

ABM Industries Incorporated

Report on ABM Industries Incorporated's Assertion about the Suitability of Design and Operating Effectiveness of its Controls Relevant to Security for its Primary IT Infrastructure System

SOC 3sm Report

For the period January 1, 2015 to December 31, 2015

ABM Industries Incorporated

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Section I
Independent Service Auditor's Report



KPMG LLP
345 Park Avenue
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Independent Service Auditor's Report

The Board of Directors of ABM Industries Incorporated:

We have examined management's assertion that during the period January 1, 2015 through December 31, 2015, ABM Industries Incorporated ("ABM") maintained effective controls over ABM's Primary IT Infrastructure System to provide reasonable assurance that the system was protected against unauthorized access (both physical and logical) based on the AICPA and CPA Canada trust services security criteria set forth in TSP section 100, *Trust Services Principles, Criteria, and Illustrations for Security, Availability, Processing Integrity, Confidentiality, and Privacy* (AICPA, *Technical Practice Aids*).

ABM's management is responsible for this assertion. Our responsibility is to express an opinion based on our examination. Management's description of the aspects of ABM's Primary IT Infrastructure System covered by its assertion is attached. We did not examine this description, and accordingly, we do not express an opinion on it.

Our examination was conducted in accordance with attestation standards established by the American Institute of Certified Public Accountants and, accordingly, included (1) obtaining an understanding of ABM's relevant controls over the security of the ABM Industries Incorporated system; (2) testing and evaluating the operating effectiveness of the controls; and (3) performing such other procedures as we considered necessary in the circumstances. We believe that our examination provides a reasonable basis for our opinion.

Because of the nature and inherent limitations of controls, ABM's ability to meet the aforementioned criteria may be affected. For example, controls may not prevent or detect and correct error or fraud, unauthorized access to systems and information, or failure to comply with internal and external policies or requirements. Also, the projection of any conclusions based on our findings to future periods is subject to the risk that changes may alter the validity of such conclusions.

In our opinion, management's assertion referred to above is fairly stated, in all material respects, based on the AICPA and CPA Canada trust services *security* criteria.

KPMG LLP

KPMG LLP
June 2, 2016
New York, NY

Section II
Management of ABM Industries
Incorporated's Assertion

Management of ABM Industries Incorporated's Assertion

December 31, 2015

The management of ABM Industries Incorporated ("ABM") makes the following assertion pertaining to ABM's Primary IT Infrastructure System:

ABM maintained effective controls over its Primary IT Infrastructure System, during the period January 1 2015 through December 31 2015 based on the AICPA and CPA Canada Trust Services security criteria set forth in TSP section 100 , Trust Services Principles, Criteria, and Illustrations for Security, Availability, Processing Integrity, Confidentiality, and Privacy (AICPA, Technical Practice Aids) to provide reasonable assurance that

- The system was protected against unauthorized access (both physical and logical).

The attached description of ABM's Primary IT Infrastructure System identifies those aspects of the system covered by our assertion.

ABM Industries Incorporated

Anthony Scaglione
Executive Vice President and Chief Financial Officer

Section III
Description of ABM Industries
Incorporated's Primary
IT Infrastructure System

Overview of Services Provided

Company Background

Founded in 1909, ABM is an American corporation involved in outsourcing, building maintenance and facility management headquartered in New York, NY. ABM provides services to its customer's employees and business partners supported by hardware and software managed and secured in the company's primary IT infrastructure. Services offered to, customers and business partners include work order management, work force management and billing. Users of these services have been provided with logical and physical access to the services

ABM supporting infrastructure of databases and operating systems for these services is housed in its Alpharetta, Georgia, data center (the "Primary IT Infrastructure System")

The Primary IT Infrastructure System is comprised of the following five components:-

- Infrastructure (facilities, equipment and networks)
- Software (databases, operating systems, and utilities)
- People (developers, operators, users and managers)
- Procedures (automated and manual)
- Data (transactions streams, files and tables)

The following sections of this description define each of these five components comprising the Primary IT Infrastructure System.

Infrastructure

ABM operates a data center facility located in Alpharetta Georgia that consists its primary IT infrastructure. ABM has implemented a variety of physical security and environmental controls to protect ABM and customer assets. The following distinctive characteristics and security features apply to ABM's facility:

- Secure facility with recorded video surveillance, facility access control via a magnetic card access system, continuous monitoring and 24x7 on premise staffing
- Experienced engineering support for major platforms including IBM AS/400.iSeries, Windows Server , and full suite of Microsoft Office products
- Daily operation management and support of ABM infrastructure
- Fully redundant environmental infrastructure including UPS and generator power, redundant cooling and humidification, and fire and smoke detection systems.

- Operations center support providing premise staff and help desk support.

The ABM data center hosts a hybrid cloud configuration with dozens of IaaS workloads running in Microsoft Azure. We have 1,700+ virtual machines, with over 1,500 running on VMware and roughly 180 running on Hyper-V. An ABM firewall protects the servers housed within the data centers which are configured in a high availability mode. Intrusion detection systems (IDSs) are implemented throughout the network and are monitored by IT security personnel.

Software

Software used to manage and support the ABM Primary IT Infrastructure System include system/network and security monitoring. The platform is used for various accounting, financial management, labor, payroll, and project management activities by client. ABM servers run on Power Systems running on IBM iOS. In addition, IBM DMZ is used for system, network, and security monitoring. Databases supporting the systems in the IT Infrastructure are MS SQL Server and DB2.

People

Security operations are under the direction of the Chief Information Officer. ABM is organized into the following functional Security groups:-

- Global Infrastructure Services: Responsible for managing the ABM infrastructure operations including operations within the Alpharetta Georgia data center, day to day computer operations, monitoring hardware services, maintaining and monitoring network communications and security administration. Monitors the IDS/IPS platforms and responds to each issue as they arise
- IT Security, Risk and Compliance: Responsible for identifying areas requiring controls and implementing such controls; manages the Security, Risk and Compliance for the IT Enterprise Group
- Enterprises Systems Group: Provides support to ABM customers on an enterprise and application basis
- Global Network Services: Responsible for making firewall changes and maintaining the IPS.

Personnel policies are documented and background checks are conducted for all personnel hired. Upon employment, employees are required to sign confidentiality documents.

Regularly scheduled management meetings are held to discuss special processing requests, operational performance, and the development and maintenance of projects in place.

Procedures

ABM has documented policies and procedures to support the operation and control over its Primary IT Infrastructure System. Specific examples of the relevant policies and procedures include the following:

- Change Management
- Software Development
- Physical Security
- Access Administration
- Server Security and Maintenance
- Security Incident Reporting

Data

This component of ABM's Primary Infrastructure System definition is limited to the electronic information (e.g. log files, incident management reports, change management tickets, and monitoring data) used to support infrastructure components of the System for the purposes of the work order management, work force management and billing services outlined in this description. It excludes customer and business partner controlled information that is housed in their own locations.