

LEED-NC (New Construction & Major Renovations) - designed for rating new and existing (less than 2 years old) commercial and institutional buildings.

LEED-EB O&M (Existing Buildings: Operations & Maintenance) - helps building owners and operators measure operations, improvements and maintenance on a consistent scale, with the goal of maximizing operational efficiency while minimizing environmental impacts. This program addresses whole-building cleaning and maintenance issues (including chemical use), recycling programs, exterior maintenance programs and systems upgrades. As of June 27, 2009, all projects registering for LEED for Existing Buildings must do so under the new LEED for Existing Buildings: Operations & Maintenance version.

Other LEED programs include LEED-CI (Commercial Interiors), LEED-CS (Core & Shell) and LEED certification for specific buildings, such as schools, retail, healthcare and homes.

When it comes to greening your cleaning operations, LEED certification requires much more than just switching to green cleaning chemicals. We currently green clean more than 175 million square feet of building space, so we definitely have the know-how! Our program helps you earn credits in the Indoor Environmental Quality area primarily.

In addition, ABM enables you to obtain credits in the Energy/Atmosphere area by optimizing energy performance (e.g., through an ENERGY STAR rating) and by conducting ASHRAE (American Society of Heating, Refrigerating and Air-Conditioning Engineers) Level II energy audits.

For more information, see www.usgbc.org

What does LEED stand for?

- a. Leadership in Energy & Environmental Design administered by the U.S. Green Building Council (USGBC)
- b. Leading the way to green
- c. Leave Everything Else but Dirt

Where ABM Can Help You Earn LEED Credits:

By implementing the ABM Green Care™ program, your building can earn up to 31 credits toward LEED-EB O&M certification. We'll also help you with the stringent documentation requirements. LEED-EB O&M focuses on seven major areas, each with their own certification standards and best practices.

1. Sustainable Sites
2. Water Efficiency
3. Energy/Atmosphere
4. Materials and Resources
5. Indoor Environmental Quality
6. Regional Priority
7. Innovations in Operations



Q: What are the benefits of LEED certification?

Answer: **1. Becoming LEED certified by the U.S. Green Building Council (USGBC) is good business.** LEED certified buildings enjoy government incentives, marketing benefits and increased property values. Going green also reduces costs to building management and tenants, including costs associated with sick leave, health care, productivity loss and litigation. In addition, energy and lifecycle cost savings for buildings with LEED certification are documented in USGBC case studies.

2. LEED buildings are healthier, and healthier environments increase productivity. LEED standards create improved indoor air quality and reduce potential health problems, especially allergies and other sensitivities. Healthier employees mean happier employees. Statistics show increased worker satisfaction, improved morale, reduced absenteeism and increased productivity.

3. Green buildings help the earth. Green programs can reduce the negative effect buildings and operations have on the environment: air and water pollution, ozone depletion and global climate change. Green practices conserve energy, promote recycling, reduce the use of raw materials and minimize the use of toxic products requiring disposal. The average LEED certified building uses 32% less electricity and saves 350 metric tons of CO₂ emissions annually compared to a non-green building.¹

4. Going green increases the safety of the building and protects property values. Green cleaning procedures, for example, actually reduce the likelihood and frequency of fires, explosions, spills and splashes. In addition, green cleaning calls for milder (but highly effective) and correctly diluted products and the right product for each job. Therefore, the life of carpets, upholstery or other expensive furnishings will be prolonged.

¹ Dwight S. Patten, "LEED the Way with Sustainability: Going Green without Spending Too Much Green," April 2009, <http://www.usgbc.org/News/USGBCInTheNewsDetails.aspx?ID=4060>.

Q: How can ABM improve the efficiency of my parking facility?

Answer: Automation and other advanced technology can reduce operating expenses and increase efficiency in many ways. Plus, you can gain the other benefits that our parking customers have experienced: streamlined operations, increased profits, better service to parkers, enhanced security and regulatory compliance, fine-tuned auditing and greater employee productivity.

