

## **CSE Independent Assurance Statement**

The Center for Sustainability and Excellence (CSE) has been engaged by ABM to provide independent assurance over ABM's 2023 Corporate Responsibility Report. The goal of this process is to provide assurance to ABM's stakeholders concerning the accuracy, reliability and objectivity of the reported information and the coverage of the material issues concerning ABM's business and its stakeholders. The Corporate Responsibility Report has been established "in accordance" with the Global Reporting Initiative (GRI 2021) Standards and followed the SASB<sup>1</sup> Standards for the Professional and Commercial Services Sector.

### **1. Scope of work**

The scope of work included a review of the Corporate Responsibility Report activities and performance data related to the 2023 fiscal year that ended October 31, 2023. Specifically, this included:

1. Statements, information, and performance data contained within the report.
2. ABM's process for determining material aspects for reporting and the management approach to material issues.
3. ABM's reported data and information as per the requirements of the GRI STANDARDS Corporate Sustainability Reporting Guidelines, and SASB standards for Professionals & Commercial Services as indicated in the report index.

The assurance process was conducted in line with the requirements of the AA1000 Assurance Standard v3 and applied a Type 2 moderate level of assurance. Type 2 requires assessment of organization's adherence with the AA1000 AS Principles and shall additionally assess and evidence the reliability and quality of specified sustainability performance and disclosed information. The principles that the assurance process is focused on are, Inclusivity, Materiality, Responsiveness, and Impact.

### **2. Methodology**

To verify the content of the Corporate Responsibility Report we undertook the following activities to inform our independent assurance engagement:

- Conducted document reviews, data sampling and associated reporting systems as they relate to selected content and performance data.
- Reviewed ABM's website.
- Reviewed the outcomes of ABM's stakeholder engagement activities in 2023.
- Reviewed the materiality analysis and its outputs.
- Evaluated ABM's public disclosures against the GRI and SASB standards.

More details on the specific information and data that were verified are presented in the following sections of the present independent assurance report.

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<sup>1</sup> SASB: Sustainability Accounting Standards Board

### 3. General Conclusions

With respect to the scope of work, we conclude that:

- The account of ABM's activities and performance during fiscal year 2023 and the way they are presented in the Corporate Responsibility Report is accurate.
- ABM adheres to the principles of inclusivity, materiality, responsiveness, and impact as per the AA1000 Accountability Principles Standard.

Any errors or misstatements identified during the engagement were corrected prior to the publication of the 2023 Corporate Responsibility Report.

### 4. Key observations and recommendations:

Based on the observations and concluding remarks derived from the assurance engagement, our key observations, and recommendations for the improvement of the 2023 Corporate Responsibility Report are:

- With respect to the principle of **inclusivity**, ABM maintains a comprehensive communication process with its key stakeholders. In 2023, ABM launched six Team Member courses, as part of ABM's first enterprise-wide Inclusive Team Member Training campaign. It is suggested that ABM evaluates this model to maximize its effectiveness and results.
- With respect to the principle of **materiality**, it is suggested that ABM maintains the established annual process of identification and prioritization of its material issues. In addition, ABM should consider expanding the scope of the materiality assessment process to 'Double Materiality' and include Financial Impacts to its process.
- With respect to the principle of **responsiveness**, ABM has taken significant steps to incorporate the concerns and preferences of its key stakeholder groups.
  - ABM has taken significant steps to integrate sustainability into its business operations. In 2023, ABM continued to define goals under guidance of the 'Science Based Targets initiative (SBTi)', meaning that ABM will disclose rigorous, credible, and meaningful decarbonization targets, potentially as early as in year 2024. In that context it is recommended that ABM provides more training opportunities for its staff on sustainability and 'Net – Zero' greenhouse gas emission strategies.
  - The company has also incorporated the SASB Standards (Professional & Commercial Services Sector) within the report.
- With respect to the principle of **impact**, ABM shows adequate monitoring, measuring, and accountability for its actions and how they affect its broader natural and human ecosystems.
- With respect to performance indicators, it is recommended to continue showing performance from previous years in all indicators, to fully comply with the principle of comparability and to be able to show the progress made in managing material issues.