Control of Parking Revenue Activity: SCORE4, Ampco System Parking's proprietary accounting software, controls all parking revenue activity at your facility. As one of the most advanced integrated financial management programs available in the parking industry, this system:

- Provides up-to-the-minute automated reports
- Reduces the need for both onsite and off-site operations personnel to re-key data
- Automates daily deposit reconciliations for most locations
- Integrates manual invoice processing.

(continued on next page)





The average LEED certified building uses how much less electricity per year?

- a. 32%
- b. 15%
- c. 320%

Less Paper, Better Communication and Data: Our employees use AuditMatic (explained on page 4) to communicate via handheld computers, smart phones and/or Web-browsers. The data is immediately available for monitoring and reporting. We also communicate with you online. We've moved away from the inconvenience, waste and expense of paper statements; we now send customer documents electronically via a secure online customer portal.

Payroll Control and Reduced Clerical Processing Costs: Our E-Pay payroll system has enabled us to reduce personnel time spent on payroll tracking, provide enhanced oversight and offer additional operational savings.

Enhanced Customer Service at Airport Parking Lots: Ampco can set up an airport parking space management system similar to the SurePark system currently in use at a major Midwest international airport. SurePark gives customers live, up-to-the-minute parking availability via phone, Web or text message.

Online Payments for Parker Convenience: Contract parking customers can pay their parking fees online via their bank accounts or credit cards.

Internet/Cameras Enhance Security: We can increase security through a standalone camera system at your entrances and exits, cashier booth areas, parking office or any other area that may need supervision. The cameras can be linked to a website, as well as saved on a digital video recorder, and can be accessed off-site via the internet for security purposes. The system is expandable and economical.

GPS Tracking for Reduced Wait Times: Installing Global Positioning System (GPS) devices in the fleet allows us to greatly enhance operations by decreasing headways and dispatching vehicles to the areas where they are needed most. As a result, customers experience reduced wait times.

In-Vehicle Monitoring Saves Money: In our entire fleet, we use the Smart Drive System with the latest in-vehicle cameras to monitor driver activity. The cameras automatically record accident events and allow drivers to manually activate recording via a "panic" button. These cameras have proven to:

- Reduce liability claims and accidents
- Reduce the cost of physical damage from collisions
- Lower the operating expenses of shuttles (reduced fuel use, transmission, brake and tire wear).





How long has the average ABM janitorial customer been with us?

- a. more than 12 years*
- b. 250 years*
- c. a millennium*

Q: *When I renew my janitorial services contract, are there opportunities to add services without raising my costs?*

Answer: When you renew your contract, your ABM site manager will have the advantage of having worked at your facility during the previous contract period. With that experience, ABM can offer suggestions for changing processes to give us time to do other things for you. In addition, some of your needs and priorities may have changed. Perhaps you've over-specified in some areas and under-specified in others. We can discuss ways to cut back some services and add others. Here are some examples.

- You may be able to change the frequency of certain tasks to free up time for additional services at no additional cost. If ABM vacuums five days a week, you might decide that three would be sufficient. With all that extra time, we can do something else for you, like change light bulbs. If your own staff currently changes light bulbs, we can usually save you a lot of money because having our janitors do it would be less costly.
- You can change out paper dispensers in restrooms to new ones that hold more paper. Or you can invest in efficient air dryers. When day porters spend less time on refills, their efforts can turn to other duties.
- You can consider new equipment to improve efficiency. Microfiber flat mops offer proven time savings with excellent results. Now available are backpack floor refinishers that automatically dispense cleaning fluid, saving labor. With the extra time, ABM can perform other services for you.

During your contract year, we're always on the lookout to improve efficiencies, but renewal time is an ideal time for an overall review of your situation and how it has changed on a macro level over time. You'll have ideas and so will we.

National Accounts Program: If you have multiple locations, you can also save money by extending your ABM janitorial contract to all of your sites. We offer you the benefits of a single source of contact, consolidated billing, streamlined service requests, consistent service and reporting and other measurable benefits.

Bundled Services:

Since you're already an ABM customer, you've experienced our personalized service. Why not take a look at our other services—engineering, security and/or parking? By bundling multiple ABM services under one contract, you'll gain the cost savings and ease of working with one vendor.



Q: What does it mean to be SAFETY Act Certified, and what are the benefits to the customer?

Answer: SAFETY Act certification from the U.S. Department of Homeland Security provides liability protection for ABM Security Services and our customers. In the event of a terrorist attack, customers and end-users of ABM's SAFETY Act certified anti-terrorism technologies are shielded from third-party claims concerning the technology.

Tort Protections: In short, the SAFETY Act eliminates the massive liability that could arise out of a terrorist attack. The Act provides the following tort protections if SAFETY Act approved technologies are involved in an act of terrorism:

- A presumption of dismissal of any tort suit filed against the seller of anti-terror technology.
- A presumption of dismissal of any tort suit filed against customers who buy SAFETY Act approved technologies.
- Lawsuits arising out of an act of terrorism can only be filed in federal court.
- No punitive damages claims can be made against the seller of SAFETY Act approved technology.
- Any liability of the seller is capped at the seller's insurance limits.

SAFETY Act protection applies regardless of whether the approved technology is sold to federal, state or local governments or commercial entities.

Benefits to ABM Customers: ABM Security Services received full SAFETY Act coverage on December 7, 2008. The tort protections discussed above extend not only to ABM Security Services, but to our security customers, should another act of terrorism covered by the Act occur where the customer has purchased and deployed our protective force operations.

If a covered act of terrorism occurs and lawsuits are filed alleging that ABM Security Services failed in some way in connection with the act of terrorism, our customers would have a substantial basis under the SAFETY Act to seek immediate dismissal of such suits against them, and/or a substantial basis to argue that liability should be capped at a pre-determined amount.

Note: This is not to be construed as legal advice. For the most accurate and up-to-date description of the SAFETY Act and its legal ramifications, please see <http://www.safetymact.gov>

When was the SAFETY Act passed?

- a. 1642
- b. 1992
- c. 2002

Background:

Following the horrific terrorist attacks of September 11, 2001, a number of lawsuits were filed against airports, airplane manufacturers, security companies and government entities. A federal judge permitted those lawsuits to proceed. As a result, the potential liability costs for all providers and users of anti-terror products and services have become virtually unlimited.

The federal government, recognizing that such massive liability would crush the research, development and use of anti-terror technologies, passed the SAFETY Act as part of the Homeland Security Act of 2002.



You can look to ABM for answers to ALL your facilities questions:

ENGINEERING

For a diverse range of customers, ABM Engineering Services has pioneered the development of comprehensive maintenance systems, energy conservation protocols and training programs.

ENERGY

ABM Energy Services provides comprehensive energy management solutions to help customers reduce energy consumption. From the initial feasibility analysis, planning and construction through application for rebates and government incentives, we manage the entire process for you.

FACILITY

Customers look to ABM Facility Services for reduced overhead costs and increased efficiencies. We provide a unique combination of best-in-class maintenance services, support resources and management talent for a variety of properties and customers, all under a convenient, single contract.

JANITORIAL

Offering highly customizable janitorial services, including green cleaning, ABM Janitorial Services serves the needs of a variety of facilities. Our national scope plus strong local presence give you the advantages of large-company resources coupled with local expertise and accessibility.

PARKING

As an industry leader in the management and operation of parking facilities, Ampco System Parking serves more than 1800 office and multi-use parking operations throughout the U.S. We have met a variety of needs and provide high quality parking services to customers ranging in size from 10-stall units to 10,000-stall structures.

SECURITY

ABM Security Services protects high-rise office buildings, high-tech computer data centers and commercial industrial sites. Ranked among the top 10 security companies, we provide a wide range of services, including uniformed, unarmed security professionals; access control; special events coverage; background checks and investigative services; security system designs; patrol and alarmed response; crowd control and security counseling.



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