## **Findings and conclusions concerning adherence to the AA1000AS principles of Inclusivity, Materiality, Responsiveness, Impact and concerning Specific Performance Information.**

**Inclusivity** – how the key stakeholder groups were identified and engaged regarding sustainability issues. All the key stakeholder groups were engaged. ABM applied widely accepted principles in developing its approach to stakeholder engagement and sustainability.

**Materiality** – how the assessment of the importance of each sustainability topic took place. The process for determining the material issues by ABM provides a balanced representation of the material issues regarding its sustainability performance and impacts.

**Responsiveness** – how the company responded to the issues that were pointed out by each stakeholder group, and how this response is described in the 2023 Corporate Responsibility Report. ABM has responded in a sufficient manner to the issues that were of high concern to the stakeholders. This response is presented in an appropriate and sufficient manner in the 2023 Corporate Responsibility Report.

**Impact** – how the company monitors, measures, and is accountable for how its actions affect their broader ecosystems. ABM provides adequate information in its Corporate Responsibility Report on how it monitors its impacts to the natural and human ecosystems. The performance indicators used are based on commonly accepted standards and local/global best practices.

**Specific Performance Information** – The quantitative data relative to GRI Indicators and SASB Metrics have been collected and presented in the 2023 Corporate Responsibility Report in a way that the requirements of the GRI STANDARDS and SASB STANDARDS are met, the principles are applied, providing a holistic description of the ABM’s sustainability performance. Specifically, during the independent assurance process, CSE examined evidence and documentation regarding:

- A description of other means, besides the materiality assessment, of identifying and verifying important sustainability topics for the 2023 fiscal year.
- A description (along with any supporting evidence and documentation) of the stakeholder engagement process, beyond the materiality assessment process, that took place during the 2023 fiscal year.
- ESG ratings.
- Sustainability Strategy and KPI<sup>2</sup>s.
- “Sustainable Portfolio” section of the report.
- ISO Certificates obtained by ABM.
- Community support activities and awards obtained by ABM.
- **Evidence and documentation regarding key ESG topics, included in the report:**
  - Energy Consumption Management and Carbon Footprint Reduction
  - Environmental Management
  - Sustainable Services and Innovation
  - Diversity and Equal Opportunity
  - Employee Health and Safety
  - Employment Labor Relations
  - Talent Attraction, Retention and Engagement

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<sup>2</sup> KPI: Key Performance Indicator

- Talent Planning and Development
- Data Privacy and Security
- Ethics and Compliance
- Human Rights
- Responsible Supply Chain
- Service Quality and Safety

Additionally, based on the documents and information provided to CSE by ABM, it is evident that no allegations were made against ABM regarding corruption, as well as that no confirmed incidents under any applicable corruption laws were reported during the reporting period. There were no legal actions against ABM for anticompetitive behavior, anti-trust, or monopoly practices. Furthermore, ABM had zero breaches of customer privacy or losses of customer data during the reporting period.

## 5. Exclusions and Limitations

Excluded from the scope of our work is information relating to:

- Activities outside the defined reporting period or scope.
- Company position statements.
- Financial data taken from ABM's Annual Report and Accounts in 2023, which is audited by an external financial auditor; and
- Content of external websites or documents.
- Any other issue or policy that was not referred to in the Corporate Responsibility Report

This independent statement should not be relied upon to detect all errors, omissions or misstatements that may exist within the 2023 Corporate Responsibility Report. The scope of our work was defined and agreed on in consultation with ABM.

## 6. Statement of CSE Independence, Impartiality and Competence

The Center for Sustainability and Excellence (CSE) assurance team that completed the independent assurance for ABM has extensive knowledge of conducting assurance over environmental, social, health, safety and ethical information and systems, and through its combined experience in this field, an excellent understanding of good practice in Corporate Sustainability Reporting and assurance.

On behalf of the Assurance Team

Thomas Weber, CSE Chicago Office